Accredited Assessment 
Center Guidelines &
NCACP Procedures
The Standard for Developing Craft Professionals

2020 Edition

The Standard for Developing Craft Professionals
Notice

NCCER was incorporated in 1996.

Disclaimer

NCCER’s accreditation process is designed solely to achieve the purposes set forth in this document. NCCER does not claim or intend to certify the compliance of any assessment program, assessment center, or employer with any local, state, or federal or other applicable national regulations, including, but not limited to, any regulation relating to qualification or certification, equal employment opportunity, education, or any other applicable statute. It is not the policy or the intent of NCCER to qualify or certify illegal or undocumented workers.

Any use of he/she in this document is purely incidental and is not intended to show partiality in regard to gender.

Reviewed by the NCCER Board of Trustees

May, 2002
November, 2002
January, 2004
January, 2005
June, 2006
May, 2007
January, 2008
January, 2009
January, 2010
March, 2011
January, 2012
April, 2014
June, 2015
May, 2016
July, 2020
Executive Summary

NCCER is a not-for-profit 501(c) (3) education foundation serving a broad spectrum of the construction and maintenance industries. NCCER is supported by the participation of trade associations, contractors, schools, construction and maintenance users, pipeline operators, manufacturers, and thirdparty training providers. NCCER is governed by a Board of Trustees consisting of representatives from contributing contractors, owners, and NCCER partner associations. All Trustees are recognized for their expertise in construction or construction-related issues. For a complete listing of NCCER's Board of Trustees, please visit our website at www.nccer.org/board-of-trustees.

Working in partnership with various sectors of the construction and maintenance industries, NCCER has dedicated itself to developing and maintaining quality curricula and a training process that is globally recognized, standardized, portable, and competency-based. NCCER has developed standards for the operation of accredited training programs to ensure that a standardized quality education is provided for all construction and maintenance trainees.

In addition, NCCER, in partnership with contractors, industry associations, and owner groups, has created an industry-standardized assessment and certification process for the construction and maintenance industries. The goal of the program is to evaluate the competence level (knowledge and skills) of experienced workers.

NCCER accredits training and assessment programs. Organizations interested in offering training will pursue Accredited Training Sponsor status, and those interested in offering assessments or performance verifications will pursue the path of Accredited Assessment Center.

When considering application for accreditation, the applicant should examine these guidelines in detail. This examination will assist the organization in determining its capability to meet and sustain the conditions of NCCER’s National Standardized Training Process and/or National Craft Assessment and Certification Program.
# Table of Contents

Terms and Definitions .................................................................................................................. 5

1.0.0 ACCREDITATION PROCESS FOR ACCREDITED ASSESSMENT CENTERS (AAC) ............................................. 9
  1.1.0 Eligibility .................................................................................................................................................. 9
  1.2.0 Applicant Status .................................................................................................................................... 9
  1.3.0 Candidate Status ................................................................................................................................... 12
  1.4.0 Accredited Status ................................................................................................................................... 12
  1.5.0 Endorsement ......................................................................................................................................... 12
  1.6.0 Requirements for Domestic Organizations Working internationally .................................................... 14

2.0.0 ACCREDITED ASSESSMENT CENTER (AAC) .......................................................................................... 15
  2.1.0 Primary Administrator ........................................................................................................................... 15
  2.2.0 Secondary Administrator ....................................................................................................................... 16
  2.3.0 Assessment Support Role ...................................................................................................................... 17
  2.4.0 Assessment Administrator ..................................................................................................................... 17
  2.5.0 Assessment Proctor ................................................................................................................................ 19
  2.6.0 Master Trainer ....................................................................................................................................... 20
  2.7.0 Assessment Performance Evaluator ...................................................................................................... 21
  2.8.0 Practical Examiner .................................................................................................................................. 23

3.0.0 ASSESSMENT LOCATIONS .................................................................................................................. 25
  3.1.0 Authorized Assessment Site (AAS) ........................................................................................................... 25

4.0.0 DELIVERY THE NCACP ...................................................................................................................... 27
  4.1.0 Registration & Release Form .................................................................................................................... 27
  4.2.0 Special Needs/Accommodations .............................................................................................................. 27
  4.3.0 NCCER Card Number ............................................................................................................................ 27
  4.4.0 Credentials ................................................................................................................................................ 28
  4.5.0 Changes to Social Security Number, Alternate ID, and/or Name ............................................................ 28
  4.6.0 Complaint/Appeal .................................................................................................................................... 29
  4.7.0 Journey-Level Assessments .................................................................................................................... 29
  4.8.0 NCCER Assessment Platform ................................................................................................................ 31
  4.9.0 Performance Verifications ...................................................................................................................... 31
  4.10.0 Practical Examinations .......................................................................................................................... 32
NCCER Customer Service department for more information.

Please contact the deliver performance verifications internationally dependent of the US-based organization, with its cited, the international AAC is considered to be in-

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be responsible for compliance with the all policies

Accreditation Guidelines

will

as defined in the

locations must go through the application process

International locations may apply for accreditation

Process Two

By completing this process, the AAC assumes

compliance responsibilities and liabilities for all

such organizations must be in good standing

oversight of international training from the US.

Authorized Assessment Site (AAS) and provide

The AAC may apply to add an international

Process One

3. Must remain in good financial standing with

NCCER.

2. Must not use any portion of an assessment

ordered.

payment to be processed, it is the AAC's

PO #, project name/#, etc.) for an invoice

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7. Must notify NCCER regarding change of

6. Must notify NCCER immediately if the Pri-

5. Must submit payment of annual maintenance

4. Must complete the annual report by August

31 each year unless otherwise communicated

• Accreditation is nontransferable from one

• For organizational name changes, the AAC

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includes buyouts, mergers, acquisitions and/or

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mary Administrator leaves the organization.

• If annual maintenance fee is not paid

fees each January.

• If annual report is not submitted by De-

31 each year unless otherwise communicated

• If the AAC has an outstanding balance for

• Grievances/complaints process

• Compliance with US federal regulations

• Prohibiting the use, possession, conceal -

the following topics:

• Authorization/Primary Administrator will address

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• Additional responsibilities include:

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NCCER.
Terms and Definitions

Accreditation – Confirmation and recognition by NCCER of assessment programs that meet established minimum standards and criteria for program design/administration.

Accreditation Process – A voluntary process whereby an Accredited Assessment Center’s assessment program is evaluated for adherence to NCCER accreditation standards and criteria.

Accredited Assessment Center (AAC) – An entity accredited by NCCER to deliver the National Craft Assessment and Certification Program (NCACP) and receive industry-recognized credentials.

Administrator Certification Training Program (ACTP) – One-day training program provided by NCCER to certify individuals approved by an Accredited Assessment Center.

Annual Maintenance Fee – Invoiced annually, the fee provides funding to support the NCCER Audit Program.

Appeal Process – A required written process established to resolve conflicts in accordance with NCCER accreditation procedures.

Assessment – The knowledge component of the NCACP that verifies an individual’s journey-level knowledge.

Assessment Administrator – An individual certified in accordance with NCCER’s Administrator Certification Training Program (ACTP) to assist in administering the NCACP.

Assessment Performance Evaluator – Individual trained by a certified Master Trainer to administer journey-level performance verifications only.

Assessment Proctor – Individual trained by a certified Administrator who can administer and monitor journey-level assessments and may act as an AAS Representative.

Audit – A systematic and independent examination to determine whether the accredited organization is compliant with NCCER policies and procedures.

Authorized Assessment Site (AAS) – A commercial, physical location, working under an AAC, that is administering journey-level assessments, performance verifications and/or practical examinations (if applicable).

Authorized Assessment Site Representative – An individual selected by the Primary Administrator to assist in administration and oversight of the AAS. The AAS Representative must be a certified Assessment Administrator or Assessment Proctor.
Board of Trustees – The governing body of NCCER.

Certified – Credential earned by successfully completing both the journey-level assessment and performance verification components of the NCACP in a craft area.

Credential – Recognition from NCCER when an individual has successfully passed a journey-level assessment, performance verification and/or practical examination.

Cut-Score – Minimum score required for a candidate to pass a journey-level assessment.

Endorsement – Accreditation offered by NCCER for assessment centers to deliver the Mobile Crane Operator, Tower Crane Operator and/or Rigger & Signal Person certification programs.

Intellectual Property – All NCACP assessments, performance verifications, and practical exams are the copyrighted, intellectual property of NCCER and are exclusively owned by NCCER.

Knowledge Verified – Credential earned by successfully completing the journey-level assessment component of the NCACP.

Master Trainer – An individual certified in accordance with NCCER’s Master Trainer Instructor Certification Training Program (MTICTP) to assist in the oversight of the assessment program.

Master Trainer Instructor Certification Training Program (MTICTP) – Four-day training program provided by NCCER to certify individuals, approved by an accredited organization.

National Craft Assessment and Certification Program (NCACP) – A program developed by NCCER to assess the journey-level knowledge and skills of craft professionals and provide task-specific feedback for knowledge and skills upgrade training.

NCCER Assessment Platform – A web-based testing platform used for journey-level assessment and practical exam delivery. The assessment platform automatically creates, scores and stores journey-level assessments and practical exams and reports completions to the Registry System for credentialing.

NCCER Curricula – Standardized, competency-based and modular curricula developed by NCCER and published in partnership with Pearson.

Performance Verification (PV) – The performance component of the NCACP that verifies a candidate’s journey-level hands-on skills.

Performance Verified – Credential earned by successfully completing the journey-level performance component of the NCACP.

Practical Examination – The performance component of the NCCER Mobile Crane Operator, Tower Crane Operator and/or Rigger & Signal Person certification programs.
Practical Examiner – An individual certified by NCCER to administer practical examinations for the NCCER Mobile Crane Operator, Tower Crane Operator and/or Rigger & Signal Person certification programs.

Primary Administrator – An individual certified as a Master Trainer and Assessment Administrator who is the primary liaison between an AAC and NCCER.

Registration & Release Form – A form releasing and holding NCCER harmless for the disclosure of any information in connection with the verification process of the individual’s training and/or assessment records. If the individual is under 18 years of age, parent/guardian signature on a paper form is required.

Registry System – Database maintained by NCCER which records submissions and issues appropriate credentials.

Registry Department – Performs all entries, updates and oversight of the NCCER Registry System and produces and distributes all credentials.

Revoked – Accreditation or credentials rescinded by NCCER.

Secondary Administrator – An individual certified as an Assessment Administrator and selected by the Primary Administrator to assist in the administration and oversight of the NCACP.

Support Role – This role is assigned to an individual selected by the Primary Administrator to assist in Registry System functions. The individual is not required to hold any NCCER certification.

Suspended – Accreditation privileges are deactivated. No activity can occur until deficiencies are corrected.

Terminated – Organization or NCCER chooses to end their accreditation or pursuit of accredited status. Upon termination, organization must reapply and pay all fees to become accredited again.

Training Prescription – Report generated after an assessment is completed that identifies assessment topic areas requiring remediation.

Training Recommended – Assessment status for a result that does not meet the cut score for a journey-level assessment.

Transcript – Official document which records successful completion of NCACP assessments and performance verifications.

Watch List – A list of individuals, companies, or organizations that have been expelled or suspended from NCCER training and/or assessment programs upon failure to comply with the responsibilities and policies outlined in the NCCER Accreditation Guidelines.

Withdrawn – Accreditation Application withdrawn by NCCER or applicant organization prior to going into Candidate status.
1.0.0 ACCREDITATION PROCESS FOR ACCREDITED ASSESSMENT CENTERS (AAC)

1.1.0 Eligibility

Consistent with the mission and policies of NCCER, any entity deemed appropriate by NCCER may apply for accreditation. The list below does not cover all accepted entity types. An applicant organization may contact NCCER to identify eligibility.

Those entities which may be accredited include but are not limited to:
- Contractors
- Owners/Operators
- Trade Associations
- Labor Organizations
- Certain Government Agencies
- Temporary Employment Agencies*
- Consultants*
- Other entities deemed appropriate by NCCER*
- International Organizations**

* Applications will be reviewed for appropriate industry linkage and program resources.
** Eligibility determined by NCCER based on market, type of organization and availability of appropriate training materials. Contact customer service for more information.

The following is a list of requirements that must be met in order to become an AAC:
- Organization must have been in business for at least three years prior to application date.
- Organization must have a commercial business address (home/residential addresses are not acceptable).
- Organization must have appropriate facilities and equipment to deliver journey-level assessments and/or performance verifications.

NCCER reviews all applications in detail. Eligibility does not guarantee accreditation. All decisions regarding accreditation, denial, termination, and revocation shall be at the sole discretion of NCCER.

All deliberations, including all adverse decisions, shall be kept in strict confidence by all parties. Consistent with the NCCER accreditation policies, applicants may appeal adverse decisions.

1.2.0 Applicant Status

An organization that has submitted an Assessment Center Accreditation application and supporting documentation is considered in Applicant status. Applicant organizations have 12 months from AAC application submission to complete the application process. After 12 months, the process will restart, the accreditation application will reset, and all associated documentation and fees must be resubmitted.
1.2.1 Application Process
Organizations seeking NCCER Accreditation must complete the AAC application in the NCCER Registry System. The steps below outline the process.

1. Identify an individual, known as the Primary Administrator, who will be responsible for the oversight of the assessment program and will be the primary liaison between the AAC and NCCER.

2. Complete and submit application and supporting documentation. Supporting documentation includes:
   - Proof of business (i.e. Certificate of Incorporation, Certificate of LLC, Business License, Company By-Laws etc.).
   - Completed credit application (downloaded from within the AAC application).
   - Three letters of recommendation for the AAC applicant organization from clients and/or customers, submitted on company letterhead, dated within the last three to five months. Letters must attest to the reputation and performance of the organization and NOT an individual.
   - Organizational chart showing both names and titles, to include those who will be involved in the management of the assessment program (must include Primary Administrator, their direct reports and their immediate supervisor).
   - Notarized security letter (Instructions and template included in the AAC application).

3. NCCER will review the application and supporting documentation and either approve or request more information.

4. Pay a non-refundable application fee once the application is approved by NCCER.

5. Begin reviewing and completing the required self-assessment (completed in Step 8 below).

6. Primary Administrator registers for the Master Trainer Instructor Certification Training Program (MTICTP) and the Administrator Certification Training Program (ACTP) in the Registry System.

7. Primary Administrator completes MTICTP and ACTP.
   - The Primary Administrator will also be required to complete additional online training webinars/courses.

8. Primary Administrator must complete and submit a self-assessment (built into the application process in the Registry System) including photos of journey-level assessment testing facilities, performance areas, and equipment for performance (if applicable).

9. NCCER will review the self-assessment and photos and either approve or request more information.

10. Once approved, Applicant AAC is granted Candidate status.
During the application process, AAC organizations should:

- Order Assessment Performance Evaluator and Assessment Proctor training materials from NCCER.
- Set up assessment testing and performance verification areas (if applicable) for delivering the NCACP.
- Develop internal written policy/procedures document for the administration and control of the NCACP. An organization’s internal policy must meet or exceed NCCER’s Accreditation Guidelines.

This policy must include, at a minimum, how the organization/Primary Administrator will address the following topics:

- Evaluation of certified Assessment Administrators, Assessment Performance Evaluators and Assessment Proctors
- Audit of registered Authorized Assessment Sites (AAS)
- Assessment room set up
- PV area set up OR indicate if PVs are conducted on the jobsite
- Journey-level assessment, performance verification (if applicable) retesting
- Safety policy for performance verification testing
- Security of candidate information and testing documentation
- Cheating
- Grievances and appeals
- Method for ensuring certified personnel maintain certifications
- Method for implementing and communicating NCCER policy/procedure revisions
- Method for communicating your organization’s assessment program contact information (i.e. Primary Administrator, Assessment Proctor, etc.) to appropriate personnel and candidates
- Transition plan for removal/replacement of Primary Administrator
- Procedure for returning assessment records to Primary Administrator or Assessment Site Representative following:
  - Departure of Assessment Performance Evaluator, Assessment Proctor etc.
  - Closure of assessment program/location
  - Transfer of AAS to a new AAC
- Endorsement section (if applicable)
  - Evaluation of certified Practical Examiner(s)
  - Audit of registered Authorized Assessment Site where practical examinations are being conducted
    - Documentation focused on practical exam area and equipment
  - Practical exam area set up per specific program requirements
  - Practical exam retesting
  - Safety policy for practical exam testing
  - Methods for implementing and communicating specific program policy and procedure revisions

More information on the application process can be found on NCCER’s support site: support.nccer.org
1.3.0. Candidate Status

During Candidate status, organizations can begin their assessment program, following NCCER policies and procedures as outlined in these guidelines.

Activities that occur in Candidate status include:

- Ordering Assessment Proctor and Assessment Performance Evaluator training materials from NCCER.
- Master Trainers beginning to train Assessment Performance Evaluator.
- Certified Administrators beginning to train Assessment Proctors.
- Registering certified personnel in the Registry System.
- Certified Administrators and Assessment Proctors beginning to deliver assessments.
- Certified Assessment Performance Evaluators beginning to administer and submit performance verifications.
- Registering locations where ongoing journey-level assessments and/or performance verifications will be administered. NCCER reviews all assessment location registration applications and reserves the right to approve or deny any application.
  - Authorized Assessment Site (AAS) - A commercial, physical location, working under an AAC, that is administering journey-level assessments and/or performance verifications.
- Finalizing internal written policy/procedures document for the administration and control of the NCACP. Must be completed before the initial audit.

A Candidate organization must begin to administer journey-level assessments and/or submit performance verifications within the first 12 months.

- Following 12 months of inactivity in Candidate status, an organization’s status will be terminated, and all associated fees and applications must be resubmitted for accreditation.

An initial accreditation audit will be scheduled with the Primary Administrator within 6 to 12 months of being placed in Candidate status. The initial audit is contingent upon journey-level assessment and/or performance verification activity being completed.

1.4.0 Accredited Status

Once the initial accreditation audit has been successfully completed, NCCER will grant Accredited status. Accreditation documentation will be sent to the Primary Administrator.

Accreditation is non-transferable from one organization to another. For organization name changes, AAC must provide an updated proof of business.

1.5.0 Endorsement

Accreditation offered by NCCER for assessment centers that wish to deliver the NCCER’s Mobile Crane Operator, Tower Crane Operator and/or Rigger & Signal Person certification programs. An AAC organization must be endorsed to administer assessments and practical examinations.
1.5.1 Eligibility

An organization must be a Candidate or Accredited Assessment Center to apply for endorsement. The organization must have:

- The required space and equipment to administer the applicable practical examinations. Space and equipment requirements for each endorsement type can be found on NCCER’s support site at support.nccer.org.
- At least one appropriately certified practical examiner

NCCER reviews all applications in detail. Eligibility does not guarantee endorsement. All decisions regarding accreditation, denial, termination, and revocation shall be at the sole discretion of NCCER.

All deliberations, including all adverse decisions, shall be kept in strict confidence by all parties. Consistent with the NCCER accreditation policies, applicants may appeal adverse decisions.

1.5.2 Endorsement Process

Organizations seeking Endorsement must complete the Endorsement Application in the NCCER Registry System. The steps below outline the process.

1. The Primary Administrator must identify at least one Practical Examiner.
2. Complete and submit application and supporting documentation. Supporting documentation includes:
   - Photos of facilities and equipment
3. NCCER will review the application and supporting documentation and either approve or request more information.
4. Pay non-refundable endorsement application fee(s) once application is approved.
5. Practical Examiner candidate is approved and registers for training.
6. Practical Examiner completes training.
7. Primary Administrator and practical examiner(s) complete required practical examiner webinar.
8. An initial endorsement audit will be scheduled with the Primary Administrator.

- Once the audit is cleared, the AAC will be granted Accredited/Endorsed status and may begin delivering the applicable certification program(s).

More information on the application process can be found on NCCER’s support site: support.nccer.org
1.5.3 Accredited/Endorsed Status

Once the accreditation/endorsement audits are cleared, the AAC will be granted Accredited/Endorsed status and may begin delivering the applicable certification program(s). Endorsement documentation will be sent to the Primary Administrator.

Endorsement is non-transferable from one organization to another.

Administration of these certification programs is the responsibility of the Primary Administrator and CANNOT be delegated. Any accident or unsafe operation by a certified individual must be reported to NCCER immediately by using the Crane Incident Report Form that can be found on NCCER’s website.

Endorsement activities include:

- Administer certification program(s) assessments and practical examinations.
- Candidates complete required practical exam applications.
- AAC approves applications and uploads candidate photos in the Registry System.

1.6.0 Requirements for Domestic Organizations Working Internationally

Organizations that are already accredited by NCCER in the U.S. may apply to deliver the NCACP in international locations.

The Accredited Assessment Center (AAC) may apply to add an international Authorized Assessment Site (AAS) and provide oversight of international journey-level assessments and/or performance verifications from the U.S. Such organizations must be in good standing with NCCER in the U.S. (for all programs). Each international location added to the accreditation must have the required certified personnel and must be approved through the AAS registration process prior to delivering any NCCER journey-level assessments and/or performance verifications internationally. By completing this process, the AAC assumes compliance responsibilities and liabilities for all international AASs.

An existing AAC may not deliver the NCACP internationally under their U.S. accreditation. Please contact NCCER customer service at support@nccer.org for more information.
This section outlines AAC personnel eligibilities and responsibilities.

2.1.0 Primary Administrator

The Primary Administrator acts as primary liaison between an AAC and NCCER.

2.1.1 Eligibility requirements

Individual must be a certified Master Trainer and certified Administrator with current credentials and may act as Primary Administrator for only one AAC.

2.1.2 Responsibilities

The Primary Administrator is responsible for:

- Maintaining AAC accreditation per NCCER Guidelines.
- Developing and maintaining the AAC’s internal NCACP policy document.
- Completing the annual accreditation survey sent from NCCER within the timeframe communicated. If the annual accreditation survey is not submitted by the required timeframe, the AAC will be suspended.
- Ensuring the payment of the annual maintenance fee, invoiced by NCCER annually.
- Notifying the NCCER Accreditation Department (support@nccer.org) regarding any change of ownership or organizational status. This includes buyouts, mergers, acquisitions, and/or executive turnovers.
  - For organizational name changes, the AAC must submit notification to NCCER and provide an updated proof of business, organizational chart and notarized security letter.
- Ensuring the AAC remains in good financial standing with NCCER:
  - If additional documentation is required for an invoice payment to be processed, it is the AAC’s responsibility to ensure that all required information is provided to NCCER at the time of order and to follow through to ensure that invoice is paid upon receipt.
  - If the AAC has an outstanding balance for more than 90 days after the invoice date, AAC will be suspended. If payment is not received within 90 days of suspension, the AAC will be terminated.
- Notifying the NCCER Accreditation Department immediately regarding any change in Primary Administrator per the Change in Primary Administrator section of these guidelines.
- Ensuring NCCER materials are not translated. This includes journey-level assessments, performance verifications, and any other documentation/materials produced by NCCER or Pearson.
- Ensuring the AAC follows all NCCER marketing and logo guidelines and policies, found on the NCCER website.
- Ensuring appropriate billing designation is set in the NCCER Assessment Platform.
Ensuring the AAC and AAS(s) have appropriate facilities and equipment for administering journey-level assessments and performance verifications (if applicable).

Ensuring registration of AAS(s) are completed per the Authorized Assessment Sites section of these guidelines.
- Update AAS location details as appropriate.

Ensuring audits of AAS(s) are conducted per the Authorized Assessment Site Audits section of these guidelines.

Ensuring the most current personnel certification training materials are ordered and used.

Ensuring assessment personnel complete appropriate NCCER certification training.

Reviewing and approving personnel certification submissions in the Registry System.
- Ensure personnel certifications remain active.

Ensuring certified personnel are appropriately affiliated with their AAS(s) in the Registry System.
- Personnel affiliations set user permissions in the NCCER Assessment Platform.

Ensuring Assessment Performance Evaluators have appropriate Performance Verification (PV) paperwork.

Ensuring submittal, approval and payment for PVs in the Registry System.

Ensuring evaluations of certified personnel are conducted per the Personnel Evaluations section of these guidelines.

Being present at all audits and ensuring that all appropriate personnel are available as needed.

Ensuring the AAC is prepared for NCCER accreditation audits.

Following all NCCER recordkeeping requirements for audit purposes per the Recordkeeping Requirements section of these guidelines.

Following all NCCER policies and procedures, including any implemented between publication dates of these accreditation guidelines.

2.1.3 Change in Primary Administrator

If the Primary Administrator changes or leaves the organization:
- The NCCER Accreditation Department must be immediately notified at support@nccer.org.
- The request for Primary Administrator role must be submitted within the Registry System. Please see NCCER’s support page (support.nccer.org) for more information.

If there is not another individual certified as a Master Trainer and Administrator that can assume the role of Primary Administrator, the AAC may be suspended until a certified individual is in place.

2.2.0 Secondary Administrator

The Secondary Administrator is selected by the Primary Administrator to assist in the administration and oversight of the NCACP.

2.2.1 Eligibility Requirements

Individual must be a certified Assessment Administrator with current credentials.
2.2.2 Responsibilities

Responsibilities of a Secondary Administrator are designated by the Primary Administrator and may include:
- Contacting NCCER regarding assessment-related questions/inquiries.
- Submitting and approving personnel certifications in the Registry System.
- Ensuring certified personnel are appropriately affiliated with their AAS(s) in the Registry System.
- Ensuring registration of authorized assessment sites (AAS) per the Authorized Assessment Sites section of these guidelines.
  - Update AAS location details as appropriate.
- Ensuring audits of AAS(s) per the Authorized Assessment Site Audits section of these guidelines.
- Evaluating certified personnel per the Personnel Evaluations section of these guidelines.
- Downloading, submitting, approving and paying for PVs in the Registry System.
- Assisting in preparing the AAC for NCCER accreditation audits.
- Following all NCCER recordkeeping requirements for audit purposes per the Recordkeeping Requirements section of these guidelines.
- Following all NCCER policies and procedures, including any implemented between publication dates of these accreditation guidelines.

2.3.0 Assessment Support Role

The Assessment Support Role is an individual selected by the Primary Administrator to assist with NCCER Registry and Assessment Platform functions. This individual is not required to hold any NCCER certification.

2.3.1 Responsibilities

The Primary Administrator may assign the following responsibilities:
- Contacting NCCER regarding assessment-related questions/inquiries.
- Submitting personnel certifications in the Registry System.
- Downloading, submitting and paying for PVs in the Registry System.

2.4.0 Assessment Administrator

The Assessment Administrator is an individual selected by the Primary Administrator to assist in administering the NCACP.

2.4.1 Eligibility Requirements

Individual must be approved by the AAC.
2.4.2 Responsibilities

The Assessment Administrator is responsible for:
- Administering assessments according to the Journey-Level Assessments section of these guidelines.
- Ensuring the most current personnel certification training materials are ordered and used.
- Having Assessment Proctor candidates and journey-level assessment candidates complete Registration & Release Form prior to testing.
- Having Assessment Proctor candidates complete Responsibility & Liabilities Form prior to testing.
- Delivering Assessment Proctor training.
  - Training can be delivered both in-person and virtually.
- Working with Primary Administrator for any special needs/accommodation requests.
- Administering Assessment Proctor certification tests in the NCCER Assessment Platform.
- Submitting personnel certifications in the Registry System.
- Maintaining confidentiality and security of all journey-level assessment materials.
- Following all NCCER recordkeeping requirements for audit purposes per the Recordkeeping Requirements section of these guidelines.
- Following all NCCER policies and procedures, including any implemented between publication dates of these accreditation guidelines.

The Primary Administrator may assign additional responsibilities to an Assessment Administrator such as acting as an AAS representative, downloading, submitting and paying for PVs in the Registry System, and assisting with evaluating certified personnel and auditing AAS(s) per the Personnel Evaluations and Authorized Assessment Site Audits sections of these guidelines.

2.4.3 Certification Process

Assessment Administrator candidate must:
- Successfully complete the ACTP and pass the required certification test
- Complete the Registration & Release Form
- Complete the Responsibilities & Liabilities Form

2.4.4 Credentials Issued by NCCER

Upon successful completion of the ACTP, an individual will receive certification in the Registry System and appropriate printed credentials.

2.4.5 Maintaining Assessment Administrator Certification

Assessment Administrators are certified for three years after completing the ACTP. In order to maintain certification, the Assessment Administrator must comply with the following:
- Be associated with or employed by an AAC.
- Successfully pass the Assessment Administrator recertification test before their expiration date.
  - Upon successful completion of the test, the Assessment Administrator certification will renew for three years from the date of the test.
2.5.0 Assessment Proctor

The Assessment Proctor is an individual selected to administer and monitor journey-level assessments.

2.5.1 Eligibility Requirements

Individual must be approved by the AAC.

2.5.2 Responsibilities

The Assessment Proctor is responsible for:
- Administering assessments according to the Journey-Level Assessments section of these guidelines.
- Having journey-level assessment candidates complete Registration & Release Form prior to testing.
- Working with Primary Administrator for any special needs/accommodation requests.
- Maintaining confidentiality and security of all journey-level assessment materials.
- Following all NCCER recordkeeping requirements for audit purposes per the Recordkeeping Requirements section of these guidelines.
- Following all NCCER policies and procedures, including any implemented between publication dates of these accreditation guidelines.

The Primary Administrator may assign additional responsibilities to an Assessment Proctor such as acting as an AAS representative.

2.5.3 Certification Process

Assessment Proctor candidate must:
- Successfully complete the Assessment Proctor Certification Training led by an Assessment Administrator and pass the required test.
- Complete the Registration & Release Form.
- Complete the Responsibilities & Liabilities Forms.

Assessment Administrator submits the registration of assessment certifications in the Registry System.

Primary Administrator must approve all submissions in the Registry System.

If an AAC associates an Assessment Proctor who was certified at another AAC, the Primary Administrator is responsible for maintaining signed Registration & Release and Responsibilities & Liabilities Forms (unless completed electronically in the Registry System).

All documentation must be kept on file for a minimum of three years or until the AAC’s audit is cleared (whichever is longer).

Training can be delivered both in-person and virtually.
2.5.4 Credentials Issued by NCCER

Upon successful completion of the Assessment Proctor Certification Training, an individual will receive certification in the Registry System and appropriate printed credentials.

2.5.5 Maintaining Assessment Proctor Certification

Assessment Proctors are certified for three years after completing the Assessment Proctor certification training. In order to maintain certification, the Assessment Proctor must comply with the following:

- Be associated with or employed by an AAC AND
- Successfully pass the Assessment Proctor recertification test before the expiration date.
  - Assessment Proctor certification will renew for three years from the date of the test.

2.6.0 Master Trainer

The Master Trainer is an individual selected by the Primary Administrator to assist in administration and oversight of the NCACP.

2.6.1 Eligibility Requirements

Individual must be approved by the AAC and possess at least one of the following:

- Two years’ experience as a trainer, instructor, or educator OR
- An associate degree or higher in education, a construction-related field, industrial arts, engineering, chemistry, or similar field from an accredited post-secondary institution OR
- A minimum of two years’ experience at a supervisory level or higher in the construction and/or maintenance industries.

2.6.2 Responsibilities

The Master Trainer is responsible for:

- Ensuring the most current personnel certification training materials are ordered and used.
- Having Assessment Performance Evaluator candidates complete Registration & Release Form prior to testing.
- Having Assessment Performance Evaluators candidates complete Responsibility & Liabilities Form prior to testing.
- Working with Primary Administrator for any special needs/accommodation requests.
- Delivering Assessment Performance Evaluator certification training.
  - Training can be delivered both in-person and virtually. Certification testing must be proctored and take place in the NCCER Assessment Platform.
- Submitting personnel certifications in the Registry System.
- Maintaining confidentiality and security of all journey-level assessment materials.
- Follow all NCCER recordkeeping requirements for audit purposes per the Recordkeeping Requirements section of these guidelines.
- Following all NCCER policies and procedures, including any implemented between publication dates of these accreditation guidelines.
The Primary Administrator may assign additional responsibilities to a Master Trainer such as assisting with evaluating certified personnel and auditing AAS(s) per the Personnel Evaluations and Authorized Assessment Site Audits sections of these guidelines.

2.6.3 Certification Process
Master Trainer candidate must:
- Successfully complete the Master Trainer Instructor Certification Training Program (MTICTP) and pass the required certification tests.
- Complete the Registration & Release Form.
- Complete the Responsibilities & Liabilities Form.

2.6.4 Credentials Issued by NCCER

Upon successful completion of the Master Trainer program, an individual will receive certification in the Registry System and appropriate printed credentials.

2.6.5 Maintaining Master Trainer Certification

Master Trainers are certified for three years after completing the MTICTP. In order to maintain certification, the Master Trainer must comply with the following:
- Be associated with or employed by an AAC.
- Teach/co-teach the Assessment Performance Evaluator certification training at least once every three years and submit in the Registry System (only applicable to a Primary Administrator).
  - Upon approval of the Registration of Assessment certifications, Master Trainer certification will renew for three years from the date of the last class taught.

2.7.0 Assessment Performance Evaluator

Assessment Performance Evaluator is an individual selected to conduct journey-level performance verifications for the AAC.

2.7.1 Eligibility Requirements

Individual must be approved by the AAC and have a minimum experience of journey-level (at least 4 years) in the specific craft they wish to be certified to evaluate.

Documentation of an Assessment Performance Evaluator’s qualifications must be reviewed, approved and kept on file by the Primary Administrator. Documentation must be one of the following:
- Passing score on the relevant NCCER assessment OR
- Successful completion of relevant NCCER curricula module(s) OR
- A resume documenting equivalent education and experience to the above.

2.7.2 Certification for Multiple Titles or Craft Areas

The Primary Administrator must ensure the Assessment Performance Evaluator has the proper qualifications for all craft areas they are certified to evaluate. Documentation of qualifications must be kept per the eligibility requirements listed above. Documentation of all qualifications must be readily available for audit purposes and to submit to NCCER upon request.
2.7.3 Responsibilities

The Assessment Performance Evaluator is responsible for:
◆ Following all policies and procedures as outlined in the Journey-Level Performance Verification Section of these guidelines.
◆ Working with the Primary Administrator for any special needs/accommodation requests.
◆ Having candidates complete the Registration & Release Form prior to testing.
◆ Maintaining confidentiality and security of all journey-level performance verification materials.
◆ Following all NCCER recordkeeping requirements for audit purposes per the Recordkeeping Requirements section of these guidelines.
◆ Following all NCCER policies and procedures, including any implemented between publication dates of these accreditation guidelines.

2.7.4 Certification Process

Assessment Performance Evaluator candidate must:
◆ Successfully complete the Assessment Performance Evaluator training program led by an NCCER Master Trainer and pass the required test.
◆ Complete the Registration & Release Form.
◆ Complete the Responsibilities & Liabilities Form.

Master Trainer submits registration of assessment certifications in the Registry System.

Primary Administrator must approve all submissions in the Registry System.

If an AAC associates an Assessment Performance Evaluator who was certified at another AAC, the Primary Administrator is responsible for maintaining signed Registration & Release and Responsibilities & Liabilities Forms (unless completed electronically in the Registry System), and documentation of qualifications for the specific craft areas they are certified to evaluate.

All documentation must be kept on file for a minimum of three years or until the AAC’s audit is cleared (whichever is longer).

Training can be delivered both in-person and virtually.

2.7.5 Credentials Issued by NCCER

Upon successful completion and processing of the Assessment Performance Evaluator training program, an individual will receive certification in the Registry System and appropriate printed credentials.
2.7.6 Maintaining Assessment Performance Evaluator Certification

Assessment Performance Evaluators are certified for three years after completing the Assessment Performance Evaluator training. In order to maintain certification, the Assessment Performance Evaluator must comply with the following:

- Be associated with or employed by an AAC **AND**
- Administer and submit at least one performance verification task every three years.
  - Upon submission in the Registry System, Assessment Performance Evaluator certification will renew for three years.

2.8.0 Practical Examiner

A Practical Examiner is an individual selected to administer practical examinations for the Endorsed AAC. There are three types of Practical Examiner certifications:

- Mobile Crane Practical Examiner
- Rigger & Signal Person Practical Examiner
- Tower Crane Practical Examiner

2.8.1 Eligibility Requirements

Individual must:

- Be approved by the AAC.
- Have qualifications approved by the AAC and NCCER.
- Pass the appropriate written assessment(s).
- Have current Master Trainer, Craft Instructor or Performance Evaluator certification.
- Attend applicable NCCER Practical Examiner Training.
- Complete required Practical Examiner webinar.
2.8.2 Responsibilities

The Practical Examiner is responsible for:

- Following all policies and procedures as outlined in the applicable Certification Program Manual(s).
- Working with the Primary Administrator for any special needs/accommodation requests.
- Having candidates complete the Registration & Release Form prior to testing.
- Working with the Primary Administrator to ensure candidates have completed the applicable application(s) for practical examination.
- Ensuring facilities and equipment are appropriate to conduct evaluations.
- Conducting and submitting practical exams in accordance with NCCER policies and procedures.
- Maintaining confidentiality and security of all practical examination materials.
- Following all NCCER recordkeeping requirements for audit purposes per the Recordkeeping Requirements section of these guidelines.
- Following all NCCER policies and procedures, including any implemented between publication dates of these accreditation guidelines.
- Working with the Primary Administrator to notify NCCER of any accidents or unsafe operation.
- Ensuring they do not evaluate practical examinations for candidates they have trained.

2.8.3 Certification Process

Practical Examiner Candidate must:

- Successfully complete the applicable NCCER Practical Examiner Training and pass the required test.
- Complete the Registration & Release Form.
- Complete the Responsibilities & Liabilities Form.

If an Endorsed AAC associates a Practical Examiner who was certified at another AAC, the Primary Administrator is responsible for maintaining a signed Registration & Release Form (unless completed electronically in the Registry System), and documentation of qualifications for the specific endorsed craft areas they are certified to examine/evaluate.

2.8.4 Credentials Issued by NCCER

Upon successful completion of the Practical Examiner Training, an individual will receive certification in the Registry System and appropriate printed credentials.

2.8.5 Maintaining Practical Examiner Certification

Practical Examiners are certified for three years after completing the Practical Examiner Training. In order to maintain certification, the Practical Examiner must comply with the following:

- Be associated with or employed by an AAC AND

- Administer an applicable practical exam at least once every three years.
  - Upon submission to the Registry System, Practical Examiner certification will renew for three years.
Locations where ongoing journey-level assessments, performance verifications, and practical examinations (if applicable) are being administered must be registered in the Registry System. NCCER has designated these locations as Authorized Assessment Sites (AAS).

- AAS locations must have a commercial (non-residential) address.
- The AAC is responsible for ensuring compliance with NCCER’s Accreditation Guidelines at all sites.

If an AAS fails to comply with NCCER Guidelines, the AAC’s accreditation may be affected.

### 3.1.0 Authorized Assessment Site (AAS)

An AAS is an organization located at a commercial, physical location, working under an AAC, that is delivering the NCACP AAS(s) locations may include a job site, company, customer office, etc.

It is highly recommended that the AAC and the AAS have a signed Memorandum of Understanding (MOU) established that outlines the agreed upon responsibilities each have to the other that meet the policies and procedures set forth in these guidelines. Sample MOUs can be found on NCCER’s support page support.nccer.org.

#### 3.1.1 Registering an AAS

Registration of an AAS is completed in the Registry System and must be approved by the Primary Administrator. Please see NCCER’s support page (support.nccer.org) for more information.

It is the responsibility of the Primary Administrator to ensure an AAS meets all requirements via photos and documentation or that the in-person initial audit is completed prior to registration of the AAS per the Authorized Assessment Site Audits section of these guidelines.

If registering an international AAS, the AAS Representative must be a certified Assessment Administrator. A pre-approval site visit by NCCER may be required.

If an AAS decides to change their AAC affiliation, they must notify NCCER via email and include both current and future Primary Administrator. NCCER will notify all parties once the change is complete. AAS Representative and Primary Administrator must follow the AACs internal policy for returning assessment records due to closure or transfer of AAS. Refer to AAS Closure/Transfer Checklist that can be found on NCCER’s support site at support.nccer.org.
3.1.2 AAS Representative

An AAS Representative must be selected by the Primary Administrator. It is the responsibility of the Primary Administrator to ensure the AAS Representative holds a current Assessment Administrator or Assessment Proctor certification prior to registering the AAS in the Registry System.

The AAS Representative is responsible for working with the Primary Administrator in the administration and oversight of the AAS, including maintaining records per the Recordkeeping Requirements section of these guidelines.
4.0.0 DELIVERING THE NCACP

4.1.0 Registration & Release Form

All candidates must complete a Registration & Release Form.

Completed Registration & Release Forms must be kept on file for a minimum of three years or until the AAC’s audit is cleared (whichever is longer).

If an individual chooses to activate their profile in the Registry System, the activation process requires completion an electronic Registration & Release Form. Completing the electronic form or scanning the paper form to an electronic storage location accessible during an audit relieves the AAC’s requirement to maintain a hard copy of the form.

4.2.0 Special Needs/Accommodations

NCCER certified personnel, working with the Primary Administrator, should ensure that appropriate requests for candidate special needs/accommodations are met. Any questions regarding whether a proposed candidate accommodation is permissible under these guidelines should be referred to NCCER before any accommodation is granted.

Registering of individuals, training, program administration, testing, credentialing, and release/reporting of information must be conducted without regard to race, color, religion, national origin, gender, age, veteran status, physical or mental disability, sexual orientation, or any other reason prohibited by local, state, federal or other applicable national regulations.

To ensure NCCER standards and the integrity of the NCACP is maintained, changes to any NCCER journey-level assessment, including altering or changing the assessment’s content, is prohibited.

Neither the lack of general reading ability, nor the lack of the ability to read English qualifies a participant for ADA accommodations. Interpretation or translation of journey-level assessments into another language is NOT permitted. Any organization that is found to have interpreted or translated a journey-level assessment may face discipline or revocation of its accreditation, as well as potential legal liability. Any individual that is found to have interpreted or translated a journey-level assessment may face discipline or revocation of their NCCER credentials and/or certifications, as well as potential legal liability. All forms of interpretation and translation, including but not limited to in-person and electronic methods, are prohibited.

4.3.0 NCCER Card Number

An NCCER card number is a unique identifier assigned to an individual that has a profile established in the Registry System. The Registry profile includes, at minimum, the individual’s first and last name, birthdate, and an alternate ID.
The Registry System provides a list of acceptable alternate IDs. If you cannot provide one of the alternate ID types listed, please contact support@nccer.org.

Information provided as part of an individual’s Registry profile is treated as confidential and handled using industry standard privacy and security measures.

Once a Registry profile is established, the card number should be used for all training and testing activity. Using multiple alternate ID types can result in duplicate records in the Registry System and may prevent credentials from being generated.

### 4.4.0 Credentials

Credentials are awarded as recognition from NCCER when an individual has successfully passed a journey-level assessment and/or performance verification.

Credentials consist of the following:

- Knowledge Verified certificates are issued for successful completion of a journey-level assessment. Does not apply to Mobile Crane Operator, Tower Crane Operator, Rigger and/or Signal Person assessments.
- Performance Verified certificates are issued for successful completion of a journey-level performance verification. Does not apply to Mobile Crane Operator, Tower Crane Operator, Rigger and/or Signal Person practical examinations.
- NCCER cards are issued at the time a candidate successfully completes either a journey-level assessment or performance verification.
  - Once an individual has earned an NCCER card, a new card will not be issued for subsequent credentials.
- Certified certificates and cards are issued when a candidate successfully completes both a journey-level assessment and matching performance verification.
  - Certified certificates and a picture card are issued when a candidate successfully completes both a Mobile Crane Operator, Tower Crane Operator, Rigger and/or Signal Person assessment and matching practical examination within 12 months.

Certificates and cards can be requested by the AAC, but a nominal fee for each trainee will be required if:

- It is more than six months after the original credential issue date OR
- Quantities of reprints are requested (regardless of issuance date).

Individuals may request replacement copies of their credentials by submitting a credential request in the Registry System. Please see NCCER’s support page (support.ncer.org) for more information on ordering credential reprints.

### 4.5.0 Changes to Social Security Number, Alternate ID, and/or Name

Changes or corrections to a name or alternate ID in the Registry System can be made by submitting a written request to the Registry Department at support@nccer.org. Proof of ID and additional documentation may be required.
4.6.0 Complaint/Appeal

As part of the required AAC internal policy document, the AAC must have an established policy for handling complaints and appeals.

If an Assessment Administrator, Assessment Proctor, Assessment Performance Evaluator, Practical Examiner, or candidate has a complaint, they should contact the AAC Primary Administrator.

If no satisfactory response is reached through the Primary Administrator, the Assessment Administrator, Assessment Proctor, Assessment Performance Evaluator, Practical Examiner, or candidate should submit a written statement to the NCCER Audit Department via support@nccer.org.

NCCER will investigate and provide a response accordingly to all necessary parties.

4.7.0 Journey-Level Assessments

A journey-level assessment is the knowledge component of the NCACP that verifies an individual’s journey-level knowledge.

All journey-level assessments are the intellectual property of NCCER. Any use of any portion of the assessment without the written consent of NCCER is expressly prohibited. Violation of this provision may subject an individual or organization to penalties, including but not limited to revocation of accreditation, credentials, and/or certifications, as well as legal liability for copyright infringement and/or all other applicable legal claims.

4.7.1 Assessment Facilities

All journey-level assessment facilities must be set up as follows:

- Candidate check-in area for I.D. check and collection of personal (non-approved) items.
- Devices under the oversight/control of the AAC/AAS. It is the Primary Administrator’s responsibility to ensure all devices are secure for journey-level assessment testing.
- Dividers or privacy screens on each device. Candidates should not be able to see other candidate’s screens.
- Surface space enough to accommodate testing device (i.e. computer, laptop, tablet, etc.) and approved NCCER reference materials (if applicable).
- No more than 2 candidates per 6-foot table OR 3 candidates per 8-foot table.
- Adequate space between rows for walking.
- No posters, charts, and educational materials applicable to the assessment.
- Prohibited items sign posted (download from support.nccer.org).
- NCCER Anti-Cheating poster posted (download from support.nccer.org).
- Appropriate number of approved reference materials.
4.7.2 Assessment Administration

In order to ensure integrity and a positive testing experience, the following assessment session set-up and administration guidelines must be followed.

The Assessment Administrator/Assessment Proctor must:

- Provide candidate with appropriate assessment specification sheet (download from NCCER website craft page).
- Ensure testing area is set up per the Journey-Level Assessment Facilities section of these guidelines.
- Verify candidate identification by viewing an approved photo ID (i.e. government or company issued ID such as driver’s license, passport, etc.).
- Provide scratch paper and pencil (if applicable).
  - All scratch paper must be collected when the assessment session is complete.
- Provide approved reference materials (if applicable).
  - If candidates bring their own reference materials, the Assessment Administrator/Assessment Proctor must examine them before testing can begin.
- Ensure candidates do not have any prohibited items. See Prohibited Items poster (found at support.nccer.org).
- Read and follow the required proctor script for every assessment session.
- Provide candidate with score report and training prescription.

Assessments must be administered:

- Using NCCER’s Assessment Platform.
- Closed book (no notes, no handouts, etc).
  - Some assessments allow an approved reference material to be used during testing. Allowable reference materials are listed on the Assessment Specification Sheet that can be found on the curriculum pages of the NCCER website.
- In-person by a certified Assessment Administrator or Assessment Proctor.
  - Candidates/test takers cannot be left unattended during a testing session.
- No more than 30 test takers to 1 Assessment Administrator/Assessment Proctor is allowed.

If a candidate wishes to provide feedback on a test question, they may submit a Question Comment. No matter the result of the question review, the original assessment score will not be changed. More information on the Question Comment process can be found on NCCER’s support site at support.nccer.org.

If a candidate is caught cheating, it is the responsibility of the Assessment Administrator/Assessment Proctor to immediately terminate the testing session and document the details of the situation. The Primary Administrator is responsible for immediately contacting NCCER’s Audit Department and providing written documentation of the incident. All parties must cooperate with any investigation involving potential cheating or compromises of the assessments. NCCER will investigate and take the appropriate action. NCCER may fully prosecute any violators of the applicable local, state, and federal laws.
4.7.3 Retest Policy

As part of maintaining the integrity and security of our assessment programs, NCCER has established a retest policy that governs the frequency and number of times a candidate may attempt an assessment. A retest on the same assessment title (regardless of language) may be conducted following the guidelines below:

- Mandatory 2-day waiting period after the first attempt.
- Minimum of 30-day waiting period between subsequent attempts.
- No more than 4 attempts in 365 days.

If the candidate does not achieve the cut score, it is strongly recommended they attend upgrade training based on the assessment training prescription.

4.8.0 NCCER Assessment Platform

A web-based testing platform used for journey-level assessment delivery. The assessment platform automatically creates, scores, and stores journey-level assessments and reports completions to the Registry System for credentialing.

- Access is granted automatically based on certified personnel roles and associations in the Registry System.
- All users must be certified as an Assessment Administrator or Assessment Proctor.

4.9.0 Performance Verifications

A performance verification (PV) is a hands-on examination that verifies a candidate’s journey-level skills. All PVs and PV sheets/packets are the intellectual property of NCCER. Any use of any portion of the PV without the written consent of NCCER is expressly prohibited. Violation of this provision may subject an individual or organization to penalties, including but not limited to revocation of accreditation, credentials and/or certifications, as well as legal liability for copyright infringement and/or all other applicable legal claims.

4.9.1 Performance Administration

In order to ensure integrity, the following testing set up and administration guidelines must be followed.

The Assessment Performance Evaluator must ensure:
- Testing facility/area is appropriate to complete all required performance tasks.
  - PVs may be administered on the jobsite.
- All required equipment is available and in good working order.
- PV packets are downloaded from the Registry System.
- Candidate’s identification by verifying approved photo ID (i.e. government or company issued ID such as driver’s license, passport, etc.).
PVs are administered in person.
- NCCER strongly recommends delivering PVs in a one-on-one setting.
- Accredited organizations remain responsible for ensuring that their delivery methods comply with all laws and governmental regulations applicable to their training or qualification activities.
- All tasks are completed as outlined on the PV.
- Accurate time is recorded for each task.
- All PVs are evaluated on a pass/fail basis.

Simulation of tasks must be pre-approved, in writing, by NCCER. For more information, contact NCCER’s Audit Department at support@nccer.org.

4.9.2 Retest Policy
Upon a failed attempt, the certified Assessment Performance Evaluator determines when the candidate can retest.

4.9.3 Submissions
PVs are submitted either electronically in the Registry System or by submitting a copy of the submission sheet to the Registry Department.
- PV submissions will not be accepted more than two years after the date of the last PV task completion.

Completed PV submission sheets must be kept on file per the Recordkeeping section of these guidelines.

4.10.0 Practical Examinations
A practical examination is a hands-on examination that verifies a candidate’s journey-level skills as required for Mobile Crane Operator, Tower Crane Operator, Rigger and Signal Person certifications.

A practical examiner may not administer a practical examination to a candidate they have trained.

All practical examinations are the intellectual property of NCCER. Any use of any portion of the practical examination without the written consent of NCCER is expressly prohibited. Violation of this provision may subject an individual or organization to penalties, including but not limited to revocation of accreditation, credentials and/or certifications, as well as legal liability for copyright infringement and/or all other applicable legal claims.

4.10.1 Practical Exam Administration
In order to ensure integrity, the practical examiner must follow testing set-up and administration guidelines outlined in the applicable Certification Program Procedure Manual(s).

Simulation of tasks is not permitted.
4.10.2 Retest Policy

As part of maintaining the integrity and security of our endorsed programs, NCCER has established a retest policy that governs the frequency and number of times a candidate may attempt a practical examination. A retest on the same practical exam may be conducted following the guidelines below:

- Mandatory 2-day waiting period after the first attempt.
- Minimum of 30-day waiting period between subsequent attempts.
- No more than 4 attempts in 365 days.

If the candidate does not attain the cut score, it is strongly recommended they attend upgrade training.

4.10.3 Submissions

Practical examinations are administered electronically via the NCCER Assessment Platform and automatically submitted to the Registry System. If paper Practical Exam is downloaded, upon successful submission, the paper copy should be shredded.
5.0.0 PROGRAM POLICIES AND PROCEDURES

5.1.0 Registry System Setup

The AAC’s Registry System account must be properly set up and maintained to include:

- Authorized Assessment Site (AAS) registration and deactivation.
- Certified personnel association with the AAC and their AAS(s).

5.2.0 Assessment Platform Setup

In order to begin using NCCER’s Assessment Platform, appropriate account information and AAS billing designation(s) must be set up and maintained.

Registry roles and associations automatically grant NCCER Assessment Platform permissions.

5.3.0 Personnel Evaluations

NCCER requires that all certified personnel are evaluated, and that documentation is maintained for audit purposes.

Evaluations must be documented using NCCER’s Evaluation forms or similar documents created by the AAC. Evaluations must be kept on file per the Recordkeeping section of these guidelines.

5.3.1 Assessment Performance Evaluator and Practical Examiner Evaluations

Assessment Performance Evaluators and Practical Examiners (if applicable) must be evaluated by the Primary Administrator or other approved personnel once within their first year of certification and at least once every 3 years thereafter.

5.3.2 Assessment Proctor Evaluations

Assessment Proctors must be evaluated by the Primary Administrator or other approved personnel once within their first year of certification and at least once every 3 years thereafter.

5.4.0 Authorized Assessment Site Audits

NCCER requires that all registered AAS’s be audited, and that documentation is maintained for audit purposes.

Audits must be documented using NCCER’s Authorized Assessment Site Audit form or similar documents created by the AAC. Audit forms must be kept on file per the Recordkeeping section of these guidelines.
5.4.1 Initial Authorized Assessment Site Audit

An initial AAS audit must be completed by the Primary Administrator or other approved personnel within one year of AAS registration. A site representative may not audit their own AAS.

The initial audit must include review of the following:

- Appropriate storage is in place to ensure security and confidentiality of candidate records.
- Assessment facility is set up per the Assessment Facilities section of these guidelines.
- Appropriate hands-on area and equipment are in place and location meets all safety and regulatory requirements.
- Certified personnel have all available resources (i.e. devices, equipment, performance verification packets, etc.).
- Assessment personnel are certified, and all required documentation is on file for audit purposes.
- Appropriate devices are in place and in good working order for online testing.
- Required documentation is on file (paper or electronically stored):
  - Registration & Release Forms for candidates and certified personnel (if kept at the AAS).
  - Responsibilities & Liabilities for certified personnel (if kept at the AAS).
  - Dated and completed performance verifications (if applicable).
  - Completed certified personnel evaluations (if kept at the AAS).
  - Certified personnel training and qualification documentation (if kept at the AAS).
- Anti-cheating poster displayed.
- Prohibited Items poster is displayed.

5.4.2 Authorized Assessment Site Ongoing Audits

AAS’s must be audited by the Primary Administrator or other approved personnel at least once every 3 years after their initial audit. A site representative may not audit their own AAS.

The ongoing audit must include the following:

- Ensuring appropriate storage is in place to ensure security and confidentiality of candidate records.
- Ensuring the assessment facility is set up per the Assessment Facilities section of these guidelines.
- Ensuring the hands-on area and equipment are in place and location meets all safety and regulatory requirements.
- Ensuring certified personnel have all available resources (i.e. devices, equipment, performance verification packets etc.).
- Ensuring assessment personnel are certified.
- Ensuring appropriate devices are in place and in good working order for online testing.
- Ensuring required documentation is on file (paper or electronically stored):
  - Registration & Release Forms for candidates and certified personnel (if kept at the AAS).
  - Responsibilities & Liabilities for certified personnel (if kept at the AAS).
  - Dated and completed performance verifications (if applicable).
  - Completed certified personnel evaluations (if kept at the AAS).
  - Certified personnel training and qualification documentation (if kept at the AAS).
- Anti-cheating poster is displayed.
- Prohibited Items poster is displayed.
Any issues or concerns that cannot be resolved by the Primary Administrator must be reported to NCCER’s Audit Department at support@nccer.org.

5.5.0 Recordkeeping Requirements

NCCER has established record keeping requirements for audit purposes. Records can be kept in paper format in a secure location or electronically on a secure server, with access limited to appropriately certified personnel. All records must be kept on file for a minimum of 3 years or until the AAC’s audit is cleared (whichever is longer). Endorsed program documentation must be kept on file for a minimum of 5 years.

The following is a list of documentation that must be kept on file for auditing purposes:

- Internal written policy/procedures document
- Assessment Performance Evaluator and Practical Examiner (if applicable) qualifications
- Certified personnel evaluations
- Completed Registration & Release Forms for all certified personnel and candidates (unless they are completed electronically in the Registry System)
- Completed Responsibilities & Liabilities Forms for all certified personnel (unless they are completed electronically in the Registry System)
- Dated and completed PVs
- AAS audits
  - For auditing purposes, if an AAS closes/transfers, the AAS Representative and Primary Administrator must follow the AACs internal policy for returning assessment records.

Accredited organizations remain responsible for ensuring their recordkeeping complies with all laws and governmental regulations applicable to their training or qualification activities.
5.6.0 Penalties for Violation of NCCER Guidelines

NCCER will take the appropriate action against those who cheat and/or violate NCCER Accreditation Guidelines.

For violations of NCCER policies or procedures by an organization, its certified personnel, employee/representative, and/or candidates, penalties may include but are not limited to:

- A “for-cause” audit at the expense of the AAC.
- Immediate suspension of AAC accreditation and/or AAS activity.
- Loss of NCCER credentials for involved personnel, with or without notice, for a minimum of 5 years.
- Revocation of the AAC’s accreditation with no eligibility to reapply for a minimum of 5 years. *Eligibility to reapply is subject to NCCER review.
- Revocation of candidate credentials and/or certifications issued by the organization.
- Organization and/or personnel listed on NCCER Watch List.
- Disqualifying the candidate without opportunity for retesting.
- Barring the candidate from all assessment, PV and/or practical examination (if applicable) activity with NCCER for a minimum of 5 years.
- AAC being billed and held responsible for costs related to replacing breached assessments up to $100,000 per title.
- Legal action and costs, including but not limited to the cost of any legal fees incurred by NCCER in enforcing its actions or defending against any legal action brought by the organization against NCCER.

*If an organization has training and assessment accreditations, revocation of one may result in revocation of the other pending results of an investigation.

5.6.1 Violation of Accreditation Guidelines Appeals Process

Organizations and individuals can appeal all decisions unless otherwise notated by NCCER.

- Appeals must be submitted in writing to NCCER within 60 days from the notification date.
- The decision resulting from the appeals process is final and will be effective immediately.
6.0.0 AUDIT

The audit is an important part of the accreditation process. An organization must successfully complete an initial audit to be granted Accredited status. Once accredited, an organization must successfully complete a re-accreditation audit once every three years thereafter.

6.1.0 Scheduling

NCCER’s Audit Department will contact the Primary Administrator at least 45-60 days in advance to schedule all audits. In order to schedule the initial audit, the organization must be actively testing.

- If the organization is not actively testing, NCCER will reach out regarding the organization’s accreditation status.
- The Primary Administrator must be present at all audits and ensure that all appropriate personnel are available as needed.
- Once an audit is scheduled, requests to reschedule may require the AAC to pay for the entire cost of the rescheduled audit.

Audits for Endorsement require:

- The Primary Administrator to be present.
- A Practical Examiner to be available and prepared to administer one practical exam per endorsement type (not required for re-accreditation audits).
- Once an audit is scheduled, requests to reschedule may require the AAC to pay for the entire cost of the rescheduled audit.

Initial audits will be scheduled within 6-12 months after achieving Candidate status.

Re-accreditation audits will be scheduled every 3 years after the initial audit.

6.2.0 Audit Process

The audit process consists of an NCCER auditor reviewing NCACP documentation. In order to allow the AAC to prepare, NCCER will provide a list of all documentation that will be reviewed ahead of time.

The audit will include the following activities:

- AAC location
  - Review of internal NCACP policy document.
  - Review of secure storage of NCACP documentation.
  - Site audit of the AAS to include (if applicable):
    - Assessment and performance area.
    - Equipment.
  - Review use of NCCER logo (if applicable).
  - Interview certified personnel as appropriate.
  - Audit of an assessment testing session.
Process One:

The AAC may apply to add an international Authorized Assessment Site (AAS) ... national regulations in other countries
• Grievances/complaints process

Review of registered AAS location files
If any non-conformances are identified, the NCCER Audit Department will formulate a corrective
In some cases, NCCER may determine in its sole discretion that the volume, severity or nature
If no non-conformances are found, the NCCER Audit Department will provide the Primary

A closing meeting will be held between the auditor and the Primary Administrator to discuss the audit. The audit will have one of three outcomes:

If no non-conformances are found, the NCCER Audit Department will provide the Primary Administrator with appropriate accreditation or reaccreditation documentation.

If any non-conformances are identified, the NCCER Audit Department will formulate a corrective action plan and provide it to the Primary Administrator.

O Primary Administrator will commit to an action plan to clear the non-conformance(s).
O All non-conformances must be corrected to the satisfaction of NCCER.
O Suspension of accreditation may be imposed for any non-conformance.
O Failure to cooperate and/or correct any items of non-conformance within the timeline specified by NCCER, may result in suspension or revocation of accreditation.

In some cases, NCCER may determine in its sole discretion that the volume, severity or nature of the non-conformances uncovered warrant immediate revocation of accreditation without the opportunity for corrective action by the organization.

6.3.0 For-Cause Audit

A “for-cause” audit occurs when there are serious allegations/concerns regarding the AAC or one of its’ AAS’s. “For-cause” audits are paid for by the AAC and cannot be rescheduled.
6.4.0 Suspension or Revocation of AAC

Revocation or suspension of accreditation may be imposed at any time for any non-conformance at the sole discretion of NCCER.

6.5.0 Audit Appeals Process

Organizations will have the opportunity to appeal all suspension or revocation decisions unless otherwise notated by NCCER

◆ Appeals must be submitted in writing to NCCER within 60 days from the notification date.
◆ The decision resulting from the appeals process is final and will be effective immediately.

Disclaimer: All questions, concerns and/or circumstances outside of the bounds of these guidelines must be submitted in writing to the NCCER Accreditation Department at support@nccer.org.

“NCCER reserves the right to revoke an organization’s accreditation(s) and/or any individual certifications or credentials issued by an accredited organization, with or without notice to the organization and/or individual, in order to maintain the integrity of its industry-recognized credentials. NCCER shall have no legal, financial or other liability to any such organization or individual credential holder for any such revocation. Any financial liability for funds collected from an individual by an accredited organization for training, testing, assessment or other services associated with the issuance of certifications or credentials that are later revoked by NCCER shall rest solely with the organization.”