



Accredited Training Sponsor (ATS) Guidelines

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 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.

Reviewed by the NCCER Board of Trustees

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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 NCCER's National Standardized Training Process.



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

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.

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 knowledge and competency in a topic area as represented by NCCER modules. Individuals must successfully complete an end-of-module knowledge test and performance profile, when applicable, to receive a training module credential.

Curriculum Performance Evaluator – Individual certified in accordance with the Curriculum Performance Evaluator Certification Training Program to conduct performance profiles.

Instructor – Individual certified in accordance with the NCCER Instructor Certification Training Program (ICTP) and authorized to teach the NCCER curricula, proctor tests and evaluate performance profiles in their identified craft area.

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. The content hours are equated to a year of training in an apprenticeship program even though the levels may be taught in less than a year.



Master Trainer – (*Discontinued June 2022*) 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. All individuals who complete this program prior to June 2022 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.

Module – The smallest instructional unit in the NCCER curricula that can be completed and recognized under NCCER’s standardized training process. For a module completion to be recorded in the Registry, successful completion of both a module test and performance profile, when applicable, must be completed. Digital badges are available at the module level.

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

Module Test Proctor – Individual certified in accordance with the Module Test Proctor Certification Training Program to deliver and monitor module tests.

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.

NCCER Testing System – Online testing platform used for module test delivery and recording of completed performance profiles. This 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 test/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, a parent/guardian signature on a paper form is required.

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 – A status of accreditation or credentials rescinded by NCCER.

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

Sponsor Representative – Individual who is the primary liaison between an ATS and NCCER. Training is required to serve in this role.

Secondary Sponsor Representative – This role is assigned to individuals selected by the Sponsor Representative to assist in providing administration and oversight of the training program at the ATS or any TU. Training is required to serve in this role.

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.

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

Training Prescription – Report that is automatically generated after a module test is taken to identify topic areas requiring remediation.

Training Unit (TU) – A commercial, physical location (i.e., job site, office, correctional facility, high school, college, vo-tech/technical school, 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. Training is recommended for those serving in 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.

1.0.0

ACCREDITATION PROCESS FOR ACCREDITED TRAINING SPONSORS (ATS)

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.*

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 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).
- ◆ Organization 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 made at the sole discretion of NCCER.

All deliberations, including any 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 the ATS application submission date 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 ATS application. The process is outlined below.

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 (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 1 year in business.
 - ◆ Three letters of recommendation for the ATS 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 training program (must include Sponsor Representative, their direct reports and their immediate supervisor).
 - ◆ Signed ATS Integrity, Security, & Confidentiality Agreement – Acknowledging that the organization and Sponsor Representative understands and agrees to all policies in the ATS Guidelines and the requirements for accreditation. (Template included in the ATS application.)
 - ◆ Photographs showing the finished space and equipment where computer-based tests and hands-on performance profiles will be administered.

Additional documentation is 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, website, 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. NCCER will register the organization's Sponsor Representative for required training.
 6. Once the required training is completed, applicant is granted Candidate status.

During the application process, ATS organizations should:

- ◆ Review, understand and plan implementation of the policies and procedures outlined in the ATS Guidelines.
- ◆ Review the equipment and material lists (found on the NCCER website under Program Resources) 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.
- ◆ Set up classroom and performance areas (if applicable) for delivering training programs.

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 training program following NCCER policies and procedures as outlined in the ATS guidelines.

Organizations should:

- ◆ If not already done, order curriculum from Pearson and access the Instructor Resource Center (IRC) to download performance profiles, lesson plans and PowerPoint presentations.
- ◆ Assign Secondary Sponsor Representative, Instructor, Curriculum Performance Evaluator and Module Test Proctor training courses. These courses are provided through the NCCER LMS.
- ◆ Have their Certified Instructors begin training using NCCER curriculum.
- ◆ Have certified personnel (Sponsor Representative, Secondary Sponsor Representative, Instructors, Curriculum Performance Evaluators and Module Test Proctors) begin administering module tests and submitting completed performance profiles utilizing the Testing System.
- ◆ Register TUs where ongoing training will take place. NCCER reviews all TU registration applications and reserves the right to approve or deny any application.

A Candidate organization must begin to conduct training and testing within the first 12 months. Following 12 months of inactivity in Candidate status, the 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 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 Atmos Endorsement for Pipeline Operators

If an organization provides Operator Qualification (OQ) services to Atmos Energy Corporation (“Atmos”) using NCCER’s Covered Task (CT) modules and tests, the organization must be fully accredited and meet all requirements set forth in the most current version of the Atmos Pipeline Endorsement Program that can be found on the NCCER website.

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 the Atmos Pipeline Program Endorsement must complete an Endorsement application. Specific requirements of the application process are detailed in the Atmos Pipeline Program Endorsement document published on the NCCER website.

1.5.2 Accredited/Endorsed Status

Endorsement is non-transferable from one organization to another.

Administration of these training programs is the responsibility of the Sponsor Representative and CANNOT be delegated.

Organizations **must** have the Atmos Pipeline Program Endorsement to deliver OQ services to Atmos using NCCER’s CT modules and tests.

1.6.0 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 ATS may apply to add an international 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 Accreditation at **support@nccer.org** for more information.

2.0.0

ACCREDITED TRAINING SPONSOR (ATS)

This section outlines ATS personnel eligibilities and responsibilities.

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.

2.1.0 Sponsor Representative

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

2.1.1 Eligibility Requirements

Individuals must complete the training outlined by NCCER and may act as Sponsor Representative for only one ATS.

2.1.2 Responsibilities

The Sponsor Representative is responsible for:

- ◆ Maintaining ATS 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 ATS 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 ATS must submit notification to NCCER and provide and updated proof of business, and organizational chart.
- ◆ 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 ensure the 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.
- ◆ Never sharing their NCCER Systems login information with another individual.
- ◆ Setting up and maintaining the list of curricula the organization will be offering.
- ◆ Ensuring the ATS and TUs have appropriate facilities, curriculum and equipment.
- ◆ Ensuring audits of TUs are conducted per the Training Locations Audits section of these guidelines.
- ◆ Ensuring registration of TUs is completed per the Training Locations section of these guidelines.
 - Ensure MOUs are signed prior to registration.
 - Update TU location details as appropriate.
- ◆ 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 appropriate access for certified personnel is set in the NCCER Testing System.
- ◆ Ensuring personnel certifications remain active.
- ◆ Ensuring appropriate billing contacts are designated and kept up to date.
- ◆ 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.
- ◆ Ensuring Instructors/Curriculum Performance Evaluators have appropriate performance profile paperwork.
- ◆ 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 a Sponsor Representative role must be submitted. Please see **support.nccer.org** for more information.

If there is not another individual that has gone through the appropriate Sponsor Representative training that can assume the role, the ATS may be suspended until a trained individual is in place.

2.2.0 Secondary Sponsor Representative

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

2.2.1 Eligibility Requirements

The Secondary Sponsor Representative must complete the applicable training outlined by NCCER.

2.2.2 Responsibilities

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

- ◆ Contacting NCCER regarding training-related questions/inquiries.
- ◆ 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/TUs have appropriate facilities, curriculum, and equipment.
- ◆ Conducting audits of TUs per the Training Locations Audits section of these guidelines.
- ◆ Registering TUs per the Training Locations section of these guidelines.
 - Ensuring MOUs are signed prior to registration.
 - Updating TU location details as appropriate.
- ◆ Assigning personnel certification training courses. The 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.
- ◆ Setting up user access for certified personnel in the NCCER Testing System.
- ◆ Ensuring personnel certifications remain active.
- ◆ Ensuring appropriate billing contacts are designated.
- ◆ Evaluating certified personnel per the Personnel Evaluations section of these Guidelines.
- ◆ Ensuring Instructor evaluations by trainees are conducted per the Personnel Evaluations section of these guidelines.
- ◆ Ensuring Instructors/Curriculum Performance Evaluators have appropriate performance profile paperwork.
- ◆ 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 Master Trainer *(Discontinued June 2022)*

Organizations that entered candidate status or that were 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 Sponsor Representative to assist in administration and oversight of the training program.

2.3.1 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.
 - Module Test Proctor training.
 - Training can be delivered both in-person and virtually. Certification testing must be proctored in the Testing System.
 - Submitting personnel certifications.
- ◆ Maintaining confidentiality and security of all training and testing materials.
- ◆ Follow all NCCER record keeping requirements for audit purposes per the record keeping requirements section of the 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 (TUs) per the Personnel Evaluations and Training Locations Audits sections of these guidelines.

2.3.2 Certification Process *(Discontinued June 2022)*

2.3.3 Credentials Issued by NCCER *(Discontinued June 2022)*

2.3.4 Maintaining Master Trainer Certification

Master Trainers are certified initially for three years. In order to maintain certification, the Master Trainer must comply with all the following:

- ◆ Be associated with or employed by an ATS **AND**
- ◆ Teach/co-teach Instructor, Curriculum Performance Evaluator, or Module Test Proctor training at least once every three years and submit (**before** expiration).
 - Upon approval of the Registration of Curriculum certifications, the Master Trainer certification will renew for three years from the date of the last class taught.

2.4.0 NCCER Certified Instructor

The instructor is an individual who meets the required qualifications as stated in these guidelines and is selected to conduct training for the ATS. NCCER training is required.

2.4.1 Eligibility Requirements

NCCER allows an ATS to certify an instructor to teach specific levels of a craft. For instance, an individual could be certified only for Carpentry Level 1 and/or Carpentry Level 2. The ATS is responsible for validating experience through the **documentation** outlined below to ensure that an individual has the appropriate qualifications and/or time in field to teach the specific levels of a craft they are being certified for. This could mean that an individual with 2 years of field experience and a resume validated by the ATS, could be qualified to teach Core and Level 1 or Level 2 of a craft title.

Individuals must be approved by the ATS and possess at least one of the following to be certified for all 4 levels of a craft:

- ◆ Experience at a minimum journey- or licensed technician-level (at least four 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 (where available).

Documentation of an Instructor'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 Sponsor Representative. Documentation must be at least one of the following:

- ◆ A diploma from an acceptable postsecondary institution in the specific construction field(s) to be taught/evaluated (e.g., HVACR/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 and the corresponding Performance Verification **OR**
- ◆ A license granted by a state in the specific construction field(s) to be taught/evaluated (HVACR/Electrical/Welding, etc.) **OR**
- ◆ Relevant certification by a state Department of Education relevant to the specific subject/occupation/craft to be taught (where available).

Some titles have additional instructor requirements such as Safety, Green/Sustainable, etc. Please visit the applicable craft page on the NCCER website for additional instructor requirements.

2.4.2 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.

2.4.3 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.
- ◆ Never sharing their NCCER Systems login information with another individual.
- ◆ Working with the Sponsor Representative for any special needs/accommodation requests.
- ◆ Ensuring 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 cannot be the proctor of record for their own tests.

2.4.4 Certification Process

Process for Craft Professionals to be certified as NCCER Instructors

Instructor candidate must:

- ◆ Successfully complete the Instructor Certification Training Program (ICTP) for Craft Professionals and pass the required tests.
- ◆ 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 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.)

Process for Certified Educators to be certified as NCCER Instructors (only eligible for completion through NCCER's course program in the LMS)

Instructor candidate must:

- ◆ Provide proof of current teaching certification to be kept on file by the Sponsor Representative **OR**
- ◆ Provide proof of three years of documented instruction at the Post-Secondary Level to be kept on file by the Sponsor Representative **AND**
- ◆ Successfully complete the Abbreviated Instructor Certification Training Program (ICTP) for Certified Educators assigned in the NCCER LMS and pass the required tests.
- ◆ Registration & Release Form and Responsibilities & Liabilities Forms are completed as part of the LMS course and paper forms are not required.

The abbreviated ICTP course in the NCCER LMS may also be used to re-certify NCCER Instructors whose certification has expired.

Process for a Sponsor Representative to be certified as an NCCER Instructor

Sponsor Representative 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 Instructor Certification Training. Once validated and approved, NCCER will assign Instructor Certification Training in the NCCER LMS.
- ◆ Successfully complete the Instructor Certification Training Program (ICTP) in the NCCER LMS and pass the required tests.
- ◆ Registration & Release Form and Responsibilities & Liabilities Forms are completed as part of the LMS course and paper forms are not required.
- ◆ Sponsor Representative will follow the instructions for submitting their completion certificate from the LMS to NCCER. NCCER will then process certification in the Registry System.

If ICTP training is conducted by a Master Trainer, training can be delivered in-person or 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. *(Only applicable to organizations placed into candidate status prior to June 2022.)*

2.4.5 Submission of Instructor Certifications

If ICTP training is conducted via NCCER's LMS, Instructor candidate will follow the instructions for submitting their completion certificate from the LMS to the Sponsor Representative or Secondary Sponsor Representative for processing of Registration of Curriculum Certifications. The Sponsor Representative must approve all submissions.

If ICTP training is conducted in person by a Master Trainer, then the Master Trainer, Sponsor Representative, or Secondary Sponsor Representative must submit the Registration of Curriculum Certifications. The Sponsor Representative must approve all submissions.

The Sponsor Representative is responsible for maintaining signed Registration & Release and Responsibilities & Liabilities Forms (may be completed electronically), and documentation of qualifications for the specific craft areas the instructor is certified to teach and evaluate. In the event an instructor was originally certified at another ATS, the Sponsor Representative will need to ensure the required forms have been completed.

All documentation must be kept on file for as long as an instructor continues to work for the ATS/TU. If an instructor leaves the ATS/TU, documentation must be kept on file for a minimum of three years or until the ATS's audit is cleared (whichever is longer).

2.4.6 Credentials Issued by NCCER

Upon successful completion of the ICTP, an individual will receive instructor certification through the Registry System.



2.4.7 Maintaining Instructor Certification

Instructors are certified for three years after completing the ICTP. To maintain certification, the instructor must comply with all the following:

- ◆ Be associated with or employed by an ATS **AND**
- ◆ Teach and administer a module test as the Instructor of Record through the Testing System at least once every three years (**before** expiration).
 - Upon submission, instructor certification will renew for three years from the date of the submission.

2.5.0 Curriculum Performance Evaluator

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

2.5.1 Eligibility Requirements

NCCER allows an ATS to certify a curriculum performance evaluator to evaluate specific levels of a craft. For instance, an individual could be certified only to evaluate Electrical Level 1 and/or Electrical Level 2. The ATS is responsible for validating experience through the **documentation** outlined below to ensure that an individual has the appropriate qualifications and/or time in field to evaluate the specific levels of a craft they are being certified for. This could mean that an individual with 2 years of field experience and a resume validated by the ATS, could be qualified to evaluate Core and Level 1 or Level 2 of a craft title.

Individuals must be approved by the ATS 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 in order to be certified for all 4 levels of a craft.

Documentation of a Curriculum 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 Sponsor Representative. Documentation must be at least one of the following:

- ◆ Passing score on the relevant NCCER assessment and corresponding performance verification or completing both the specific pipeline task module test and performance profile **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.

2.5.2 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 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.

2.5.3 Responsibilities

The Curriculum Performance Evaluator is responsible for:

- ◆ Following all policies and procedures as outlined in the Performance Profile Section of these guidelines.
- ◆ Never sharing their NCCER Systems login information with another individual.
- ◆ Working with the Sponsor Representative for any special needs/accommodation requests.
- ◆ Ensuring 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.

2.5.4 Certification Process

Curriculum Performance Evaluator Candidate must:

- ◆ Successfully complete the Curriculum 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 paper form is not required.)
- ◆ Complete the Responsibilities & Liabilities 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.)

Process for a Sponsor Representative to be certified as an NCCER Curriculum Performance Evaluator:

Sponsor Representative 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 Curriculum Performance Evaluator Certification Training. Once validated and approved, NCCER will assign Curriculum Performance Evaluator Certification Training in the NCCER LMS.
- ◆ Successfully complete the Curriculum 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.
- ◆ Sponsor Representative will follow the instructions for submitting their completion certificate from the LMS to NCCER. NCCER will then process certification in the Registry System.

If Curriculum Performance Evaluator training is conducted by a Master Trainer, training can be delivered in-person or 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. *(Only applicable to*

organizations placed into candidate status prior to June 2022.)

2.5.5 Submission of Curriculum Performance Evaluator Certification

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

If Curriculum Performance Evaluator Certification Training is conducted by a Master Trainer, then the Master Trainer, Sponsor Representative or Secondary Sponsor Representative must submit the Registration of Curriculum Certifications. Sponsor Representative must approve all submissions/forms.

The Sponsor Representative is responsible for maintaining signed Registration & Release and Responsibilities & Liabilities Forms (may be completed electronically), and documentation of qualifications for the specific craft areas the Curriculum Performance Evaluator is certified to evaluate. In the event a Curriculum Performance Evaluator was originally certified at another ATS, the Sponsor Representative will need to ensure the required forms have been completed.

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

2.5.6 Credentials Issued by NCCER

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

2.5.7 Maintaining Curriculum Performance Evaluator Certification

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

- ◆ Be associated with or employed by an ATS **AND**
- ◆ Administer and submit at least one performance profile every three years (**before** expiration).
 - Upon submission, Curriculum Performance Evaluator certification will renew for three years from the date of the performance profile completion.

2.6.0 Module Test Proctor

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

2.6.1 Eligibility Requirements

Individuals must be approved by the ATS.

2.6.2 Responsibilities

The Module Test Proctor is responsible for:

- ◆ Proctoring module tests according to the Module Test Section of these guidelines.
- ◆ Ensuring trainees complete a Registration & Release Form prior to beginning training.
- ◆ Never sharing their NCCER Systems login information with another individual.
- ◆ Working with the 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.

2.6.3 Certification Process

Module Test Proctor candidate must:

- ◆ Successfully complete the Module Test 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 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.)

If Module Test Proctor training is conducted by a Master Trainer, training can be delivered in-person or 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. *(Only applicable to organizations placed into candidate status or that were accredited prior to June 2022.)*

2.6.4 Submission of Module Test Proctor Certification

If Module Test Proctor Certification Training is conducted via NCCER's LMS, the Module Test Proctor candidate will follow the instructions for submitting their completion certificate from the LMS to the Sponsor Representative or Secondary Sponsor Representative for processing of Registration of Curriculum Certifications. The Sponsor Representative must approve all submissions.

If Module Test Proctor Certification Training is conducted by a Master Trainer, then the Master Trainer, Sponsor Representative or Secondary Sponsor Representative must submit the Registration of Curriculum Certifications. Sponsor Representative must approve all submissions/forms.

The Sponsor Representative is responsible for maintaining signed Registration & Release and Responsibilities & Liabilities Forms (may be completed electronically) for any certified Module Test Proctor. In the event a Module Test Proctor was originally certified at another ATS, the Sponsor Representative will need to ensure the required forms have been completed.

All documentation must be kept on file for as long as a Module Test Proctor continues to work for the ATS/TU. If a Module Test Proctor leaves the ATS/TU, documentation must be kept on file for a minimum of three years or until the ATS's audit is cleared (whichever is longer).

2.6.5 Credentials Issued by NCCER

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

2.7.0 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.

2.7.1 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 in the NCCER Testing System.



Locations where ongoing training is being delivered must be registered. NCCER has designated these locations as Training Units or TUs.

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

If a TU fails to comply with NCCER Guidelines, the ATS's accreditation may be affected.

3.1.0 Training Unit (TU)

A TU is an organization located at a commercial, physical location (non-residential), working under an ATS, that is delivering NCCER training for credentials. TUs may include a job site, company or customer office, correctional facility, secondary or postsecondary school (high school, college, vo-tech/technical school) etc., working in partnership with an ATS.

It is required that the ATS and the TU 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.
- ◆ Evaluations of instructors, curriculum performance evaluators and/or module test proctors.
- ◆ Sharing of records as appropriate.
- ◆ Outlining of industry field trips or visits to classrooms if applicable 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 a TU

Registration of a TU must be approved by the Sponsor Representative. For more information, go to support.nccer.org.

It is the responsibility of the Sponsor Representative, or a Secondary Sponsor Representative if given permission, to ensure a TU meets all requirements via photos and documentation or that the in-person initial audit is completed prior to registration of the TU. 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.

The TU'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 TU application has been approved by the Sponsor Representative. Testing and training may only occur at the TU location once the registration application has been approved by NCCER.

If registering an international TU, the TU Representative must be a Master Trainer (Master Trainer still applies for International). A pre-approval site visit by NCCER may be required.

If a TU decides to close their program or change their ATS association, they must notify NCCER via email and include both current and future Sponsor Representatives, if applicable. Before closure or transfer can be made, the TU must return all training documentation to the original ATS for recordkeeping and audit purposes. The ATS must collect all documentation from the TU for audit. If applicable, the new ATS must complete an audit and set up an MOU. NCCER will notify all parties once the change is complete. Refer to the TU Closure/Transfer Checklist that can be found on NCCER's support site at **support.nccer.org**.

3.1.2 Training Unit Representative

TUs must have a Training Unit Representative assigned by the Sponsor Representative. The Sponsor Representative or Secondary Sponsor Representative can serve in this role if needed.

The Training Unit 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.



4.1.0 NCCER Curricula

NCCER Curricula is a standardized, competency-based and modular curricula developed by NCCER and published in partnership with Pearson. Each module can be taught individually and does not have to be taught in the arranged sequence.

All NCCER Curricula are the intellectual property of NCCER. 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.

4.2.0 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. 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.

To ensure NCCER standards and the integrity of credentials is maintained, changes to any NCCER module test, including changing the number of possible answer choices, is prohibited. Any individual who completes a module test that has been altered will not be eligible to earn an NCCER credential.

4.2.1 Testing Facilities

All testing facilities must:

- ◆ Provide a trainee check-in area for I.D. check and collection of personal (non-approved) items.
- ◆ Ensure all devices are secure for testing. This is the responsibility of the Sponsor Representative, Secondary Sponsor Representative, or Module Test Proctor.
 - The use of cell phones for testing is prohibited.
- ◆ Provide surface space enough to accommodate testing device (e.g., computer, laptop, tablet, etc.) and approved NCCER reference materials (if applicable).
- ◆ Ensure adequate space between rows for walking.
- ◆ Ensure there are no posters, charts, and educational materials applicable to the module test(s).
- ◆ Display the NCCER Prohibited items **AND** the NCCER Anti-Cheating posters in all rooms where tests are given (download from **support.nccer.org**).
- ◆ Provide an appropriate number of approved reference materials, where applicable.

4.2.2 Test Administration

To ensure integrity and a positive experience, the following testing session set-up and administration guidelines should be followed:

The Sponsor Representative/Secondary Sponsor Representative/Instructor/Module Test Proctor must:

- ◆ Ensure testing area is set up per the Testing Facilities section of these guidelines.
- ◆ Verify trainee identification by viewing an approved photo ID (e.g., 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/Module Test 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(s) with a 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 Sponsor Representative, Secondary Sponsor Representative, Instructor, or Module Test Proctor.
 - Trainees/test takers cannot be left unattended during a testing session.
- ◆ No more than 30 test takers to one Instructor/Module Test Proctor are 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 Sponsor Representative/Secondary Sponsor Representative/Instructor/Module Test 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 compromising of the tests. NCCER will investigate and take the appropriate action. NCCER may fully prosecute any violators of the applicable local, state, and federal laws.

4.2.3 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.

4.3.0 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. 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.

4.3.1 Performance Administration

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 safe working condition.
- ◆ Performance profile packets are downloaded from the Instructor Resource Center (IRC) or NCCER's website craft pages.
- ◆ Verification of trainee's identification through approved photo ID (e.g., 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 are 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 Accreditation Department at support@nccer.org.

4.3.2 Retest Policy

Upon a failed attempt, the certified Instructor or Curriculum Performance Evaluator determines when the trainee can retest.



4.3.3 Submissions

Performance profiles are submitted electronically in the NCCER Testing System.

- ◆ Performance profiles will not be accepted more than two years after the completion date.

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

4.4.0 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.
- ◆ 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.

4.5.0 NCCER Testing System

The NCCER Testing System is an online testing platform used for module test delivery and recording of completed performance profiles. The NCCER 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, or Secondary Sponsor Representative if given permissions.
- ◆ Individuals that can use the NCCER Testing System under an ATS must be a Sponsor Representative, Secondary Sponsor Representative, Instructor, Curriculum Performance Evaluator or Module Test Proctor.

4.6.0 NCCER Card Number

An individual will need an NCCER card number to take a module test or a performance profile to receive credentials. 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.

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

4.7.0 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**. Please note that proof of ID and additional documentation may be required.

4.8.0 Registration & Release Form

All trainees must complete a Registration & Release Form.

- ◆ If a trainee is under the age of 18, a hard copy of the Registration & Release Form is required with their 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 create a card number from the NCCER.org homepage, the registration process requires the 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 ATS's requirement to maintain a hard copy of the form.

4.9.0 Credentials

Credentials are awarded as recognition from NCCER when an individual has demonstrated knowledge and competency in a topic area outlined by NCCER curricula.

Credentials consist of certificates, NCCER cards and transcripts:

- ◆ Certificates are issued for successful completion of each level of NCCER training.
- ◆ 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.
- ◆ A transcript lists all NCCER completions.
 - Transcripts can be printed by the individual or by ATS certified personnel by signing in on the NCCER website. Please go to **support.nccer.org** for more information.
- ◆ Digital Badges
 - Badges are issued for successful completion of each module, level, and craft. Badges can be shared digitally through social media, websites, digital portfolios, and email signatures. For more information visit **www.nccer.org**.

Additional or replacement 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 via the NCCER website.



4.10.0 Special Needs/Accommodations

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

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.

4.11.0 Complaint/Appeal

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

If no satisfactory response is reached through the Sponsor Representative, the Instructor, Curriculum Performance Evaluator, Module Test 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.

5.0.0**PROGRAM POLICIES AND PROCEDURES**

5.1.0 ATS Program Setup

An ATS's account must be properly set up and maintained to include:

- ◆ Curriculum being delivered.
- ◆ Training location (TUs) registration and deactivation.
- ◆ Certified personnel association with the ATS and their TU(s).
- ◆ Current billing designation(s).

5.2.0 Personnel Evaluations

NCCER requires that all certified personnel are evaluated, and 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 Sponsor Representative, Secondary Sponsor Representative or a Master Trainer, 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 ATS. Evaluations must be kept on file per the Recordkeeping section of these guidelines.

5.2.1 Instructor Evaluations

Instructors must be evaluated by:

- ◆ The Sponsor Representative, Secondary Sponsor Representative or Master Trainer if permission is given, when they are first certified and at least once every three years thereafter.
- ◆ Their students at least once every three years.

5.2.2 Curriculum Performance Evaluator Evaluations

Curriculum Performance Evaluators must be evaluated by the Sponsor Representative, Secondary Sponsor Representative or Master Trainer if permission is given, when they are first certified and at least once every three years thereafter.

5.2.3 Module Test Proctor Evaluations

Module Test Proctors must be evaluated by the Sponsor Representative, Secondary Sponsor Representative or Master Trainer if permission is given, when they are first certified and at least once every three years thereafter.

5.3.0 Training Location Audits

NCCER requires that all registered training locations (TUs) 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 locations are conducted in-person. However, if the audit 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.

5.3.1 Initial Training Location Audit

An initial TU audit must be completed by the Sponsor Representative, Secondary Sponsor Representative or Master Trainer if permission is given, prior to registration.

The initial audit must ensure:

- ◆ Appropriate storage is in place for security and confidentiality of trainee records.
- ◆ Testing facility is set up 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 instructors and trainees.
- ◆ Instructors have all available resources (e.g., 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 condition for online testing.
- ◆ MOU is in place and up-to-date and meets all requirements.
- ◆ Required documentation is on file if kept at the TU (paper or electronically stored):
 - Registration & Release Forms for trainees and certified personnel.
 - Responsibilities & Liabilities for certified personnel.
 - Dated and completed performance profiles.
 - Completed certified personnel evaluations.
 - Certified personnel training and qualification documentation.

5.3.2 Training Location Ongoing Audits

TUs must be audited by the Sponsor Representative, Secondary Sponsor Representative or Master Trainer, if permission is given, at least once every three years after their initial audit.

The ongoing audit must ensure:

- ◆ All agreed to requirements in the MOU are being met.
- ◆ Appropriate storage is in place to ensure security and confidentiality of trainee records.
- ◆ The 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.
- ◆ Non-expired NCCER curriculum is available for instructor and trainees.

- ◆ Instructor has all available resources (e.g., PowerPoints, lesson plans, etc.).
- ◆ Training personnel are certified.
- ◆ Appropriate devices are in place and in good working condition for online testing.
- ◆ Required documentation is on file, if kept at the TU (paper or electronically stored):
 - Registration & Release Forms for trainees and certified personnel.
 - Responsibilities & Liabilities for certified personnel.
 - Dated and completed performance profiles.
 - Completed certified personnel evaluations.
 - Certified personnel training and qualification documentation.

Any issues or concerns that cannot be resolved by the Sponsor Representative must be reported to NCCER's Audit Department at support@nccer.org.

5.4.0 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 ATS's audit is cleared (whichever is longer).

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

- ◆ Instructor and Curriculum Performance Evaluator qualifications.
- ◆ Certified personnel evaluations.
- ◆ Dated and graded certified personnel module tests if testing was conducted on paper.
- ◆ Completed Registration & Release Forms for all certified personnel and trainees (unless they are completed electronically in the Registry System or on the NCCER LMS).
 - 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 or on the NCCER LMS).
- ◆ Dated and completed performance profile sheets.
- ◆ Dated and graded module tests if testing was conducted on paper.
- ◆ Training location audits (TU):
 - Executed MOUs.
 - For auditing purposes, if a TU decides to close their program or change their ATS affiliation, they must notify NCCER via email and include both current and future Sponsor Representatives if applicable. Before closure or transfer can be made, the TU must return all training documentation to the original ATS for recordkeeping and audit purposes. The ATS must collect all documentation from the TU for audit.

Accredited organizations remain responsible for ensuring that 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 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 five years.
- ◆ Revocation of the ATS’s accreditation with no eligibility to reapply for a minimum of five 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 five 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.*

5.5.1 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 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 Sponsor Representative at least 45-60 days in advance to schedule all audits. 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 three years after the initial audit.

6.2.0 Audit Process

The audit process consists of an NCCER auditor reviewing training program documentation. In order for 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 secure storage of training program documentation.
 - Site audit of the ATS to include classroom and performance area (if applicable), equipment and 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 (TUs).
- ◆ Review of certified personnel files
 - Master Trainer qualification documentation (resume, teaching certificate, etc.) (if applicable)
 - Instructor
 - Qualification documentation (resume, license, teaching certificate, etc.)
 - Dated and graded ICTP module tests if testing was conducted on paper.
 - 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.)
 - Dated and graded certification module tests if testing was conducted on paper.
 - Registration & Release Form (if not completed in the Registry System)
 - Responsibility & Liabilities Form (if not completed in the Registry System)
 - ATS evaluations
- Module Test Proctor
 - Registration & Release Form (if not completed in the Registry System)
 - Dated and graded proctor tests if testing was conducted on paper.
 - 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)
 - Dated and graded module tests if testing was conducted on paper.
 - Completed and dated performance profiles
- ◆ Review of registered training location files (TUs)
 - Initial audit documentation
 - Ongoing audit documentation
 - Executed MOUs

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.
 - The 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 warrant immediate 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 to 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.”



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