Accredited Training Sponsor (ATS) Guidelines

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 training program, sponsor, or employer with any local, state, or federal regulations, including, but not limited to, any regulation relating to apprenticeship or training, equal employment opportunity, education, or any other applicable statute. It is not the policy or the intent of NCCER to train 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.

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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 NCCER’s National Standardized Training Process and/or National Craft Assessment and Certification Program.
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information.

NCCER Customer Service department for more under their US accreditation. Please contact the deliver performance verifications internationally own distinct liabilities and responsibilities.

ited, the international AAC is considered to be in-

and procedures required of an AAC. Once accred-

be responsible for compliance with the all policies

Accreditation Guidelines

will

as defined in the

locations must go through the application process

independent of the US-based organization. Such

International locations may apply for accreditation

By completing this process, the AAC assumes

and/or performance verifications internationally.

process prior to delivering any NCCER assessments

must be approved through the AAS registration

must have the required certified personnel and

Authorized Assessment Site (AAS) and provide

The AAC may apply to add an international

Process One

1. Must maintain the security of all assessments

• If additional documentation is required (i.e.,

existing AACs may not deliver assessments or

• For organizational name changes, the AAC

executive turnovers.

• If annual maintenance fee is not paid

• If annual report is not submitted by De-

• If the AAC has an outstanding balance for

6. Must notify NCCER immediately if the Pri -

7. Must not publish or distribute any performance

evaluations, or performance verification without written

8. Must not translate any NCCER materials.

This includes assessments, performance ver -

• Grievances/complaints process

• Compliance with US federal regulations

• Prohibiting the use, possession, conceal -

The organization’s internal policy must meet or exceed

control of its assessment program. An orga -

must include, at a minimum, how the organi-

NCCER’s

• Authorizations and renewals

• For organizational internal policy to exceed or

• Additional documentation

• If annual report is not submitted by De-

• If initial maintenance fee is not paid

• If suspension is ordered.

• If the AAC has an outstanding balance for

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Terms and Definitions

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

Accreditation Process – A voluntary process whereby an Accredited Training Sponsor’s training program is evaluated for adherence to NCCER accreditation standards and criteria.

Accredited Training and Education Facility (ATEF) – A secondary or postsecondary school (high school, college, vo-tech/technical school, etc.) working in partnership with an Accredited Training Sponsor that has successfully completed an approval process for recognition of its training program.

Accredited Training and Education Facility Representative – An individual selected by the Sponsor Representative to assist in the administration and oversight of the ATEF. Certification is not required to fill this role.

Accredited Training Sponsor (ATS) – An entity accredited by NCCER to deliver NCCER training programs and receive industry-recognized credentials.

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.

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

Board of Trustees – The governing body of NCCER.

Credential – Recognition from NCCER that an individual has demonstrated competency in a topic area (module written tests and performance profile testing completions).

Curriculum Performance Evaluator – Individual trained by a certified Master Trainer to conduct performance profiles only.

Curriculum Proctor – Individual trained by a certified Master Trainer to deliver and monitor module tests.

Instructor – Individual certified in accordance with the NCCER Instructor Certification Training Program (ICTP), and authorized to teach the NCCER curricula.

Instructor Certification Training Program (ICTP) – Training program for qualified individuals interested in teaching the NCCER curricula and offering the accompanying credentials.

Instructor Resource Center (IRC) – A password-protected, secure website for Instructors to access lesson plans, PowerPoint presentations, and performance profiles.
**Intellectual Property** – All module tests and performance profile materials are the copyrighted, intellectual property of NCCER and are exclusively owned by NCCER.

**Level** – A predetermined number of NCCER curricula modules designed and sequenced to form approximately one year of training.

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

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

**Module** – The smallest instructional unit in the NCCER curricula that can be completed and recognized under NCCER’s standardized training process. Module completion requires successful completion of both a module test and performance profile (when applicable).

**Module Test** – A test that evaluates the trainee’s knowledge of an NCCER curriculum module.

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

**NCCER Testing System** – Web-based testing platform used for module test delivery and recording of completed performance profiles. The Testing System automatically creates, scores and stores module tests, and reports successful completion of module tests and performance profiles to the Registry System for credentialing.

**Performance Profile** – A hands-on demonstration that measures the trainee’s ability to perform the skills covered in an NCCER curriculum module.

**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.

**Revoked** – A status of accreditation or credentials rescinded by NCCER.

**Sponsor Representative** – Individual certified as a Master Trainer who is the primary liaison between an Accredited Training Sponsor (ATS) and NCCER.

**Support Role** – This role is assigned to an individual selected by the Sponsor Representative to assist in Registry and Testing 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.

Test-Out – Experienced individuals may successfully earn module completion by passing both the module test and performance profile in accordance with NCCER’s policies and procedures.

Training Prescription – Report that identifies topic areas requiring remediation.

Training Unit (TU) – A commercial, physical location (i.e. job site, company or customer office, correctional facility, etc.), working under an ATS, that is delivering NCCER training for credentials.

Training Unit Representative – Individual selected by the Sponsor Representative to assist in the administration and oversight of the TU. Certification is not required to fill this role.

Transcript – Official document which records successful completion of NCCER training.

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.
1.1.0 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
- Owner/Operators
- Trade Associations
- Labor Organizations
- Government Agencies
- Correctional Facilities
- Temporary Employment Agencies*
- Consultants*
- Proprietary Schools (both non-profit and for-profit) *
- Public, Postsecondary Community and Technical Colleges*
- 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 ATS:

- Organization must have been in business for at least 12 months prior to application date.
- Organization must have a commercial business address (home/residential addresses are not acceptable).
- Organizations must have appropriate facilities and equipment to deliver training.

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 a Training Sponsor Accreditation application and supporting documentation is considered in Applicant status. Applicant organizations have 12 months from ATS 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 ATS application in the NCCER Registry System. The steps below outline the process.

1. Identify an individual, known as the Sponsor Representative, who will be responsible for the oversight of the training program and will be the primary liaison between the ATS 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 ATS application).
   - Three letters of recommendation for the ATS 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 the names of those who will be involved in the management of the training program (must include Sponsor Representative, their direct reports and their immediate supervisor).
   - Signed Testing System Users Agreement – Acknowledging that the organization must use the NCCER Testing System for credentialing. (Instructions and template included in the ATS application.)

Additional documentation required for educational institutions only (colleges, universities, etc.):
   - Official state-issued accreditation documentation
   - Evidence of an active industry advisory board (recent meeting minutes, member lists etc.)
   - Evidence of job placement and career services (advertisement, brochure, flyer etc.)

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. Sponsor Representative registers for the Master Trainer Instructor Certification Training Program (MTICTP) in the Registry System.

7. Sponsor Representative completes MTICTP.
   - Please note the Sponsor Representative will also be required to complete additional online training webinars/courses.
8. Sponsor Representative must complete and submit a self-assessment (built into the application process in the Registry System) including photos of training facilities, performance areas, and equipment for performance.

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

10. Once approved, Applicant ATS is granted Candidate status.

During the application process, ATS organizations should:

- Review the equipment and materials lists that can be found on the NCCER website for the craft areas that will be taught in the training program and make purchases if appropriate.
- Order curriculum from Pearson and access the Instructor Resource Center (IRC) to download performance profiles, lesson plans and PowerPoint presentations.
- Order Instructor, Curriculum Performance Evaluator, and Curriculum Proctor training materials from NCCER.
- Set up classroom and performance areas for delivering training programs.
- Develop internal written policy/procedures document for the administration and control of its training program. An organization’s internal policy must meet or exceed NCCER’s Accreditation Guidelines. This policy must include, at a minimum, how the organization/Sponsor Representative will address the following topics:
  - Evaluation of certified Instructors, Curriculum Performance Evaluators and Curriculum Proctors
  - Audit of registered training locations (TU/ATEF)
  - Module test and performance profile retesting
  - Safety policy for performance profile testing
  - Security of trainee information and testing documentation
  - Cheating
  - Trainee participation/absenteeism
  - 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 training program contact information (i.e. Sponsor Representative, Instructor, etc) to appropriate personnel and trainees
  - Transition plan for removal/replacement of Sponsor Representative
  - Procedure for returning training records to Sponsor Representative or training location representative following:
    - Departure of Instructor
    - Closure of training program/location
    - Transfer of training location to a new ATS

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 to implement their training program, following NCCER policies and procedures as outlined in these guidelines.

Activities that occur in Candidate status include:

◆ Ordering curriculum from Pearson and accessing the Instructor Resource Center (IRC) to download performance profiles, lesson plans and PowerPoint presentations.
◆ Ordering Instructor, Curriculum Performance Evaluator, and Curriculum Proctor training materials from NCCER.
◆ Master Trainers beginning to train Instructors, Curriculum Performance Evaluators and Curriculum Proctors.
◆ Registering certified personnel in the Registry System.
◆ Certified Instructors beginning to train using NCCER curriculum.
  ○ Certified personnel (Master Trainers, Instructors and Curriculum Proctors) can administer module tests and submit completed performance profiles utilizing the Testing System.
◆ Registering locations where ongoing training will be taking place. NCCER reviews all training location registration applications and reserves the right to approve or deny any application.
  ○ Training Unit (TU) - job site, company or customer office, correctional facility, etc.
  ○ Accredited Training and Education Facility (ATEF) - secondary or postsecondary school (high school, college, vo-tech/technical school etc.)
◆ Finalizing internal written policy/procedures document for the administration and control of its training program. Must be completed before the initial audit.

A Candidate organization must begin to conduct training and testing within the first 12 months.

◆ Following 12 months of inactivity in Candidate status, 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 Sponsor Representative within 6 to 12 months of being placed in Candidate status. The initial audit is contingent upon training and testing 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 Sponsor Representative.

Accreditation is non-transferable from one organization to another. For organizational name changes, ATS must provide an updated proof of business.
1.5.0 Requirements for Domestic Organizations Working Internationally

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

The Accredited Training Sponsor (ATS) may apply to add an international Training Unit (TU) and provide oversight of international training 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 TU registration process prior to delivering any NCCER training internationally. By completing this process, the ATS assumes compliance responsibilities and liabilities for all international TUs.

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

2.1.0 Sponsor Representative

The Sponsor Representative acts as primary liaison between an ATS and NCCER.

2.1.1 Eligibility Requirements

Individual must be a certified Master Trainer with current credentials and may act as Sponsor Representative for only one ATS.

2.1.2 Sponsor Representative

The Sponsor Representative is responsible for:

- Maintaining ATS accreditation per NCCER Guidelines.
- Developing and maintaining the ATS’s internal training program 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 ATS 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 ATS must provide an updated proof of business and signed testing system agreement.
- Ensuring the ATS remains in good financial standing with NCCER:
  - If additional documentation is required (i.e. PO#, project name/#, etc.) for an invoice payment to be processed, it is the ATS’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 ATS has an outstanding balance for more than 90 days after the invoice date, ATS will be suspended. If payment is not received within 90 days of suspension, the ATS will be terminated.
- Notifying the NCCER Accreditation Department immediately regarding any change in Sponsor Representative per the Change in Sponsor Representative section of these guidelines.
- Ensuring NCCER materials are not translated. This includes curriculum, module tests, performance profiles, and any other documentation/materials produced by NCCER or Pearson.
- Ensuring the ATS follows all NCCER marketing and logo guidelines and policies, found on the NCCER website.
- Setting up and maintaining approved curriculum in the Registry System.
Accredited Training Sponsors Guidelines

- Ensuring appropriate access and billing information is set in the NCCER Testing System.
- Ensuring the ATS and training locations have appropriate facilities, curriculum, and equipment.
- Ensuring registration of training locations (TUs and ATEFs) are completed per the Training Locations section of these guidelines.
  - Update training location details as appropriate.
- Ensuring audits of training locations (TUs and ATEFs) are conducted per the Training Locations Audits section of these guidelines.
- Ensuring the most current personnel certification training materials are ordered and used.
- Ensuring training 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 training location(s) in the Registry System.
- Ensuring Instructors/Curriculum Performance Evaluators have appropriate performance profile paperwork.
- Ensuring evaluations of certified personnel are conducted per the Personnel Evaluations section of these guidelines.
- Ensuring Instructor evaluations by trainees 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 ATS 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 Sponsor Representative

If the Sponsor Representative changes or leaves the organization:
- The NCCER Accreditation Department must be immediately notified at support@nccer.org.
- The request for Sponsor Representative 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 that can assume the role of Sponsor Representative, the ATS may be suspended until a certified Master Trainer is in place.

2.2.0 Secondary Representative

The Secondary Representative is selected by the Sponsor Representative to assist in the administration and oversight of the training program.
2.2.1 Eligibility Requirements

Individual must be a certified Master Trainer, Instructor or Curriculum Performance Evaluator with current credentials.

2.2.2 Responsibilities

Responsibilities of a Secondary Representative are designated by the Sponsor Representative and may include:

- Contacting NCCER regarding training-related questions/inquiries.
- Submitting and approving personnel certifications in the Registry System.
- Ensuring certified personnel are appropriately affiliated with their training location(s) in the Registry System.
- Ensuring registration of training locations (TUs and ATEFs) per the Training Locations section of these guidelines.
  - Update training location details as appropriate.
- Ensuring audits of training locations (TUs and ATEFs) per the Training Locations Audits section of these guidelines.
- Evaluating certified personnel per the Personnel Evaluations section of these Guidelines.
- Setting up and maintaining appropriate user access and billing information in the NCCER Testing System.
- Assisting in preparing the ATS 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 Training Support Role

The Support Role is an individual selected by the Sponsor Representative to assist with NCCER Registry and Testing System functions. This individual is not required to hold any NCCER certification.

2.3.1 Responsibilities

The Sponsor Representative may assign the following responsibilities:

- Contacting NCCER regarding training-related questions/inquiries.
- Submitting personnel certifications in the Registry System.
- Setting up and maintaining appropriate user access and billing information in the NCCER Testing System.

2.4.0 Master Trainer

The Master Trainer is an individual selected by the Sponsor Representative to assist in administration and oversight of the training program.
2.4.1 Eligibility Requirements

Individual must be approved by the ATS 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 postsecondary institution OR
- A minimum of two years’ experience at a supervisory level or higher in the construction and/or maintenance industries.

2.4.2 Responsibilities

The Master Trainer is responsible for:
- Ensuring the most current personnel certification training materials are ordered and used.
- Having trainees complete Registration & Release Form prior to testing.
- Having trainees complete Responsibility & Liabilities Form prior to testing.
- Working with Sponsor Representative for any special needs/accommodation requests.
- Delivering personnel certification training including:
  - Instructor Certification Training Program (ICTP).
  - Curriculum Performance Evaluator training.
  - Curriculum Proctor training.
    - Training can be delivered both in-person and virtually. Certification testing must be proctored and take place in the Testing System.
- Administering personnel certification test(s) in the Testing System.
- Submitting personnel certifications in the Registry System.
- Maintaining confidentiality and security of all training and testing 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 Sponsor Representative may assign additional responsibilities to a Master Trainer such as assisting with evaluating certified personnel and auditing training locations (TU/ATEF) per the Personnel Evaluations and Training Locations Audits sections of these guidelines.

2.4.3 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.
2.4.4 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.

2.4.5 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 ATS.
- Teach/co-teach Instructor, Curriculum Performance Evaluator or Curriculum Proctor training at least once every three years and submit in the Registry System.
  - Upon submission to the Registry System, the Master Trainer certification will renew for three years from the date of the last class taught.

2.5.0 Instructor

The Instructor is an individual selected to conduct training for the ATS.

2.5.1 Eligibility Requirements

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

- Experience at a minimum journey- or technician-level (at least 4 years) in the specific craft they wish to be certified to teach **OR**
- A minimum of three years’ experience as a certified teacher in a vocational/technical construction or maintenance-related training program in the specific craft they wish to be certified to teach.

Documentation of an Instructor’s qualifications must be reviewed, approved and kept on file by the Sponsor Representative. Documentation must be one of the following:

- A diploma from an acceptable postsecondary institution in the specific construction field(s) to be taught/evaluated (ex. HVAC/Electrical/Welding etc.) **OR**
- A resume documenting actual experience in the curriculum title(s) or specific module(s) the individual intends to teach **OR**
- Passing score on the relevant NCCER assessment **OR**
- A license granted by a state in the specific construction field(s) to be taught/evaluated (ex. HVAC/Electrical/Welding etc.) **OR**
- Relevant certification by a state Department of Education relevant to the specific subject/occupation taught.

2.5.2 Certification for Multiple Curriculum Titles or Craft Areas

The Sponsor Representative must ensure the Instructor has the proper qualifications for all craft areas they are certified to teach. 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.
2.5.3 Restricted Instructor

An ATS may certify an Instructor by specific module number(s). This may be used for an Instructor that does not have appropriate qualifications to teach all levels of a craft title.

2.5.4 Responsibilities

The Instructor is responsible for:

- Following all policies and procedures as outlined in the Delivering Training, Module Tests, and Performance Profiles sections of these guidelines.
- Using NCCER curriculum.
- Working with the Sponsor Representative for any special needs/accommodation requests.
- Having trainees complete the Registration & Release Form prior to beginning training.
- Ensuring evaluations by trainees are conducted per the Personnel Evaluations section of these guidelines.
- Maintaining confidentiality and security of all training and testing materials.
- Maintaining training and testing documentation 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.

Please note: An Instructor must never proctor a module exam to himself.

2.5.5 Certification Process

Instructor candidate must:

- Successfully complete the Instructor Certification Training Program (ICTP) led by an NCCER Master Trainer and pass the required tests.
- Complete the Registration & Release Form.
- Complete the Responsibilities & Liabilities Form.

Master Trainer submits Registration of Curriculum Certifications in the Registry System.

Sponsor Representative must approve all submissions in the Registry System.

If an ATS associates an Instructor who was certified at another ATS, the Sponsor Representative is responsible for maintaining the appropriate documentation of qualifications, 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 ATS’s audit is cleared (whichever is longer).

Training can be delivered both in-person and virtually. Certification testing must be proctored and take place in the NCCER Testing System. If training is delivered virtually, please see the NCCER ATS Personnel Certification Virtual Training Guide that can be found at support.nccer.org for the policies and procedures required for virtual training and testing.
2.5.6 Credentials Issued by NCCER

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

2.5.7 Maintaining Instructor Certification

Instructors are certified for three years after completing the ICTP. In order to maintain certification, the Instructor must comply with the following:

- Be associated with or employed by an ATS.
- Teach and administer a module test as the Instructor of Record through the Testing System at least once every three years.
  - Upon Testing System submission to the Registry System, Instructor certification will renew for three years. Please note that the Instructor must be listed as Instructor of Record and must be certified for the test(s) being completed.

2.6.0 Curriculum Performance Evaluator

A Curriculum Performance Evaluator is an individual selected to conduct performance profile testing for the ATS.

2.6.1 Eligibility Requirements

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

Documentation of a Curriculum Performance Evaluator’s qualifications must be reviewed, approved and kept on file by the Sponsor Representative. Documentation must be one of the following:

- Passing score on the relevant NCCER assessment or specific pipeline task module test OR
- Successful completion of relevant NCCER curricula module(s) OR
- A resume documenting equivalent education and experience to the above.

2.6.2 Certification for Multiple Curriculum Titles or Craft Areas

The Sponsor Representative must ensure the Curriculum 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.

2.6.3 Restricted Curriculum Performance Evaluator

An ATS may certify a Curriculum Performance Evaluator by specific module number(s). This may be used for a Curriculum Performance Evaluator that does not have appropriate qualifications to teach all levels of a craft title.
2.6.4 Responsibilities

The Curriculum Performance Evaluator is responsible for:

- Following all policies and procedures as outlined in the Performance Profile Section of these guidelines.
- Working with the Sponsor Representative for any special needs/accommodation requests.
- Having trainees complete the Registration & Release Form prior to submitting completed performance profiles.
- Maintaining confidentiality and security of all training and testing materials.
- Maintaining training and testing documentation 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.

2.6.5 Certification Process

Curriculum Performance Evaluator Candidate must:

- Successfully complete the Curriculum 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 Curriculum Certifications in the Registry System.

Sponsor Representative must approve all submissions in the Registry System.

If an ATS associates a Curriculum Performance Evaluator who was certified at another ATS, the Sponsor Representative is responsible for maintaining the appropriate documentation of qualifications, 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 ATS’ audit is cleared (whichever is longer).

Training can be delivered both in-person and virtually. Certification testing must take place in the NCCER Testing System. If training is delivered virtually, please see the NCCER ATS Personnel Certification Virtual Training Guide that can be found at support.nccer.org for the policies and procedures required for virtual training and testing.

2.6.6 Credentials Issued by NCCER

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

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

- Be associated with or employed by an ATS AND
- Administer a performance profile as the evaluator of record and submit through the testing system at least once every three years.
  - Upon submission to the Registry System, Curriculum Performance Evaluator certification will renew for three years.

2.7.0 Curriculum Proctor

The Curriculum Proctor is an individual selected to deliver and monitor module tests.

2.7.1 Eligibility Requirements

Individual must be approved by the ATS.

2.7.2 Responsibilities

The Curriculum Proctor is responsible for:

- Proctoring module tests according to the Module Test Section of these guidelines.
- Having trainees complete a Registration & Release Form prior to beginning training.
- Working with Sponsor Representative for any special needs/accommodation requests.
- Maintaining confidentiality and security of all training and testing materials.
- Maintaining training and testing documentation 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.

2.7.3 Certification Process

Curriculum Proctor candidate must:

- Successfully complete the Curriculum Proctor certification training led by an NCCER Master Trainer and pass the required test.
- Complete the Registration & Release Form.
- Complete the Responsibilities & Liabilities Form.

Master Trainer submits the Registration of Curriculum Certifications in the Registry System.

Sponsor Representative must approve all submissions in the Registry System.
If an ATS associates a Curriculum Proctor who was certified at another ATS, the Sponsor Representative 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 ATS’s audit is cleared (whichever is longer).

Training can be delivered both in person and virtually. Certification testing must take place in the NCCER Testing System. If training is delivered virtually, please see the NCCER ATS Personnel Certification Virtual Training Guide that can be found at support.nccer.org for the policies and procedures required for virtual training and testing.

2.7.4 Credentials Issued by NCCER

Upon successful completion of the Curriculum Proctor certification training, an individual will receive certification in the Registry System and appropriate printed credentials.
Locations where ongoing training is being delivered must be registered in the Registry System. NCCER has designated two types of training locations – Training Unit (TU) and Accredited Training and Education Facility (ATEF).

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

If a training location fails to comply with NCCER Guidelines, the ATS’s accreditation may be affected.

### 3.1.0 Training Unit (TU)

A Training Unit is an organization located at a commercial, physical location, working under an ATS, that is delivering NCCER training for credentials. TUs may include a job site, company or customer office, correctional facility, etc.

It is highly recommended that the ATS and the TU 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 a TU

Registration of a TU is completed in the Registry System and must be approved by the Sponsor Representative. Please see NCCER’s support page (support.nccer.org) for more information.

It is the responsibility of the Sponsor Representative to ensure a training location meets all requirements via photos and documentation or that the in-person initial audit is completed prior to registration of the TU per the Training Locations Audit section of these guidelines. It is preferred that initial audits are conducted in-person. However, if the initial visit needs to be conducted virtually, please see the TU Virtual Audit Guide that can be found at support.nccer.org for policies and procedures on how to conduct a virtual TU audit.

If registering an international TU, the TU Representative must be a certified Master Trainer. A pre-approval site visit by NCCER may be required.

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

A TU Representative must be selected by the Sponsor Representative. The TU Representative is not required to hold any NCCER certification unless they are overseeing a TU outside the United States.

The TU Representative is responsible for working with the Sponsor Representative in the administration and oversight of the TU, including maintaining records per the Recordkeeping Requirements section of these guidelines.

3.2.0 Accredited Training and Education Facility (ATEF)

An Accredited Training and Educational Facility is a secondary or postsecondary school (high school, college, vo-tech/technical school, etc.) working in partnership with an ATS.

It is highly recommended that the ATS and the ATEF 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.

3.2.1 Registering an ATEF

Registration of an ATEF is completed in the Registry System and must be approved by the Sponsor Representative. An application fee applies. Please see NCCER’s support page (support.nccer.org) for more information.

It is the responsibility of the Sponsor Representative to ensure a training location meets all requirements via photos and documentation or that the in-person initial audit is completed prior to registration of the ATEF per the Training Locations Audit section of these guidelines. It is preferred that initial audits are conducted in-person. However, if the initial visit needs to be conducted virtually, please see the ATEF Virtual Audit Guide that can be found at support.nccer.org for policies and procedures on how to conduct a virtual ATEF audit.

If registering an international ATEF, the ATEF Representative must be a certified Master Trainer. A pre-approval site visit by NCCER may be required.

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

3.2.2 ATEF Representative

An ATEF Representative must be selected by the Sponsor Representative. The ATEF Representative is not required to hold any NCCER certification unless they are overseeing an ATEF outside the United States.

The ATEF Representative is responsible for working with the Sponsor Representative in the administration and oversight of the ATEF, including maintaining records per the Recordkeeping Requirements section of these guidelines.
4.1.0 Registration & Release Form

All trainees must complete a Registration & Release Form.

- If trainee is under the age of 18 a hard copy of the Registration & Release Form is required with legal guardian’s signature.

Completed Registration & Release Forms must be kept on file for a minimum of three years or until the ATS’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 ATS’s requirement to maintain a hard copy of the form.

4.2.0 Special Needs/Accommodations

NCCER certified personnel, working with the Sponsor Representative, should ensure that appropriate requests for trainee special needs/accommodations are met. Any questions regarding whether a proposed trainee 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 credentials is maintained, changes to any NCCER module exam, including changing the number of possible answer choices, is prohibited. Any individual who completes a module exam that has been altered will not be eligible to earn an NCCER credential.

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 a module exam into another language is NOT permitted. Any organization that is found to have interpreted or translated a module exam may face discipline or revocation of its accreditation. Any individual that is found to have interpreted or translated a module exam may face discipline or revocation of their NCCER credentials and/or certifications. 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.

NOTE: For pipeline operator qualification, use of individual’s SSN as their alternate ID type is required for records to show in ISNetworld.

4.4.0 Credentials

Credentials are awarded as recognition from NCCER that an individual has demonstrated competency in a topic area.

Credentials consist of the following:
- Certificates are issued for successful completion of all modules in a level of NCCER training.
  - Certificates are issued for each subsequent level completion.
  - Completion of the Core curriculum is required for most level 1 completions.
  - Some levels consisting of one module may not generate a certificate of completion.
- NCCER cards are issued at the time a trainee receives their first level completion.
  - Once an individual has earned an NCCER card, a new card will not be issued for subsequent level completions.

Transcripts can be printed from the Registry System by the individual accessing their record or by ATS certified personnel via their Quick Check function. Please see NCCER’s support page (support.nccer.org) for more information.

Certificates and cards can be requested by the ATS, 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.nccer.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. Please note that proof of ID and additional documentation may be required.

4.6.0 Complaint/Appeal

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

If an Instructor, Curriculum Performance Evaluator, Curriculum Proctor, or trainee has a complaint, they should contact the ATS Sponsor Representative.

If no satisfactory response is reached through the Sponsor Representative, Instructor, Curriculum Performance Evaluator, Curriculum Proctor or trainee 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 NCCER Curricula

NCCER Curricula is a standardized, competency-based and modular curricula developed by NCCER and published in partnership with Pearson.

All NCCER Curricula are the intellectual property of NCCER. Any use of any portion of the NCCER Curricula 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.

Each module can be taught individually. Modules do not need to be taught in the arranged sequence.

4.8.0 Module Tests

A module test is an evaluation of a trainee’s knowledge of the competencies covered in an NCCER curriculum module. Passing score on all module tests is a 70.

All module tests are the intellectual property of NCCER. Any use of any portion of the module tests 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.
4.8.1 Testing Facilities

All testing facilities must be set up as follows:

- Trainee check-in area for I.D. check and collection of personal (non-approved) items.
- It is the Instructor/Curriculum Proctor’s responsibility to ensure all devices are secure for testing. NCCER recommends that the devices be under the oversight/control of the ATS/TU/ATEF.
  - The use of cell phones for testing is prohibited.
- Surface space enough to accommodate testing device (i.e. computer, laptop, tablet, etc.) and approved NCCER reference materials (if applicable).
- Adequate space between rows for walking.
- No posters, charts, and educational materials applicable to the module test.
- 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.

4.8.2 Test Administration

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

The Instructor/Curriculum Proctor must:

- Ensure testing area is setup per the Testing Facilities section of these guidelines.
- Verify trainee identification by viewing an approved photo ID (i.e. government or company issued ID such driver’s license, passport, etc.).
- Provide scratch paper and pencil (if applicable).
  - All scratch paper must be collected when the testing session is complete.
- Provide approved reference materials (if applicable).
  - If trainees bring their own reference materials, the Instructor/Curriculum Proctor must examine them before testing can begin.
- Ensure trainees do not have any prohibited items. See Prohibited Items poster (found at support.nccer.org).
- Provide trainee with score report and training prescription.

Module tests must be administered:

- Using NCCER’s Testing System.
- Closed book (no notes, no handouts, etc.).
  - Some module tests allow an approved reference material to be used during testing. A list of modules that allow reference materials can be found on the curriculum pages of the NCCER website.
- In-person by a certified Master Trainer, Instructor, or Curriculum Proctor.
  - Trainees/test takers cannot be left unattended during a testing session.
- No more than 30 test takers to 1 Instructor/Curriculum Proctor is allowed.

If a trainee/test-taker 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 test 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 Instructor/Curriculum Proctor to immediately terminate the testing session and document the details of the situation. The Sponsor Representative 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.

4.8.3 Retest Policy

NCCER has set a mandatory two-day retest period between each attempt on a module test.

- Pipeline modules have a mandatory one-day retest period between attempts.

Additional retesting guidelines may be required by the ATS or another governing body such as a state department of education.

4.9.0 Performance Profiles

A performance profile is a hands-on examination that verifies the trainee’s ability to perform the skills covered in an NCCER curriculum module. All performance profiles are the intellectual property of NCCER. Any use of any portion of the performance profile 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 performance testing set-up and administration guidelines must be followed.

The Instructor/Curriculum Performance Evaluator must ensure:

- Testing facility/area is appropriate to complete all required performance tasks.
  - Performance profiles may be administered on the jobsite.
- All required equipment is available and in good working order.
- Performance profile packets are downloaded from the Instructor Resource Center (IRC) or NCCER’s website craft pages.
- Trainee identification by verifying approved photo ID (i.e. government or company issued ID such as driver’s license, passport, etc.).
- Performance profiles are administered in-person.
  - NCCER strongly recommends delivering performance profiles 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 performance profile sheet.
- All performance profile tasks 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 Instructor or Performance Evaluator determines when the trainee can retest.

4.9.3 Submissions

Performance profiles are submitted electronically in the NCCER Testing System.
- Performance profiles will not be accepted more than 2 years after the completion date.

Completed performance profile sheets must be kept on file per the Recordkeeping section of these guidelines.

4.10.0 NCCER Testing System

The NCCER Testing System is a web-based testing platform used for module test delivery and recording of completed performance profiles. The Testing System automatically reports successful completion of module tests and performance profiles to the Registry System for credentialing.
- Access is granted by the Sponsor Representative, Secondary Representative, or anyone with the Support Role in the Registry System.
- All users must be certified as a Master Trainer, Instructor, Curriculum Performance Evaluator, or Curriculum Proctor.

4.11.0 Testing Out

Individuals who have gained knowledge and experience may test-out to earn credentials.
- Both the module test and performance profile must be passed in order to earn module completion credit in the Registry System.
- Only one attempt to test-out per module is allowed.
  - If the test-out is not passed, the trainee must attend instruction for the specific module(s) before being permitted to retest.
5.0.0 PROGRAM POLICIES AND PROCEDURES

5.1.0 Registry System Setup

The ATS’s Registry System account must be properly set up and maintained to include:
- Curriculum being delivered.
- Training location (TUs/ATEFs) registration and deactivation.
- Certified personnel association with the ATS and their training location(s).

5.2.0 Testing System Setup

In order to begin using NCCER’s Testing System, appropriate account information must be set up and maintained to include:
- Billing designation for each training location (TU/ATEF).
- Associating and granting certified personnel access under the appropriate training location(s).

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 ATS. Evaluations must be kept on file per the Recordkeeping section of these guidelines.

5.3.1 Instructor Evaluations

Instructors must be evaluated by:
- The Sponsor Representative or other approved personnel once within their first year of certification and at least once every 3 years thereafter.
- Their students at least once every 3 years.

5.3.2 Curriculum Performance Evaluator Evaluations

Curriculum Performance Evaluators must be evaluated by the Sponsor Representative or other approved personnel once within their first year of certification and at least once every 3 years thereafter.

5.3.3 Curriculum Proctor Evaluations

Curriculum Proctors must be evaluated by the Sponsor Representative or other approved personnel once within their first year of certification and at least once every 3 years thereafter.
5.4.0 Training Location Audits

NCCER requires that all registered training locations (TUs/ATEFs) be audited, and that documentation is maintained for audit purposes.

Audits must be documented using NCCER’s Training Location Audit forms or similar documents created by the ATS. Audit forms must be kept on file per the Recordkeeping section of these guidelines.

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

5.4.1 Initial Training Location Audit

An initial training location (TU/ATEF) audit must be completed by the Sponsor Representative or other approved personnel within one year of training location registration. A site representative may not audit their own training location.

The initial audit must include review of the following:

- Appropriate storage is in place to ensure security and confidentiality of trainee records.
- Testing facility is setup per the Testing Facilities section of these guidelines.
- Appropriate classroom and hands-on facilities and equipment are in place and location meets all safety and regulatory requirements.
- NCCER curriculum is available for Instructor and trainees.
- Instructor has all available resources (i.e. PowerPoints, Lesson Plans, etc.).
- Training 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 trainees and certified personnel (if kept at the TU/ATEF).
  - Responsibilities & Liabilities for certified personnel (if kept at the TU/ATEF).
  - Dated and completed performance profiles.
  - Completed certified personnel evaluations (if kept at the TU/ATEF).
  - Certified personnel training and qualification documentation (if kept at the TU/ATEF).

5.4.2 Training Location Ongoing Audits

Training locations (TUs/ATEFs) must be audited by the Sponsor Representative or other approved personnel at least once every 3 years after their initial audit. A site representative may not audit their own training location.

The ongoing audit must include the following:
1. Must maintain the security of all assessments.
2. Accredited Assessment center information. Please contact the NCCER Customer Service department for more.
3. Deliver performance verifications internationally dependent of the US-based organization, with its location must go through the application process prior to delivering any NCCER assessments must be approved through the AAS registration process.
4. Existing AACs may not deliver assessments or performance verification without written consent from NCCER. All assessments, per NCCER.
5. Submit payment of annual maintenance fee each January.
6. For organizational name changes, the AAC must submit notification to NCCER and must have the required certified personnel and completed Registration & Release Forms for trainees and certified personnel (if kept at the TU/ATEF). All records must be kept on file for a minimum of 3 years or until the ATS’s audit is cleared (whichever is longer).
7. Must notify NCCER regarding change of ownership or organizational status. This includes the main Administrator leaves the organization.
8. Must not translate any NCCER materials.
9. Must maintain internal written policy/procedures document for the administration and control of its assessment program. An organization to another.
10. NCCER has established record keeping requirements for audit purposes. Records can be kept in paper format in a secure location or electronically stored (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 ATS’s audit is cleared (whichever is longer).

Any issues or concerns that cannot be resolved by the Sponsor Representative 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 ATS’s audit is cleared (whichever is longer).

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

- Internal written policy/procedures document
- Instructor and Curriculum Performance Evaluator qualifications
- Certified personnel evaluations
- Completed Registration & Release Forms for all certified personnel and trainees (unless they are completed electronically in the Registry System)
  - If trainee is under the age of 18 a hard copy of the Registration & Release Form is required with legal guardian’s signature.
- Completed Responsibilities & Liabilities forms for all certified personnel (unless they are completed electronically in the Registry System)
- Dated and completed performance profile sheets
- Training location audits (TU/ATEF)
  - For auditing purposes, if a training location closes/transfer, the TU Representative/ATEF Representative and Sponsor Representative must follow the ATSs internal policy for
Accredited organizations remain responsible for ensuring that 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 ATS.
- Immediate suspension of ATS accreditation and/or training location activity.
- Loss of NCCER credentials for involved personnel, with or without notice, for a minimum of 5 years.
- Revocation of the ATS’s accreditation with no eligibility to reapply for a minimum of 5 years. * Eligibility to reapply is subject to NCCER review.
- Revocation of any NCCER credentials and/or certifications issued to trainees by the organization.
- Organization and/or personnel listed on NCCER Watch List.
- Disqualifying the trainee without opportunity for retesting.
- Barring the trainee from all module testing and/or performance profile (if applicable) activity with NCCER for a minimum of 5 years.
- 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.
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 Sponsor Representative at least 45-60 days in advance, to schedule all audits. In order to schedule the initial audit, the organization must be actively training and testing.

- If the organization is not actively training and testing, NCCER will reach out regarding the organization’s accreditation status.
- The Sponsor Representative 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 ATS 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 3 years after the initial audit.

6.2.0 Audit Process

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

The audit will include the following activities:

- ATS location
  - Review of internal training program policy document
  - Review of secure storage of training program documentation
  - Site audit of the ATS to include (if applicable):
    - Classrooms and performance area
    - Equipment
    - Curriculum
  - Review use of NCCER logo (if applicable)
  - Interview certified personnel as appropriate
  - Audit of a training/testing session if available
  - Audit of any registered locations (TU/ATEF)
Review of certified personnel files
  ◆ Master Trainer
    • Qualification documentation (resume, teaching certificate, etc.)
  ◆ Instructor
    • Qualification documentation (resume, license, teaching certificate, etc.)
    • Registration & Release Form (if not completed in the Registry System)
    • Responsibility & Liabilities Form (if not completed in the Registry System)
    • ATS evaluations
    • Trainee evaluations
  ◆ Curriculum Performance Evaluator
    • Qualification documentation (resume, license, etc.)
    • Registration & Release Form (if not completed in the Registry System)
    • Responsibility & Liabilities Form (if not completed in the Registry System)
    • ATS evaluations
  ◆ Curriculum Proctor
    • Registration & Release Form (if not completed in the Registry System)
    • Responsibility & Liabilities Form (if not completed in the Registry System)
    • ATS evaluations

Review of trainee files
  ◆ Registration & Release Forms (if not completed in the Registry System)
  ◆ Completed and dated performance profiles

Review of registered training location files (TU/ATEF)
  ◆ Initial audit documentation
  ◆ Ongoing audit documentation

A closing meeting will be held between the auditor and the Sponsor Representative 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 Sponsor Representative 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 Sponsor Representative.
  ◆ Sponsor Representative 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 revocation 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 ATS or one of its’ training locations. “For-cause” audits are paid for by the ATS and cannot be rescheduled.

6.4.0 Suspension or Revocation of ATS

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.”