Accredited Assessment Center Guidelines & NCACP Procedures

2022 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 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 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
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13614 Progress Boulevard
Alachua, FL 32615
Phone: 386-462-6500
Fax: 386-518-6303

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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 third-party 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 the National Craft Assessment and Certification Program.
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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 provide industry-recognized credentials.

**Administrator Certification Training Program (ACTP)** – *(Discontinued June 2022)*
One-day training program provided by NCCER to certify individuals approved by an Accredited Assessment Center. All individuals certified through the program will retain their certification based on the previous requirement.

**Annual Maintenance Fee** – Annual fee charged to provide 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** – *(Discontinued June 2022)* An individual certified in accordance with NCCER’s Administrator Certification Training Program (ACTP) to assist in administering the NCACP. All individuals who complete this program prior to June 2022 will be able to continue functioning in this capacity.

**Assessment Performance Evaluator** – Individual certified to administer journey-level performance verifications.

**Assessment Proctor** – Individual certified to administer and monitor journey-level assessments.

**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** - Individual selected by the Primary Administrator to assist in the administration and oversight of the AAS. Individual must be a certified Assessment Proctor to serve in this role.
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 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 – (Discontinued June 2022) An individual certified in accordance with NCCER’s Master Trainer Instructor Certification Training Program (MTICTP) to assist in the oversight of the assessment program. All individuals who complete this program prior to that date will be able to continue functioning in this capacity.

Master Trainer Instructor Certification Training Program (MTICTP) – (Discontinued June 2022) A four-day training program provided by NCCER to certify individuals, approved by an accredited organization. All individuals certified through this program will retain their certification based on the previous requirements.

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.

NCCER Learning Management System (LMS) – NCCER’s web-based platform used to deliver training and assessments online.
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 and/or Rigger & Signal Person certification programs.

Practical Examiner – An individual certified by NCCER to administer practical examinations for the NCCER Mobile Crane Operator and/or Rigger & Signal Person certification programs.

Primary Administrator – Individual who is the primary liaison between an Accredited Assessment Center (AAC) and NCCER. Training is required to serve in this role.

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.

Registry Department – Group of individuals who provide oversight of the NCCER Registry System and distributes all credentials.

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

Responsibilities & Liabilities Form – A form outlining the responsibilities and liabilities that certified individuals agree to abide by based on the policies and procedures outlined in the Accreditation Guidelines and Program Compliance.

Revoked – Status of accreditation or credentials rescinded by NCCER.

Secondary Administrator – Individual selected by the Primary Administrator to assist in providing administration and oversight of the assessment program at the AAC or an Authorized Assessment Site (AAS). Training is required to serve in this role.

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

Terminated – When an organization or NCCER chooses to end their accreditation or pursuit of accredited status. Upon termination, the 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 is determined by NCCER based on market, type of organization and availability of appropriate training materials.

Please contact Customer Service for more information at support@nccer.org.

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 made 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 an AAC application. The process is outlined below.

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 (e.g., Certificate of Incorporation, Certificate of LLC, Business License, Company By-Laws, etc.). This documentation should include the applicant organization’s name and reflect the minimum three years in business.
   - Three letters of recommendation for the AAC applicant organization written by clients and/or customers, submitted on signed company letterhead, and dated within the last three to five months. Letters must attest to the reputation and performance of the applicant organization and NOT an individual.
   - Organizational chart showing names, titles, and contact information, to include the names of 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).
   - Signed AAC Integrity, Security & Confidentiality Agreement – Acknowledging that the organization and Primary Administrator understands and agrees to all policies in the AAC Guidelines and the requirements for accreditation. (Template included in the AAC application.)
   - Photographs showing the finished space and equipment where computer-based assessments and hands-on performance verifications (PVs) will be administered.

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. NCCER will register the organization’s Primary Administrator for required training.

6. Once the required training is completed, applicant is granted Candidate status.

During the application process, AAC organizations should:
   - Review, understand and plan implementation of the policies and procedures outlined in the AAC Guidelines.
   - Set up assessment testing and performance verification areas (if applicable) for delivering the NCACP.

More information on the application process can be found at 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 the AAC guidelines.

Organizations should:

◆ Assign Secondary Administrator, Assessment Proctor and Assessment Performance Evaluator training courses. These courses are provided through the NCCER LMS.
◆ Register Authorized Assessment Sites (AASs) 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.

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 organizational name changes, the AAC must provide updated proof of business showing the organization's name has changed. For instances of merger/acquisition, please contact NCCER Accreditation at support@nccer.org for more information.

1.5.0 Endorsement

If an organization wants to offer NCCER's Mobile Crane Operator and/or Rigger & Signal Person program, the organization must be in Candidate status or fully accredited. The organization must also have

◆ The required space and equipment to administer the applicable practical examinations. Space and equipment requirements for each endorsement type can be found 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 made at the sole discretion of NCCER.
1.5.1 Endorsement Process

Organizations seeking endorsement must complete an endorsement application. The steps below outline the process.

1. The Primary Administrator must identify at least one Practical Examiner.
2. Complete and submit application and photos of the facilities and equipment that will be utilized to deliver the program.
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 required training.
6. Practical Examiner completes training.
7. An initial endorsement audit will be scheduled with the Primary Administrator.
   - Once the audit is cleared, the AAC will be granted Accredited/Endorsed status, will be sent endorsement documentation, and may begin delivering the applicable certification program(s).

More information on the application process can be found at support.nccer.org.

1.5.2 Accredited/Endorsed Status

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 completing the Crane Incident Report Form that can be found at www.nccer.org/mc-incident and then sent to support@nccer.org.

Endorsed organizations can:
- Administer certification program(s), both assessments and practical examinations.
- Have candidates complete required practical exam applications.
- Approve applications and upload candidate photos.
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 AAC may apply to add an international 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 Accreditation at support@ncer.org for more information.
This section outlines AAC personnel eligibility and responsibilities.

2.1.0 Primary Administrator

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

2.1.1 Eligibility Requirements

Individuals must complete the training outlined by NCCER 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.
◆ 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 at 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. NCCER does offer some assessments in Spanish.
◆ Ensuring the AAC follows all NCCER marketing and logo guidelines and policies, found on the NCCER website.
ACCREDITED ASSESSMENT CENTER GUIDELINES & NCACP PROCEDURES

- Ensuring the AAC and AAS(s) have appropriate facilities and equipment for administering journey-level assessments and performance verifications (if applicable).
- Ensuring audits of AAS(s) are conducted per the Authorized Assessment Site Audits section of these guidelines.
- Ensuring registration of AAS(s) are completed per the Authorized Assessment Sites section of these guidelines.
  - Ensure MOUs are signed prior to registration.
  - Update AAS location details as appropriate.
- Ensuring appropriate billing contacts are designated and kept up to date.
- Ensuring individuals are assigned personnel certification training courses. These courses are provided through the NCCER LMS.
  - The Registration & Release Form and the Responsibility & Liabilities Form are both included in the course.
- Ensuring the most current personnel certification training materials are ordered and used if conducting personnel certification training with a certified Master Trainer.
- Reviewing and approving personnel certification submissions in the Registry System.
- 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 personnel certifications remain active.
- Ensuring evaluations of certified personnel are conducted per the Personnel Evaluations section of these guidelines.
- Ensuring Assessment Performance Evaluators have appropriate performance verification (PV) paperwork.
- Ensuring submittal, approval, and payment for performance verifications (PVs).
- 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 the Primary Administrator role must be submitted. Please see support.nccer.org for more information.

If there is not another individual who has gone through the Primary Administrator training course who can assume the role, 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

The Secondary Administrator must complete the applicable training outlined by NCCER.

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.
- Ensuring NCCER materials are not translated. This includes journey-level assessments, performance verifications, and any other documentation/materials produced by NCCER or Pearson.
- Administering assessments according to the Journey-Level Assessments section of these guidelines.
- Working with Primary Administrator for any special needs/accommodation requests.
- Conducting audits of AAS(s) per the Authorized Assessment Site Audits section of these guidelines.
- Registering Authorized Assessment Sites (AAS) per the Authorized Assessment Sites section of these guidelines.
  - Ensuring MOUs are signed prior to registration.
  - Updating AAS location details as appropriate.
- Assigning personnel certification training courses. These courses are provided through the NCCER LMS.
  - The Registration & Release Form and the Responsibility & Liabilities Form are both included in the course.
- Ensuring the most current personnel certification training materials are ordered and used if conducting personnel certification training with a certified Master Trainer.
- Submitting and approving personnel certifications in the Registry System.
- Affiliating certified personnel with their AAS(s) in the Registry System.
  - Personnel affiliations set user permissions in the NCCER Assessment Platform.
- Ensuring personnel certifications remain active.
- Ensuring Assessment Performance Evaluators have appropriate performance verification (PV) paperwork.
- Downloading, submitting, approving, and paying for PVs.
- Evaluating certified personnel per the Personnel Evaluations section of these guidelines.
- Assisting in preparing the AAC for NCCER accreditation audits.
- 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.
2.3.0 Assessment Administrator *(Discontinued June 2022)*

Organizations that entered Candidate status or that were accredited prior to June 2022 will have Assessment Administrators and the following details can still apply.

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

2.3.1 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. Certification testing must be proctored in the NCCER Assessment Platform.
- Working with Primary Administrator for any special needs/accommodation requests.
- Administering Assessment Proctor certification tests in the NCCER Assessment Platform.
  - Submitting personnel certifications.
- 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 downloading, submitting, and paying for PVs, serving as the main point of contact at an AAS, assisting with evaluating certified personnel and auditing AAS(s) per the Personnel Evaluations and Authorized Assessment Site Audits sections of these guidelines, etc.

2.3.2 Certification Process *(Discontinued June 2022)*

2.3.3 Credentials Issued by NCCER *(Discontinued June 2022)*
2.3.4 Maintaining Assessment Administrator Certification

Assessment Administrators are certified initially for three years. In order to maintain certification, the Assessment Administrator must comply with all the following:

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

2.4.0 Assessment Proctor

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

2.4.1 Eligibility Requirements

Individuals must be approved by the AAC.

2.4.2 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.

2.4.3 Certification Process

Assessment Proctor candidate must:

- Successfully complete the Assessment Proctor Certification Training and pass the required test.
- Complete the Registration & Release Form (if course is taken in the NCCER LMS, this form is completed as part of the course and a paper form is not required.)
- Complete the Responsibilities & Liabilities Forms (if course is taken in the NCCER LMS, this form is completed as part of the course and a paper form is not required.)

If Assessment Proctor Certification Training is conducted by a Master Trainer, training can be delivered in-person or virtually. Certification testing must take place in the NCCER Assessment Platform. If training is delivered virtually, please see the NCCER AAC Personnel Certification Virtual Training Guide that can be found at support.nccer.org for the policies and procedures required for virtual training and testing. (*Only applicable to organizations placed into candidate status or that were accredited prior to June 2022.*)
2.4.4 Submission of Assessment Proctor Certification

If Assessment Proctor Certification Training is completed via NCCER’s LMS, the Assessment Proctor candidate will follow the instructions for submitting their completion certificate from the LMS to the Primary Administrator or Secondary Administrator for processing of Registration of Assessment Certifications. The Primary Administrator must approve all submissions.

If Assessment Proctor Certification Training is conducted in person by an Assessment Administrator, then the Administrator, Primary Administrator or Secondary Administrator must submit the Registration of Assessment Certifications. Primary Administrator must approve all forms/submissions.

The Primary Administrator is responsible for maintaining signed Registration & Release and Responsibilities & Liabilities Forms (may be completed electronically) for any certified Assessment Proctor. In the event an Assessment Proctor was originally certified at another AAC, the Primary Administrator will need to ensure the required forms have been completed.

All documentation must be kept on file for as long as an Assessment Proctor continues to work for the AAC/ AAS. If an Assessment Proctor leaves the AAC/AAS, documentation must be kept on file for a minimum of three years or until the AAC’s audit is cleared (whichever is longer).

2.4.5 Credentials Issued by NCCER

Upon successful completion of the Assessment Proctor Certification Training, an individual will receive certification through the Registry System.

2.4.6 Maintaining Assessment Proctor Certification

Assessment Proctors are certified for three years after completing the Assessment Proctor certification training. 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.

2.5.0 Master Trainer (Discontinued June 2022)

Organizations that entered Candidate status or accredited prior to June 2022 will have a Master Trainer and the following details can still apply.

The Master Trainer is an individual selected by the Primary Administrator to assist in administration and oversight of the NCACP.
2.5.1 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 in-person or virtually. Certification testing must be proctored in the NCCER Assessment Platform.
  - Submitting personnel certifications.
- Maintaining confidentiality and security of all journey-level assessment materials.
- 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.

2.5.2 Certification Process (Discontinued June 2022)

2.5.3 Credentials Issued by NCCER (Discontinued June 2022)

2.5.4 Maintaining Master Trainer Certification

Master Trainers are certified initially for three years. To maintain certification, the Master Trainer must comply with all the following:
- Be associated with or employed by an AAC AND
- Teach/co-teach the Assessment Performance Evaluator certification training at least once every three years and submit (before expiration).
  - Upon approval of the Registration of Assessment certifications, Master Trainer certification will renew for three years from the date of the last class taught.

2.6.0 Assessment Performance Evaluator

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

Individuals must be approved by the AAC and have experience at a minimum of journey-level or licensed technician-level (at least four years) in the specific craft they will be evaluating.

Documentation of an Assessment Performance Evaluator’s qualifications must be reviewed, validated through appropriate follow-up with the issuer (to confirm licensure) or employer (to confirm work experience) and kept on file by the Primary Administrator. Documentation must be at least one of the following:

- Passing score on the relevant NCCER assessment and corresponding performance verification OR
- Successful completion of relevant NCCER curricula module(s) through an NCCER training program OR
- A resume documenting equivalent education and experience to the above.

2.6.2 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 all 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.

2.6.3 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.
- Ensuring candidates complete the Registration & Release Form prior to submitting completed performance verification.
- 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.

2.6.4 Certification Process

Assessment Performance Evaluator candidate must:

- Successfully complete the Assessment Performance Evaluator Certification Training and pass the required test.
- Complete the Registration & Release Form (if course is taken in the NCCER LMS, this form is completed as part of the course and a paper form is not required.)
- Complete the Responsibilities & Liabilities Forms (if course is taken in the NCCER LMS, this form is completed as part of the course and a paper form is not required.)
Process for a Primary Administrator to be certified as an NCCER Assessment Performance Evaluator.

Primary Administrator must:

- Submit a copy of resume OR documents of qualifications, along with references from the companies where prior positions were held, and the crafts they wish to be certified for to NCCER for review BEFORE attending Assessment Performance Evaluator Certification Training. Once validated and approved, NCCER will assign Assessment Performance Evaluator Certification Training in the NCCER LMS.
- Successfully complete the Assessment Performance Evaluator Certification Training in the LMS and pass the required test.
- Registration & Release Form and Responsibilities & Liabilities Forms are completed as part of the LMS course and paper forms are not required.
- Primary Administrator will follow the instructions for submitting their completion certificate from the LMS to NCCER. NCCER will then process certification in the Registry System.

If Assessment Performance Evaluator Certification Training is conducted by a Master Trainer, training can be delivered in-person or virtually. Certification testing must take place in the NCCER Assessment Platform. If training is delivered virtually, please see the NCCER AAC Personnel Certification Virtual Training Guide that can be found at support.ncer.org for the policies and procedures required for virtual training and testing. (Only applicable to organizations placed into candidate status or that were accredited prior to June 2022.)

2.6.5 Submission of Assessment Performance Evaluator Certification

If Assessment Performance Evaluator Certification Training is conducted via NCCER’s LMS, Assessment Performance Evaluator candidate will follow the instructions for submitting their completion certificate from the LMS to the Primary Administrator or Secondary Administrator for processing of Registration of Assessment Certifications. The Primary Administrator must approve all submissions.

If Assessment Performance Evaluator Certification Training is conducted in person by a Master Trainer, then the Master Trainer, Primary Administrator, or Secondary Administrator must submit the Registration of Assessment Certifications. Primary Administrator must approve all forms/submissions.

The Primary Administrator is responsible for maintaining signed Registration & Release and Responsibilities & Liabilities Forms (may be completed electronically) and documentation of qualifications for the specific craft areas they are certified to evaluate. In the event an Assessment Performance Evaluator was originally certified at another AAC, the Primary Administrator will need to ensure the required forms are completed.

All documentation must be kept on file for as long as an Assessment Performance Evaluator continues to work for the AAC/AAS. If an Assessment Performance Evaluator leaves the AAC/AAS, documentation must be kept on file for a minimum of three years or until the AAC’s audit is cleared (whichever is longer).

2.6.6 Credentials Issued by NCCER

Upon successful completion of the Assessment Performance Evaluator Certification Training, an individual will receive certification through the Registry System.
2.6.7 Maintaining Assessment Performance Evaluator Certification

Assessment Performance Evaluators are certified for three years after completing the Assessment Performance Evaluator Certification Training. To maintain certification, the Assessment Performance Evaluator must comply with all the following:

- Be associated with or employed by an AAC AND
- Administer and submit at least one performance verification task every three years (before expiration).
  - Upon submission, Assessment Performance Evaluator certification will renew for three years from the date of the PV completion.

2.7.0 Practical Examiner

A Practical Examiner is an individual selected to administer practical examinations for the Endorsed AAC.

There are two types of Practical Examiner certifications:

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

2.7.1 Eligibility Requirements

Individual must:

- Be approved by the AAC.
- Have qualifications approved by the AAC and NCCER.
- Pass the appropriate written assessment(s).
- Complete applicable NCCER Practical Examiner Training.

2.7.2 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.
2.7.3 Certification Process

Practical Examiner Candidate must:

- Successfully complete the applicable NCCER Practical Examiner Training and pass the required test.
- Complete the Registration & Release Form. (If the course is taken in the NCCER LMS, this form is completed as part of the course and a paper form is not required.)
- Complete the Responsibilities & Liabilities Form. (If the course is taken in the NCCER LMS, this form is completed as part of the course and a paper form is not required.)

The Primary Administrator is responsible for maintaining a signed Registration & Release Form (may be completed electronically), Practical Examiner Responsibility and Liabilities Form and documentation of qualifications for the specific endorsed craft areas they are certified to examine/evaluate for any certified Practical Examiner. In the event a Practical Examiner was originally certified at another endorsed AAC, the Practical Examiner will need to complete the required forms again and keep them on file with the Primary Administrator.

All documentation must be kept on file for as long as a Practical Examiner continues to work for the endorsed AAC/AAS. If a Practical Examiner leaves the AAC/AAS, documentation must be kept on file for a minimum of three years or until the endorsed AAC’s audit is cleared (whichever is longer).

2.7.4 Credentials Issued by NCCER

Upon successful completion of the Practical Examiner Training, an individual will receive certification through the Registry System.

2.7.5 Maintaining Practical Examiner Certification

Practical Examiners are certified for three years after completing the Practical Examiner Training course in the NCCER LMS. To maintain certification, the Practical Examiner must comply with the following:

- Be associated with or employed by an endorsed AAC AND
- Administer an applicable practical exam at least once every three years (before expiration).
  - Upon submission, Practical Examiner certification will renew for three years from the date of the practical completion.

If the Practical Examiner certification expires, the individual will be unable to conduct all responsibilities outlined in Practical Examiner Responsibilities, including the ability to evaluate practical examinations. To recertify, the individual must complete the Practical Examiner Training course in the NCCER LMS again and comply with all maintenance requirements.

2.8.0 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.
2.8.1 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.
3.0.0 ASSESSMENT LOCATIONS

Locations where ongoing journey-level assessments, performance verifications, and practical examinations (if applicable) are being administered must be registered. NCCER has designated these locations as Authorized Assessment Sites (AASs).

- 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 a registered organization delivering the NCACP under an AAC. All NCACP activities - including proctoring a journey-level assessment, administering performance verifications and practical examinations - must be conducted at a registered AAS location.

Prior to registering the organization in the Registry System, the Primary Administrator must verify the AAS is permanent (not a mobile site) and located at a commercial, physical address. Examples of eligible AAS locations include a job site, company, customer office, etc.

It is required that the AAC and the AAS have a signed Memorandum of Understanding (MOU) that outlines the agreed upon responsibilities of each and meets the policies and procedures set forth in these guidelines. These would include:

- Requirements for audit of the location.
- Evaluation of assessment proctors, assessment performance evaluators and practical examiners, if applicable.
- Sharing of records as appropriate, etc.

Sample MOUs can be found at support.nccer.org. Executed MOUs should be maintained on file, electronically or paper copy, for audit purposes.

3.1.1 Registering an AAS

Registration of an AAS must be approved by the Primary Administrator. For more information, go to support.nccer.org.

It is the responsibility of the Primary Administrator or a Secondary Administrator, if given permission, to ensure an AAS meets all requirements via photos and documentation or that an in-person initial audit is completed prior to registration of the AAS. It is preferred that initial audits are conducted in-person. However, if the initial visit needs to be conducted virtually, please see the AAS Virtual Audit Guide that can be found at support.nccer.org for policies and procedures on how to conduct a virtual AAS audit.
The AAS’s address must be commercial (non-residential), and the industry categories must be set within the registration application to accurately reflect the training location type. NCCER will review these fields after the AAS application has been approved by the Primary Administrator. Assessment and PVs/practical exams testing may only occur at the AAS once the registration application has been approved by NCCER.

If registering an international AAS, a Master Trainer and Assessment Administrator is required on site at the location. A pre-approval site visit by NCCER may be required.

If an AAS decides to close their program or change their AAC affiliation, they must notify NCCER via email and include both current and future Primary Administrators if applicable. Before closure or transfer can be made, the AAS must return all assessment documentation to the original AAC for recordkeeping and audit purposes. The AAC must collect all documentation from the AAS for audit. If applicable, the new AAC must complete an audit and set up an MOU. NCCER will notify all parties once the change is complete. Refer to AAS Closure/Transfer Checklist that can be found at support.nccer.org.

3.1.2 Authorized Assessment Site Representative

The AAS must have an Authorized Assessment Site Representative assigned by the Primary Administrator. The Primary Administrator or Secondary Administrator can serve in this role, if needed.

The Authorized Assessment Site 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.
4.1.0 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.

4.1.1 Assessment Facilities

All journey-level assessment facilities must:

- Provide a candidate check-in area for I.D. check and collection of personal (non-approved) items.
- Ensure all devices are secure for journey-level assessment testing. This is the responsibility of the Primary Administrator, Secondary Administrator, or Assessment Proctor.
- Provide dividers or privacy screens are on each device. Candidates should not be able to see other candidates’ screens.
- Provide enough surface space to accommodate testing devices (e.g., computer, laptop, tablet, etc.) and approved NCCER reference materials, where if applicable.
- Ensure no more than two candidates are seated per 6-foot table OR three candidates per 8-foot table.
- Ensure adequate space between rows for walking.
- Ensure there are no posters, charts, or educational materials in the room(s) that are applicable to the assessment(s).
- Display the NCCER Prohibited Items AND the NCCER Anti-Cheating posters in all rooms where assessments are given (download from support.nccer.org).
- Provide appropriate number of approved reference materials, where applicable.

4.1.2 Assessment Administration

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

The Primary Administrator/ Secondary Administrator/Assessment Proctor must:

- Provide candidate with appropriate assessment specification sheet (download from the NCCER website on the craft pages found under the Program Resources drop down).
- 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 (e.g., government or company issued ID such as driver’s license, passport, etc.).

Provide scratch paper and pencil (if applicable).
  O All scratch paper must be collected when the assessment session is complete.

Provide approved reference materials (if applicable).
  O If candidates bring their own reference materials, the Primary Administrator/Secondary 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.).
  O Some assessments allow an approved reference material to be used during testing. Allowable reference materials are listed on the Assessment Specification Sheet (download from the NCCER website on the craft pages found under the Program Resources drop down).

In-person by a certified Primary Administrator/Secondary Administrator/Assessment Proctor.
  O Candidates/test takers CANNOT be left unattended during a testing session.

No more than 30 test takers to one Primary Administrator/Secondary Administrator/Assessment Proctor are allowed.

If a candidate wishes to provide feedback on a test question, they may submit a Question Comment form. 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 at support.nccer.org.

If a candidate is caught cheating, it is the responsibility of the Primary Administrator/Secondary 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.

4.1.3 NCCER Assessment Platform

An online 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.
- All users must be a Primary Administrator, Secondary Administrator, or a certified Assessment Proctor.
4.1.4 Retest Policy

As part of maintaining the integrity and security of the NCACP, 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 four 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.

4.2.0 Performance Verifications (PVs)

A 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.

4.2.1 Performance Administration

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 safe working order.
- PV packets are downloaded.
- Verification of candidate’s identity through approved photo ID (e.g., 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 sheet.
- 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 Accreditation Department at support@ncer.org.
4.2.2 Retest Policy

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

4.2.3 Submissions

PVs are submitted to the Registry Department.

- PV submissions will not be accepted after two years from the date of the last PV task completion.

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

4.3.0 Practical Examinations

A practical examination is a hands-on examination that verifies a candidate’s journey-level skills as required for Mobile Crane Operator or 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.

4.3.1 Practical Exam Administration

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.

4.3.2 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 four attempts in 365 days.

If the candidate does not attain the cut score, it is strongly recommended they attend upgrade training.
4.3.3 Submissions
Practical examinations are administered electronically via the NCCER Assessment Platform and are automatically submitted to the Registry System. If a paper practical exam is downloaded, upon successful submission, the paper copy should be shredded.

4.4.0 NCCER Card Number
An individual will need an NCCER card number to take an assessment or PV and receive the appropriate credentials and/or certifications. An NCCER card number is a unique identifier assigned to an individual who has an NCCER profile. The NCCER profile includes, at minimum, the individual’s first and last name, birthdate, and an alternate ID.

NCCER 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 NCCER profile is treated as confidential and handled using industry standard privacy and security measures.

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

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 support@nccer.org. Proof of ID and additional documentation may be required.

4.6.0 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 create a card number from the NCCER.org homepage, the registration process requires completion of 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.

4.7.0 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. This does not apply to Mobile Crane Operator, Rigger and/or Signal Person assessments.
- Performance Verified certificates are issued for successful completion of a journey-level performance verification. This does not apply to Mobile 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.
  - Certificates and a gold card with the individual’s picture are issued when a candidate successfully completes both a Mobile 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 via the NCCER.org website. Please go to support.nccer.org for more information on ordering credential reprints.

### 4.8.0 Special Needs/Accommodations

Participants must provide written notification from a professional qualified to diagnose the disability. Primary Administrator must provide NCCER with documented requests to receive permissible accommodation.

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.

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.
4.9.0 Complaint/Appeal

If an 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 Proctor, Assessment Performance Evaluator, Practical Examiner, or the 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.
5.1.0 AAC Program Setup

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

- Authorized Assessment Site (AAS) registration and deactivation.
- Certified personnel association and deactivation with the AAC and their AAS(s).
- Roles and associations automatically grant NCCER Assessment Platform permissions.
- Current billing designation(s)

5.2.0 Personnel Evaluations

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

It is preferred that evaluations of certified personnel are conducted in-person. However, if the evaluation needs to be conducted virtually, the Primary Administrator or Secondary Administrator, if given permission, may conduct evaluations via Zoom or another virtual platform.

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.

5.2.1 Assessment Performance Evaluator and Practical Examiner Evaluations

Assessment Performance Evaluators and Practical Examiners (if applicable) must be evaluated by the Primary Administrator, Secondary Administrator or Master Trainer, if given permission, once when they are first certified and at least once every three years thereafter.

5.2.2 Assessment Proctor Evaluations

Assessment Proctors must be evaluated by the Primary Administrator of Secondary Administrator, if given permission, once when they are first certified and at least once every three years thereafter.

5.3.0 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.

It is preferred that audits of registered AAS locations are conducted in-person. However, if the audit needs to be conducted virtually, please see the AAS Virtual Audit Guide that can be found at support.nccer.org for policies and procedures on how to conduct a virtual AAS audit.
5.3.1 Initial Authorized Assessment Site Audit

An initial AAS audit must be completed by the Primary Administrator, Secondary Administrator or Master Trainer, if given permission, prior to registration.

The initial audit must include a 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 (e.g., 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.
- Memorandum of Understanding (MOU) is in place and up-to-date and meets all requirements.
- Required documentation that will need to be 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).
- Prohibited Items poster and Anti-Cheating poster are displayed.

5.3.2 Authorized Assessment Site Ongoing Audits

The AAS must be audited by the Primary Administrator, Secondary Administrator or Master Trainer, if given permission, at least once every three years after their initial audit.

The ongoing audit must include the following:

- 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 (e.g., 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.

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

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

- 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 or on the NCCER LMS.)
- Completed Responsibilities & Liabilities Forms for all certified personnel (unless they are completed electronically in the Registry System or on the NCCER LMS)
- Dated and completed PVs
- AAS audits
  - Executed MOUs.
  - For auditing purposes, if an AAS decides to close their program or change their AAC affiliation, they must notify NCCER via email and include both current and future Primary Administrators, if applicable. Before closure or transfer can be made, the AAS must return all training documentation to the original AAC for recordkeeping and audit purposes. The AAC must collect all documentation from the AAS for audit.

Accredited organizations remain responsible for ensuring their recordkeeping complies with all laws and governmental regulations applicable to their training or qualification activities.

5.5.0 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 five years.
- Revocation of the AAC’s accreditation with no eligibility to reapply for a minimum of five 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 five 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.

5.6.0 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 of the notification date. The decision resulting from the appeals process is final and will be effective immediately.
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. To schedule the initial audit, the organization must be actively administering journey-level assessments and administering performance verifications (if applicable).

- If the organization is not actively administering journey-level assessments and administering performance verifications (if applicable), 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 also 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 reaccreditation 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.

Reaccreditation audits will be scheduled every three years after the initial audit.

6.2.0 Audit Process

The audit process consists of an NCCER auditor reviewing NCACP documentation. To allow the AAC to prepare, NCCER will provide a list of all documentation that will be reviewed in advance.

The audit will include the following activities:

- AAC location
  - 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).
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- Interview certified personnel as appropriate.
- Audit of an assessment testing session.
- Audit of practical examination session(s) (if applying for endorsement). Not required for reaccreditation audits.
  - Auditor must observe a practical exam for each endorsement type.

- Review of certified personnel files
  - Master Trainer qualification documentation (if applicable)
    - Qualification documentation (e.g., resume, teaching certificate, etc.).
  - Assessment Performance Evaluator
    - Qualification documentation (resume, license, etc.).
    - Dated and graded certification module tests if testing was conducted on paper.
    - Registration & Release Form.
    - Responsibility & Liabilities Form.
  - Practical Examiner
    - Qualification documentation (resume, license, etc.).
    - AAC evaluations.
    - Registration & Release Form.
    - Responsibilities & Liabilities Form.
  - Assessment Proctor
    - Registration & Release Form.
    - Dated and graded proctor tests if testing was conducted on paper.
    - Responsibility & Liabilities Form.
    - AAC evaluations.

- Review of candidate files
  - Registration & Release Forms (if not completed in the Registry System or NCCER LMS).
  - Completed and dated performance verifications (if applicable).

- Review of registered AAS location files
  - Initial audit documentation.
  - Ongoing audit documentation.
  - Executed MOUs.

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.
  - Primary Administrator will commit to an action plan to clear the non-conformance(s).
  - All non-conformances must be corrected to the satisfaction of NCCER.
  - Suspension of accreditation may be imposed for any non-conformance.
  - 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 AASs. “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 of 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.”