



ACCREDITATION GUIDELINES & PROGRAM COMPLIANCE

Standardized Training Process
National Craft Assessment and Certification Program

18th Edition • 2014

NCCER

Affiliated with the University of Florida



Executive Summary

18th Edition 2014



The Standard for Developing Craft Professionals

NCCER

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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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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.

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 nationally 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 a national 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.





Accredited Training Sponsor (ATS) Guidelines

18th Edition 2014



The Standard for Developing Craft Professionals

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INTRODUCTION

1.0.0 TRAINING PHILOSOPHY

Recognizing the industry's responsibilities to the general public and its effect on the economy and society, NCCER is dedicated to developing and maintaining a standardized training process in partnership with the construction and maintenance industries. A schematic overview of the process is shown below.

This process is available without discrimination on the basis of race, color, religion, national origin, gender, age, veteran status, disability, sexual orientation, or any other reason prohibited by local, state, or federal regulations.

It is not the policy or intent of NCCER to train illegal or undocumented workers.

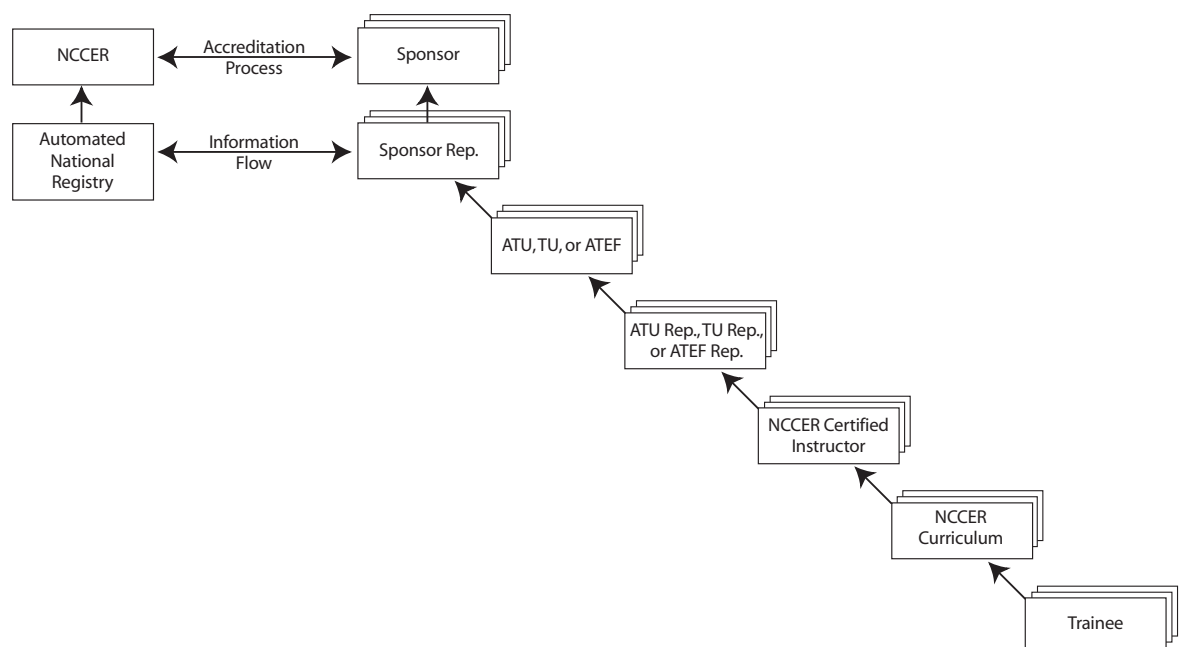
The process develops specialized knowledge and skills required of workers employed in the construction and maintenance industries.

The training process itself is portable, meaning that the knowledge and skills learned by trainees/workers are taken from project to project, state to state, and company to company, regardless of type and size. A

significant trait of the standardized training process is flexibility. Training can be conducted in numerous locations, such as chapters of trade associations, contractor and company facilities, plants, project sites, and secondary, post-secondary, vocational, and technical schools. In addition, the process can be used to implement a wide range of training methodologies that range from traditional craft or apprenticeship training through task, upgrade, and multi-skills training. Even distance-learning can be implemented with the standardized training process.

NCCER accreditation will elevate training in the United States by establishing a minimum quality benchmark. This process will assist organizations in developing and/or improving standardized training programs that effectively match their resources and operating conditions while responding to industry needs. NCCER accreditation will recognize training organizations that meet the minimum standards of competence, warranting public and professional confidence.

The Standardized Training Process



This, in turn, will foster national unity in construction and maintenance training practices for the mutual benefit of the individual, the industry, and the users of the industry's many products and services.

2.0.0 BENEFITS OF TRAINING

The following points provide the practical basis for the NCCER standardized training process:

- As industries compete more fiercely for fewer qualified workers, a professional, accredited training program that offers industry-recognized credentials and a clearly defined career path will attract and retain high-caliber workers.
- In today's highly competitive markets, clients demand increased project quality. Only those contractors with trained and skilled workers capable of meeting that demand will succeed.
- Standardized training will create a national pool of construction and maintenance workers with documented, portable credentials.
- Training improves productivity, which increases profitability.
- Standardized training will establish construction and maintenance industries as industries with credible career opportunities rather than just jobs.
- Career paths defined through standardized training will improve the image of the industry.
- Corporate commitment to improving workforce skills and professionalism increases employee loyalty and motivation while reducing absenteeism and turnover.
- Construction and maintenance users, pipeline operators, and regulatory bodies do not tolerate contractors with unsafe, unskilled workers and hold employers liable for failing to train their employees.
- Corporate commitment to training clearly demonstrates a commitment to quality management, providing a critical competitive edge.
- A professional, well-trained workforce increases overall client satisfaction, thereby increasing the potential for repeat business.

- Well-trained workers are more capable of identifying potential problems and making innovative, cost-reducing solutions.
- Contractors who train have the competitive advantage.
- NCCER's standardized training provides an industry-wide standard of recognition, career advancement opportunities, and a personal sense of accomplishment, professionalism, and pride for workers.

The bottom-line results of the standardized training process are increased productivity, reduced accidents, and, in turn, more cost-effective construction and maintenance operations.

3.0.0 AUTOMATED NATIONAL REGISTRY (ANR)

The ANR is a national database maintained by NCCER. It lists the names of the individuals who have successfully completed any NCCER standardized training program conducted by an accredited organization. The ANR records training completions and issues appropriate credentials for craft/technical training, safety training, management education, and Master Trainer and Instructor training.

The ANR provides electronic submission and tracking of training, managing of instructor lists, and confirmation of training units and records through a web-based system. The ANR is utilized to obtain information for annual reports and allows Sponsor Representatives and end-users to easily access records.

To maintain privacy, it is the policy of the NCCER that no data will be available to anyone other than Accredited Training Sponsors, Accredited Assessment Centers, Instructors, Primary Administrators, Coordinators, trainees, and participants.

3.1.0 ANR Online Training

- This training is required in order to use the ANR to compile and validate information when completing the Annual Report
- This training is provided to Accredited Training Sponsors free of charge and held once a month
- The Sponsor Representative must first contact the Registry Department to sign up for the training before user access will be given. Contact the Registry Department at 386-518-6500

4.0.0 EARN COLLEGE CREDIT

The Craft Training for College Credit is a national partnership between NCCER and PIMA Community College to allow students across the U.S. to earn college credit for successful completion of craft training. If local colleges do not award college credit for NCCER training, this is an option that may be pursued.

If a trainee should want to earn a college degree, now or in the future, Pima Community College credits may be applied toward related degree programs. In order for the credit to be awarded, the trainee must have successfully completed NCCER training modules under an NCCER Accredited Training Sponsor, and the Pima-approved challenge exam for those modules. (Refer to www.nccer.org for program details.)

Accredited Training Sponsors are required to keep original hard copies of module tests (both written and performance) for at least three years. Copies of these module tests must be submitted to Pima when a trainee applies for college credit.

5.0.0 FORUMS/CHAT ROOMS

NCCER recognizes that if used appropriately, chat rooms and forums can be excellent tools for customers to share individual contributions to our mission of building a safe, productive and sustainable workforce of craft professionals.

As an NCCER Accredited Training Sponsor, if you participate in a blog or online chat room, we believe that you are solely responsible for the content of all information you contribute, link to, or otherwise upload. As a Sponsor, you agree not to post or transmit anything unlawful, threatening, libelous, defamatory, obscene, inflammatory, or anything that infringes upon the copyright, trademark or publicity rights of NCCER or NCCER Partners. In addition, you **must include** the following disclaimer on published communications if you discuss NCCER publicly: **"The opinions expressed here are the personal opinions of [your name]. Content published here is not read or approved by NCCER before it is posted and does not necessarily represent the views and opinions of NCCER."**

Failure to follow these policies may result in disciplinary action. Only a written document signed by the President of NCCER can approve an exception of any of the above policies. If you have a blog and you intend to discuss NCCER or the NCCER Curricula, please contact the NCCER Marketing Department at 386-518-6500 or marketing@nccer.org for questions, concerns or general guidance on how to engage the blogosphere.

TERMS AND DEFINITIONS

The following terms are found within this document. Their definitions are provided to ensure consistency of understanding and use.

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 high school, college, or university working in partnership with an Accredited Training Sponsor that has successfully completed an approval process for recognition of its training program.

Accredited Training Sponsor (ATS) – A fully accredited entity approved by NCCER as having an accredited training program.

Training (ATS) Designee – Individual who has successfully completed Modules 1, 6, and 9 of the Instructor Certification Training Program (ICTP); may provide oversight of Accredited Training Education Facility/Accredited Training Unit/ Training Unit training programs. This individual may conduct audits and retain documentation to ensure compliance.

Accredited Training Unit (ATU) – A Training Unit under an Accredited Training Sponsor that has successfully completed an approval process for recognition of its training program.

Accrediting Body – The Board of Trustees of NCCER, which has the final authority for all accreditation actions.

Annual Maintenance Fee – Invoiced each January, the fee provides funding to support the NCCER ongoing audit program.

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

Audits – A systematic and independent examination to determine whether the training program and related results comply with NCCER policies and procedures.

Automated National Registry (ANR) – A national database maintained by NCCER which records training completions and issues appropriate credentials for NCCER craft/technical training, safety, management education, Master Trainer, and Instructor training.

Board of Trustees – The governing body of NCCER.

Certification – Recognition of successful completion of training for Master Trainers and Instructors.

Competency-Based – An instructional process where the trainee acquires predetermined measurable skills and knowledge at his/her own pace.

Course Map – A graphic representation showing the sequence of the NCCER curricula modules to be completed within a level.

Guest Instructor – A non-certified individual presenting information contained in the approved training material and consistent with the training objectives, such as a building inspector, material vendor, or OSHA official. Must be in addition to, not replacing, a Certified Instructor.

Instructor – Individual certified in accordance with the NCCER Instructor Certification Training Program, and authorized to teach the NCCER Curricula.

Instructor Certification Training Program (ICTP) – Training program for individuals interested in teaching the NCCER Curricula and offering the accompanying credentials. This must be taught by an NCCER Master Trainer with current credentials using current ICTP Kits.

Instructor Resource Center (IRC) – A password protected, secure website for instructors to access TestGen software, module exams, Performance Profile, and performance tests. (www.NCCERIRC.com/)

Intellectual Property – All NCCER Curricula (modules, levels, end of module written tests and performance tests, Instructor Certification Training Program, and Master Trainer Instructor Certification Training Program) are the copyrighted, intellectual property of NCCER and are exclusively owned by NCCER. Any use of any portion of the NCCER Curricula without the written consent of NCCER is expressly prohibited.

Level – A predetermined number of NCCER Curricula modules designed and sequenced to form approximately one year of training and/or a minimum of 144 hours of instruction.

Master Instructor – Instructor with a minimum of five years continuous NCCER training experience may obtain certification as a Master Instructor through successful completion of the National Craft Assessment and Certification Program Skills Assessment for their area of expertise. In addition to successful completion of the assessment, the Instructor **must teach and record** an average of five module completions in the Automated National Registry each year for a five year period.

Master Trainer – An individual certified in accordance with NCCER's Master Trainer Instructor Certification Training Program and authorized to train Instructors and Performance Evaluators.

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

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 written test and performance test (when available). **NCCER recommends quarterly submissions** but, at minimum, **annual submissions of Form 200s**.

NCCER Curricula – A series of competency-based, task-driven training programs developed by NCCER.

Performance Evaluator – Individual utilized to evaluate performance only and must meet minimum requirements of an instructor and successfully complete Modules 1 and 9 of the Instructor Certification Training Program. (NCCER recommends that Performance Evaluators also complete Module 6 of the Instructor Certification Training Program if they plan on conducting performance tests for training.)

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

Registry Department – This department performs all the entries, updates, and oversight of the ANR and produces all credentials.

Restricted/Specialty Instructor – Individual who is recognized by an Accredited Training Sponsor as having demonstrated competence in a particular subject and has successfully completed the entire ICTP, except in the case of a Performance Evaluator as described previously. This individual may teach a module or evaluate performance in that subject area.

Revoked – Accreditation rescinded by NCCER.

Signature – Handwritten signature required on all forms. **Stamped or copied signature will not be accepted.**

Sponsor Representative – NCCER Master Trainer with current credentials. This person is the primary liaison between an Accredited Training Sponsor and NCCER.

Suspended – Accreditation privileges are deactivated. No submissions will be processed until deficiencies are corrected.

System Generated Number (SGN) – NCCER uses social security numbers as the initial candidate ID for entry into the ANR. This information is treated as confidential and handled using industry standard privacy and security measures. A System Generated Number may be used in lieu of a social security number for the following reasons:

- 1) A high school student or a minor (under 18 years old).

OR

- 2) A person residing outside the United States and does not have a social security number.

Terminated – Organization or NCCER chooses to end their accreditation or pursuit of accredited status. Upon termination, organization must re-apply and pay all fees for accreditation.

Test-Out – Experienced workers may successfully complete each task module by passing both written test and performance test in accordance with NCCER's policies and procedures. **One attempt will be allowed to test-out per module.**

Training Completion Packet – A packet (transcript, completion certificate, wallet card, and recognition letter) will be sent to the Accredited Training Sponsor upon completion of an NCCER curriculum level. The Accredited Training Sponsor then will forward the packet to the trainee according to the Accredited Training Sponsor's procedures.

Training Program – Task training, apprenticeship programs, upgrade training, cross-training, multi-skills training, and/or safety and management training.

Training Unit (TU) – An Accredited Training Sponsor's training site that has a dedicated Training Unit Representative who fully administers the training program at the site and processes NCCER paperwork for submission to the Sponsor Representative.

Training Unit (TU) Representative – The individual authorized by the sponsoring organization to be the liaison between the Training Unit and the Sponsor Representative.

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

Withdrawn – Application withdrawn by NCCER or applicant organization prior to going into candidate status.

Written Test – A paper/pencil test that evaluates the trainee's content knowledge of an NCCER curriculum module.

The acronyms identified in these definitions are presented to familiarize Accredited Training Sponsors with terminology that may be used within the NCCER network of sponsors. Both the terms and acronyms will be pointed out throughout this document.

ELIGIBILITY

Are you eligible to become an NCCER Accredited Training Sponsor?

1.0.0 ACCEPTABLE ORGANIZATION FOR APPLICATION

- Contractors
- Owner/Operators
- Trade Associations
- Labor Organizations
- Government Agencies
- Correctional Facilities
- Temporary Employment Agencies*
- Consultants*
- Proprietary Schools*
- Other entities deemed appropriate by NCCER*

*Applications will be reviewed for appropriate industry linkage and program resources.

NOTE: Applicant organization must have been in business for at least 12 months prior to application date.

2.0.0 ACCREDITED TRAINING SPONSOR REQUIREMENTS FOR APPLICATION

The following requirements must be met in order to apply for Training Sponsor accreditation:

1. Read, understand and agree to abide by the NCCER Accreditation Guidelines.
2. Applicant organization must have been in business for at least 12 months prior to application date.
3. Have the financial resources, organizational structure (including facilities and personnel), industry linkage and additional resources needed to effectively conduct training.

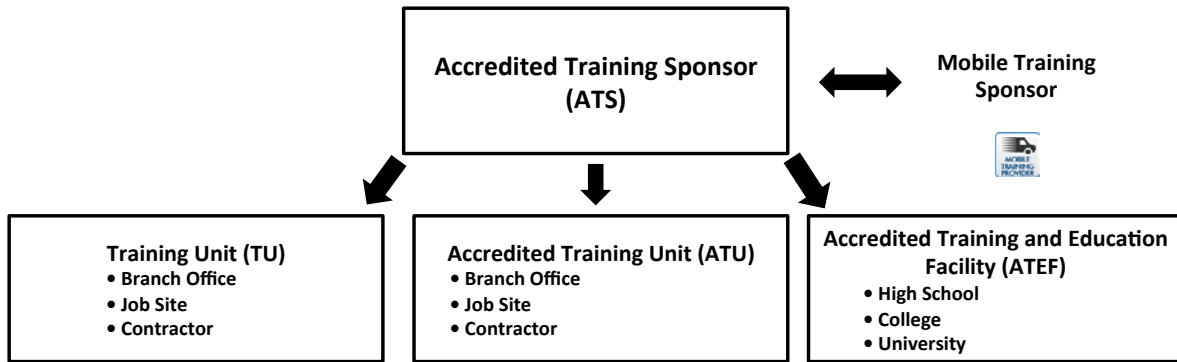
4. Identify a Sponsor Representative who will be responsible for the oversight of the training program and will be the primary liaison between the Accredited Training Sponsor and NCCER. NOTE: Sponsor Representative must successfully complete the NCCER Master Trainer Instructor Certification Training Program (MTICTP).
5. Meet all requirements of Applicant Status (Section IV, 1.1.0)

NOTE: Applicants have 12 months from submission of the Application for Training Program Sponsorship (Form 100) to complete the application process. After 12 months have elapsed, the application, supporting documentation and application fee must to be resubmitted.

All NCCER policies and procedures must be followed at all times. Accreditation, termination, and revocation shall remain the sole right of NCCER.



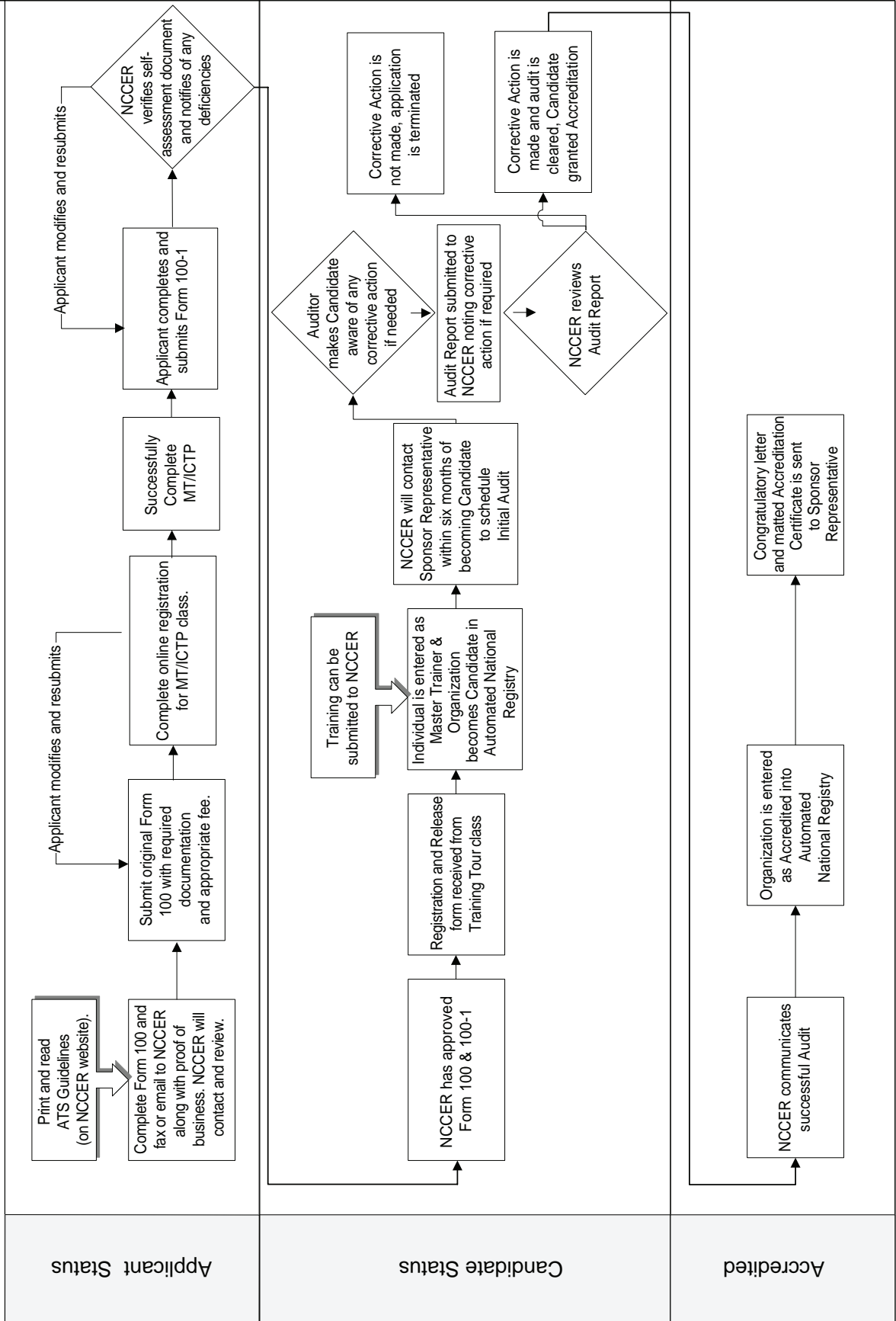
If your organization does not meet and agree to these eligibility criteria and processes, becoming an NCCER Accredited Training Sponsor may not be the best fit. Your organization may wish to partner with an existing ATS instead. See "Find a Training or Assessment Center" at www.nccer.org to locate one near you.



An ATS can have one site for training or multiple sites for training. This depends on the size and goals of the ATS. See Section V, VI, and VII for additional information, including requirements for registering training locations.

In all situations, the ATS is responsible for the oversight and scheduled audits of all sites registered under its accreditation.

NCCER Accreditation Process—Training Sponsor



ACCREDITATION PROCESS POLICY AND PROCEDURES

1.0.0 APPLYING FOR TRAINING SPONSOR ACCREDITATION

The process for becoming an Accredited Training Sponsor has two parts—Applicant Status and Candidate Status.

1.1.0 APPLICANT STATUS

1. Ensure organization is eligible to apply
2. Decide who will be the Sponsor Representative
3. Complete Draft Application for Training Program Sponsorship (Form 100) and submit to the Accreditation Department for review (accredit@nccer.org)
4. Sponsor Representative and Accreditation Manager review Draft Application for Training Program Sponsorship (Form 100)
5. Sponsor Representative modifies the Draft Application as needed and submits to NCCER:
 - a. Original (completed and signed) Application for Training Program Sponsorship (Form 100)
 - b. Non-refundable application fee of \$2,195 (via company check made payable to NCCER)
 - c. Organizational Chart, including names and titles (showing where Sponsor Representative falls within the organization)
 - d. Proof of Business (i.e. Certificate of Incorporation, Certificate of LLC, Business License, Company By-Laws)
 - e. Three (3) Letters of Recommendation from clients and/or users attesting to the applicant organization's performance and reputation as well as any training delivery experience.
 - f. Completed credit application
6. Accreditation Manager will direct Sponsor Representative to complete online registration for Master Trainer Instructor Certification Training Program (MTICTP)
7. Sponsor Representative completes the MTICTP and credentials are processed into the NCCER Registry

The following steps cannot be performed until the Sponsor Representative successfully completes the MTICTP:

8. Complete Draft Application for Training Program Sponsorship Self-Assessment Document (Form 100-1) and submit to the Accreditation Department for review (accredit@nccer.org)
9. Sponsor Representative and Accreditation Manager review Draft Self-Assessment Document (Form 100-1)
10. Sponsor Representative modifies the Draft Self-Assessment Document (Form 100-1) as needed and submits completed, signed Form 100-1 to the Accreditation Manager (accredit@nccer.org).
11. NCCER reviews all applications in detail. Eligibility does not guarantee accreditation. NCCER's Review Board makes accreditation decision. All deliberations, including, all adverse decisions, shall be kept in strict confidence by all parties. Applicants have the opportunity to appeal adverse decisions.
12. Sponsor Representative participates in Automated National Registry (ANR) training webinar.
13. Application is approved and organization is granted Candidate status.

NOTE: Applicants have 12 months from submission of the Application for Training Program Sponsorship (Form 100) to complete the application process. After 12 months have elapsed, the application, supporting documentation and application fee must be resubmitted.

All NCCER policies and procedures must be followed at all times. Accreditation, termination, and revocation shall remain the sole right of NCCER.

1.2.0 CANDIDATE STATUS

During Candidate Status:

- Sponsor Representative/Master Trainer can order Instructor Certification Training Program (ICTP) Kits and certify Instructors, Performance Evaluators, Training (ATS) Designees and Curriculum (ICTP) Proctors.
- Training can be submitted through the

- Automated National Registry (ANR)
- Sponsor Representative will be contacted regarding the ATS initial audit
 - The ATS must be actively training and submitting to NCCER for the initial audit to be scheduled.
 - Sponsor Representative must be present for all NCCER audits
 - Any items of nonconformance must be corrected before accreditation will be granted. If they are not, accreditation is denied.

NOTE: Candidate organization has 12 months to begin training and submitting to NCCER in order to be ready for an initial audit. After 12 months of no activity, the application and associated fees must be resubmitted.

All NCCER policies and procedures must be followed at all times. Accreditation, termination, and revocation shall remain the sole right of NCCER.

1.3.0 ACCREDITED STATUS

1. Initial audit is cleared by NCCER Audit Programs Manager
2. Congratulatory letter and a certificate of accreditation are sent to the Sponsor Representative

NOTE: Accreditation is non-transferrable from one organization to another.

All NCCER policies and procedures must be followed at all times. Accreditation, termination, and revocation shall remain the sole right of NCCER.

2.0.0 REQUIREMENTS OF AN ACCREDITED TRAINING SPONSOR (ATS)

2.1.0 Summary of Responsibilities for Sponsor Representative

Sponsor Representatives are charged with the following responsibilities in managing and oversight of their training programs:

1. Be the Sponsor Representative for only one accredited body at a time.

2. Be a Master Trainer, with current credentials. NOTE: Expired certification will result in ATS suspension.
3. Be present for all NCCER audits
4. Ensure that all instructors and performance evaluators are trained in person by an NCCER certified Master Trainer and certified by NCCER prior to administering training and/or performance tests.
5. Retain and maintain acceptable documentation for Instructors & Performance Evaluators.
6. Retain and maintain all ICTP tests and required forms for at least three years.
7. Ensure instructors and performance evaluators are evaluated by a currently certified Master Trainer or Training (ATS) Designee per NCCER Guidelines (within the 1st year of NCCER approval and at least every 3 years thereafter) and documentation is retained.
8. Ensure ATEFs, ATUs, and TU facilities are audited by a Master Trainer or Training (ATS) Designee per NCCER Guidelines (within the 1st year of NCCER approval and at least every 3 years thereafter) and documentation is retained.
9. Ensure the ATS remains in good financial standing. If additional documentation is required (i.e. PO#, Project name/#, etc) for invoice payment to be processed, it is the Sponsor Representative's responsibility to ensure that all required information is provided to NCCER at time of order and to follow through to ensure that invoice is paid upon receipt. NOTE: If the ATS has an outstanding balance of more than 90 days, the ATS will be suspended. If payment is not received within 90 days of suspension the ATS will be terminated.
10. Be responsible for payment of Annual Maintenance Fee each January. If Annual Maintenance Fee is not paid within 90 days of invoice date, ATS will be suspended. If payment is not received within 90 days of suspension ATS will be terminated.
11. Ensure Annual Report (Form 103) is submitted no later than August 31st each year. If Annual Report (Form 103) is not submitted by December 31st (of that year), ATS will be suspended. Failure to complete this process may result in loss of accreditation(s).
12. Attend ANR online training
13. Monitor and ensure certifications are current for NCCER certified Master Trainers, Instructors, Training (ATS) Designee, Curriculum (ICTP) Proctor, and Performance Evaluators

14. Register all training locations (TU/ATU/ATEF) with NCCER
15. Add/remove training locations (TU/ATU/ATEF) using the Form 300/300A
16. Add instructors, Training Sponsor Support Personnel and/or performance evaluators using the Form 300/300A.
17. Ensure all pertinent ATS staff are kept up-to-date regarding NCCER policies and procedures.
18. Ensure that certified Instructors/Performance Evaluators/Curriculum (ICTP) Proctors NEVER leave a test taker unattended.
19. NOT allow observers in any testing session
20. Maintain and submit accurate records and reports as required
21. Sign all forms by hand (NOTE: Signature stamps are not acceptable)
22. Ensure that Form 200s are being submitted in a timely manner. NCCER recommends quarterly submissions, but at minimum annual submissions. Form 200s cannot be submitted for credit more than five years after the date of the module completion.
23. Follow all NCCER policies and procedures, including any implemented between publication dates of the Accreditation Guidelines.
24. Immediately notify NCCER if they are no longer acting as Sponsor Representative, and ensure that the ATS is in compliance with NCCER Guidelines at the time of departure. Failure to comply may affect certification, up to and including ability to be an ATS Sponsor Representative.

2.2.0 Delivering the Training

- All intellectual property rights for any portion of the NCCER curricula are exclusively that of NCCER
- Any use of any portion of the NCCER Curriculum without the written consent of NCCER is expressly prohibited
- NCCER reserves the right to contact training program trainees to obtain feedback on the quality of the program in question
- Compliance with all applicable occupational health, safety and environmental laws and regulations must be met
- Safety for all classroom, lab and field trip activities

must be ensured

- NCCER recommends the Accredited Training Sponsor implement an instructor safety audit process
- All program MUST use the NCCER Curricula (other materials may be used as supplements but shall not replace NCCER curricula)

Training Locations

The ATS must decide where the training will be conducted and if third parties will be used for delivery of training. Third parties include: secondary and post-secondary vocational/technical schools, community colleges, consultants, and training companies. In all situations, the ATS is responsible for the oversight and scheduled audits of all sites registered under its accreditation.

It is the responsibility of the Sponsor Representative to register all locations where training is being conducted. Each location, even if there is only one, must be registered with NCCER. An ATS can have the following under its accreditation status:

- Training Units (TUs) – are registered using the Training Unit/Assessment Site Information Sheet (Form 100 TU/A)
- Accredited Training Units (ATUs) – are registered using the Application for Accredited Training Unit (Form 104) and must include applicable fee.
- Accredited Training and Education Facilities (ATEF) – are registered using the Application for Accredited Training and Education Facility (Form 106), the Accredited Training and Education Facility Self-Assessment & Sponsor Evaluation Form (Form 105), and must include applicable fee.

The above are only registered when adding additional training locations other than the ATS facility (address of record).

Each site must have an appropriately certified representative, at the location, who is responsible for all aspects of NCCER training and paperwork for that location.

2.3.0 Facilities and Services

- Provide adequate space and layout to carry out instruction and training with the required training equipment for realistic methods and procedures
- Supply adequate/appropriate materials, tools, and equipment needed to support the class size and instructional content for instructors and trainees
- Ensure that all registering of individuals, training program administration, testing, credentialing, and release/reporting of information 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, or federal regulations.
- Classrooms should be well maintained and organized to accommodate teaching/learning activities such as lectures, discussions, and lab work
- Have a written policy prohibiting the use, possession, concealment, or sale of drugs, controlled substances, alcohol, and firearms
- Meet all regulatory and ATS safety/health requirements
- Ensure safety for all classroom, lab and field trip activities
- NCCER recommends that the ATS implement an instructor safety audit process
- Ensure all programs use the NCCER Curricula
- Ensure all instructors are certified through NCCER's process and function in accordance with the policies set forth in this document

2.4.0 Test Security

- All testing mechanisms (written, web, online) will be kept in a secured, locked location
- Only Master Trainers and Certified Instructors will have access to the tests
- When a test is to be administered, the original will be used to make copies, then placed back in a secured, locked location
- Tests will be administered by the instructor or Curriculum (ITCP) Proctor
- All unused copies of a test will be destroyed immediately
- Tests will be graded and results will be submitted to the Automated National Registry (ANR) (see 3.1.0 in the Introduction Section I for ANR training information)

- All scored module tests (both written and performance) will be kept in a secure physical or electronic location for at least three years or until the ATS re-accreditation audit is closed by NCCER (whichever is longer).

ATS Cheating/Theft Policy:

NCCER module tests are the copyright protected intellectual property of NCCER.

All ATS personnel, including Master Trainers, Instructors, Performance Evaluators and Curriculum (ICTP) Proctors are charged with maintaining the integrity of the program and the confidentiality of module test contents in their possession. Failure to uphold their responsibility, may result in disciplinary actions up to and including revocation of certification, termination of accreditation and legal action.

When proctoring module tests, proctors must be vigilant to prevent intellectual property theft and cheating. Proctors should walk around the room during a test session. The following should arouse suspicion:

- Unusual behavior
- Repetitive movements
- Nervousness when proctor is near
- Attempt to distract proctor's attention
- Attempts to use unauthorized materials
- Using cameras concealed in jewelry, eyeglasses or clothing

These can be clues that a participant is contemplating or committing unethical actions, or that the candidate has been studying or memorizing test questions.

Any questionable activities or results should be reported to the Sponsor Representative immediately.

2.4.1 Instructor Resource Center (IRC)

- Provides improved test security by offering a password protected website for **instructors only**
 - The access code gives instructors access to all levels of the craft and comes with the purchase of an Annotated Instructor Guide
 - Stand-alone access code cards can be obtained for previously purchased Annotated Instructor Guides

- Only institutions with a Pearson account will be able to order the access code cards
- Provides access to TestGen software, module exams, Performance Profiles, and performance tests
- Provides access to the most recent updates to tests
- Provides instructors the ability to scramble the order of the exam questions and create additional ones, but not eliminate existing NCCER exam questions
- To access the site and get started go to www.NCCERIRC.com
- For questions, call NCCER Customer Service

2.5.0 Program Evaluation

- The ATS must have a written policy for a formal program evaluation process for all sites, instructors, trainees, facilities, and curricula
- The Sponsor Representative/Master Trainer/ Training (ATS) Designee will conduct and document ongoing, **scheduled audits** to ensure compliance for all sites and retain documentation
- The Master Trainer will monitor training sessions provided by each instructor on a scheduled basis
- The Master Trainer will provide instructor evaluation forms for the trainees to complete
- The Master Trainer will review evaluations from trainees and provide feedback to instructor as needed

2.6.0 Record Keeping Requirements

- Submit Annual Report (Form 103) covering the academic calendar from July 1st through June 30th each year no later than August 31st. If Annual Report is not submitted by December 31st (of that year), ATS will be suspended. Failure to complete this process may result in loss of accreditation. Annual Reports must be kept on file at the ATS.
- Keep on file, a completed & signed Registration and Release Form for every instructor, performance evaluator, and trainee.
 - Each trainee will be required to complete and sign a Registration and Release Form allowing NCCER to verify trainee status with an ATS (if requested).
 - NCCER will not release any training records or credentials without the appropriate release form on file.
 - In addition to Registration & Release Forms

being kept on file at the ATS, a signed blanket release statement, on company letterhead, stating all Registration and Release Forms have been completed, signed by the Sponsor Representative, and are on file with the ATS must be sent to the Registry Department.

- There is a check box on the Form 200 (NCCER Training Report Form) for the purpose of notifying the Registry Department that a trainee release form is on file with the ATS.
- Keep all training-related records confidential and secure.
 - A breach of confidentiality may lead to loss of accreditation
- Maintain all records in accordance with ATS specific policies and procedures unless superseded by local, state, or company regulations.
- Original copies of ALL records must be kept for at least three years from date of submission (can be kept electronically via scanning), including:
 - Training Unit/Assessment Site Information Sheet (Form 100 TU/A)
 - Registration of Instructor/Performance Evaluator Certification (Form 101)
 - Support documentation for Instructor/Performance Evaluator qualifications
 - Annual Report (Form 103)
 - Application for Accredited Training Unit (Form 104)
 - Accredited Training and Education Facility (ATEF) Self-Assessment & Sponsor Evaluation Form (Form 105)
 - Application for Accredited Training and Education Facility (Form 106)
 - NCCER Training Report Form (Form 200)
 - Change of Accredited Training Sponsor/ Accredited Assessment Center Information (Form 300/300A)
 - Performance Evaluator/Instructor Acceptance of Responsibility & Liabilities (Form 702A)
 - CSSM Verification of Qualifications (Form 800)
 - NCCER Registration & Release Form
 - End of module test(s) - written and performance

- Evaluations of all certified personnel
- Evaluations of all training locations

Please note if reaccreditation audit is not completed within 3 years of previous audit, all documentation must be kept until next reaccreditation audit is cleared

2.6.1 Changes/Deletions/Additions of ATS Locations and Personnel

- Applies to the addition or removal of existing Training Units (TUs), Accredited Training Units (ATUs), Accredited Training Education Facilities (ATEFs), incoming transfers of instructors, Curriculum (ICTP) Proctors and/or Performance Evaluators
- Form 300/300A must be completed and submitted by the Sponsor Representative to the Accreditation Department.
- The removal of Instructors and Performance Evaluators is done on the ANR by the ATS.

2.6.2 Submissions of Module Completions

- Module completion requires successful completion of both written test and performance test

NOTE: Entry-level assessments may **not** be used in lieu of end of module written tests for module credit via the Form 200.

- The ATS must record the completion by:
 - Filling out Form 200 (Training Report Form)
 - Having the instructor, the TU/ATU/ATEF Representative, and the Sponsor Representative sign for verification
 - Submitting it to the ANR or Registry Department (see 3.1.0 in the Introduction Section I for ANR training information)

NOTE: Form 200s cannot be submitted for credit more than five years after the date of the module completion.

- Any training submitted under an TU/ATU/ATEF that is not registered in the ANR, will have the training location on the official transcript defaulted to the ATS
- Transcripts, certificates and wallet cards are issued for successful completion of:
 - All modules in the NCCER Core Curriculum

- All modules in an NCCER curriculum level

NOTE: Core is required for Level 1 completions

- Management Education and Safety

Foreign Language Module Submissions

- Any module submissions for training in a language other than English must be submitted using the proper module identifiers on the Form 200.
- All translated modules are designated using the ISO code for that language.
- If a trainee completes some modules in English, and some in other languages, all within one level, they will earn a level completion.

2.6.3 Social Security Numbers

- NCCER uses social security numbers (SSN) as the initial candidate ID for entry into the ANR
 - This information is treated as confidential and handled using industry standard privacy and security measures
- A System Generated Number (SGN) may be used in lieu of a SSN, at no cost, for the following individuals:
 - A high school student or a minor (under 18 years of age) **OR**
 - A person residing outside of the United States who does not have an SSN
- **Before any training begins**, the Sponsor Representative must contact the Registry Department for an SGN for that person
- To ensure no training history is lost, in the event the individual forgets the SGN assigned, the following applies:
 - **The Sponsor Representative will provide the person's month and day of birth** (this information will be associated with the individual's record in the ANR)
 - The number **must be retained** by the ATS and the individual to access any records
 - Once this number is obtained, it **must be used consistently**. An individual should **no longer use his/her social security number**. **Only one SGN can be assigned and used**
 - **The Registry Department only accepts this number in lieu of an SSN for processing submissions**

Anyone not meeting the criteria stated above may receive an SGN for a \$10 fee to cover NCCER's additional administrative expenses, **provided they do not have records in the ANR under their SSN**. SGNs must be requested, in advance, from the Registry Dept.

3.0.0 OBTAINING CERTIFICATES AND WALLET CARDS

- Organizations that are granted accreditation receive a letter of congratulations and a certificate of accreditation
- The Master Trainer will be entered into the Automated National Registry (ANR) and **receive a certificate and wallet card** after successful completion of the Master Trainer Instructor Certification Training Program (MTICTP)
- The Master Trainer must submit **Form 101 (Registration of Instructor Certification/ Performance Evaluator) and Instructor Certification Training Program (ICTP) information sheet** for instructor candidates who successfully complete the ICTP
- Once the Form 101 has been received and processed, **NCCER will issue each instructor a certificate and wallet card**
- Trainees must **successfully complete both the written test and performance test** to receive credit for a module
 - The ATS must record the completion on **Form 200 (NCCER Training Report Form)**, have it signed by the instructor, Training Unit Representative (if applicable) and Sponsor Representative for approval, and submit it to the Registry Department
 - If using the ANR, the Instructor or Master Trainer must submit the completion on **Form 200 (NCCER Training Report Form)** into the ANR, **for the Sponsor Representative to approve and submit** (see 3.1.0 in the Introduction Section I, ANR training information)
- NCCER will issue updated transcripts and certificates for each level completed
- Updated transcript, certificate, and wallet card are granted when trainee completes Core Curriculum or any subsequent craft level (not level one)
- **One wallet card** will be issued to the trainee when the **first credential** is obtained and the trainee will be able to track his/her training accomplishments online via the ANR
- **Only** when an individual achieves **certified plus or crane certification** is another card issued of a different color free of charge
- **Replacement Copies**
 - Certificates and records can be requested by the ATS, but a **nominal fee for each individual will be required if:**
 - It is six months after the original credential issue date **OR**
 - Quantities of reprints are requested (regardless of issuance date)
 - Trainees, instructors, and Master Trainers may request replacements copies of their records, certificates, and/or wallet cards by submitting a signed, written request form that includes a copy of the individual's photo identification and the fee
 - Contact the Registry Department for issuance procedures and questions
- **SSN corrections** can be handled through the ATS or an individual can submit a written, signed request including a photocopy of their social security card

3.1.0 Recognition Chart

The chart below illustrates the forms of recognition that are provided to individuals and entities participating in NCCER programs.

4.0.0 BEST PRACTICES

NCCER has noted some of the common practices of the most successful programs. These programs typically have:

- Full service training programs that also offer assessment options
- For schools, programs have some linkage or direct tie to the construction industry so the trainees stand a better chance of garnering a career in the industry
- A clear written policy that addresses the proper disposition of grievances
- A written policy that complies with various regulations, including federal regulations such as ADA and EEO
- A formalized budget policy that addresses the overall training operations and the various crafts and departments involved
 - The budget should be available for review should the program be selected for accreditation audit
- A written substance abuse policy
- A written test security policy
- A written policy containing procedures for re-test-

ing upon failure of written tests and performance tests

- A written safety policy distributed among instructors and trainees addressing safety in the classroom and in labs
- Safety training for all individuals associated with the program (Master Trainers, Instructors, and trainees)
- An instructor handbook for each instructor to include the classroom expectations, conduct, and required administrative duties
- A trainee handbook for each trainee which includes expectations, conduct, and required duties
- A continuing education plan in place for instructors
- On-going and current first aid training for instructors
- Written procedures and directions to be followed when providing first aid during an emergency medical situation
- A sufficient supply of materials such as, but not limited to, equipment, work area, seating, furnishings, books, audiovisual, whiteboards, etc.
- Other materials may be used to **augment, not replace** NCCER Curricula.
- Determination on whether a Master Trainer will be needed on staff at their Training Units, Accredited Training Units, and Accredited Training Education Facilities
- Training system in which trainees are not instructed and evaluated by the same person

	Certificate of Recognition	NCCER Transcript	Wallet Card
Accredited Training Sponsor	X		
Training (ATS) Designee	X		X
Accredited Training Unit (ATU)	X		
Accredited Training Education Facility (ATEF)	X		
Master Trainer	X		X
Instructor/Performance Evaluator	X		X
Trainee	X	X	X
Curriculum (ICTP) Proctor	X		X
Master Craft/Technician Instructor	X		X

5.0.0 INSTRUCTOR ELIGIBILITY AND CERTIFICATION PROCESS

5.1.0 Available NCCER Instructor Certifications

The recognized categories of NCCER-Certified Trainers and Instructors are as follows:

- Master Trainer
- Instructor
- Restricted/Specialty Instructor
- Performance Evaluator
- Specialty Instructor/Technician
- Safety Specialty Instructor
- Curriculum (ICTP) Proctor
- Master Craft/Technician Instructor

5.2.0 Master Trainer

Who is qualified to attend this training and become a Master Trainer? A Master Trainer applicant must possess **at least one** of the following:

- Two years experience as a trainer, instructor, or educator **OR**
- An Associate's Degree or higher in education, a construction-related field, industrial arts, engineering, chemistry, or similar field from an accredited post-secondary institution **OR**
- A minimum of two years experience at a supervisory level or higher in the construction or maintenance industry

Remember, your **Sponsor Representative must be a Master Trainer with current credentials.**

5.2.1 Master Trainer Certification Process

- In order for a Master Trainer to be registered with NCCER, the applicant must be approved by an ATS
- Master Trainers must be trained and certified directly by NCCER through successful completion of the Master Trainer Instructor Certification Training Program (MTICTP)
- Once certified, Master Trainers may then conduct the Instructor Certification Training Program (ICTP) to certify instructors

Master Trainers must have a current Revision Kit and use current ICTP Kits to train instructors

- NCCER will schedule training sessions for Master Trainers on a regular basis in locations throughout the country. Notice of these sessions will be publicized on the NCCER website
- Specially scheduled sessions for Master Trainers may be requested by contacting the NCCER Registration and Fulfillment Coordinator
- NCCER will enter the successful attendee's names in the Automated National Registry (ANR) and will award a certificate of successful completion to the attendee

5.2.2 Retaining Master Trainer Certification

The Master Trainer must comply with both of the following:

- Be endorsed or employed by an ATS **AND**
- Teach /co-teach the ICTP **at least once every three years and submit completed, signed off Form 101 and ICTP Information Sheet to the Registry Department OR**
- Re-attend the MTICTP

Master Trainer candidates may NOT become certified by testing out.

5.3.0 Certified Instructors

Who is qualified to provide instruction to the trainees? An instructor must possess **at least one** of the following:

- Experience at a **minimum** journey or technician level in their area of expertise **OR**
- A minimum of three years experience as a certified teacher in a vocational/technical construction or maintenance-related training program
- A Master Trainer may also serve as an instructor if they meet the above criteria and submit **Form 101 and ICTP Information Sheet**

5.3.1 Acceptable Documentation

- A diploma from an acceptable secondary or post-secondary institution in the field(s) to be taught/evaluated **OR**
- A resumé review submitted by the candidate and verified by documentation **OR**

- Documented evidence of successful completion of the National Craft Assessment and Certification Program (NCACP) assessment in the appropriate field(s) **OR**
- A license granted by a state in the field(s) to be taught/evaluated **OR**
- Relevant Certification by a State Department of Education

5.3.2 Instructor Certification Process

- The Sponsor Representative will evaluate and verify the qualifications of Instructor/Performance Evaluator candidates prior to their participation in the Instructor Certification Training Program (ICTP)
- The Sponsor Representative will retain the documentation to support the qualifications for all Instructors/Performance Evaluators, and provide it when requested by NCCER.
- Instructors must successfully complete the NCCER ICTP conducted, in person, by a Master Trainer with **current credentials** using the **current** ICTP Kit
- Upon successful completion, the Master Trainer will provide the Sponsor Representative with the **completed** Registration of Instructor/Performance Evaluator Certification (Form 101).
- The Sponsor Representative must approve and submit the Registration of Instructor/Performance Evaluator (Form 101) to the Registry Department. **NOTE:** If a Sponsor Representative is submitting a Registration of Instructor/Performance Evaluator Certification (Form 101) for themselves, acceptable documentation (see Section 5.3.1) showing their qualifications must also be submitted to NCCER.
- The Sponsor Representative must ensure that all instructor certifications are showing in the ANR **prior to beginning training.**

5.3.3 Instructors Certified for Multiple Crafts

- The Sponsor Representative must submit a written letter on ATS letterhead along with the **Form 101 (Registration of Instructor Certification/Performance Evaluators)**, stating the instructor's name listed on the Form 101 is journeyman-level qualified to teach all of the NCCER Curricula titles listed on the form **OR**

- The instructor has a minimum of three years experience as a certified teacher in each craft area
- The certificate of successful completion and related documents will be forwarded to the sponsoring entity and will be provided to the instructor in accordance with the ATS's policies

5.3.4 Retaining Instructor Certification

To retain certification, an instructor must:

- Be approved by the Sponsor Representative

AND

- Teach **at least one** NCCER module every three years and submit completed, signed NCCER Training Report Form (Form 200) to Sponsor Representative for approval and submission to the NCCER Registry Department

OR

- Retake the NCCER Instructor Certification Training Program (ICTP) at least once every three years

5.3.5 Certifying Expired Instructors

Instructors who have expired within the past 24 months have the opportunity to recertify. This opportunity is contingent upon the instructor having taught and submitted NCCER module completions during their original certification. To recertify, instructors must:

1. Have approval of Sponsor Representative
2. Successfully complete ICTP Modules 1, 6, 9, and 10
3. Successfully complete all other remaining ICTP module tests (2, 3, 4, 5, 7, and 8)
4. Submit Registration of Instructor/Performance Evaluator Certifications (Form 101) to the NCCER Registry Department.

If the instructor is expired for more than 24 months, they must successfully complete the full Instructor Certification Training Program (ICTP) and Sponsor Representative must retain required documentation on file.

5.3.6 Testing-Out for Instructor Certification

NCCER strongly urges an ATS not to allow testing-out for Instructor Certification. However, instructor candidates may test-out if both of the following conditions have been met:

- The ATS approves the request to test-out **AND**
- The instructor candidate has a minimum of three years experience as a certified teacher in a vocational/technical training program in the craft area certification is being sought

If the above two conditions are met, the instructor candidate may test-out by performing **both of the following**:

- Successfully complete the abbreviated ICTP (Modules 1, 6, 9, and 10) **AND**
- Successfully complete **all ICTP written tests**

If a candidate fails any written test or performance test, he/she must take the entire NCCER ICTP.

5.4.0 Replacing an Instructor

This policy is intended for replacing an instructor, not for initial certification of the instructor.

- This is for emergency situations (i.e., an instructor leaves abruptly, takes ill, or is involved in an accident). In such an event, a non-certified instructor may be utilized if:
 - The instructor and ATS are actively pursuing certification status **AND**
 - The non-certified instructor successfully completes the ICTP and is certified within 90 days of the date of the substitution
- **Training completions may NOT be submitted to the ANR until the instructor successfully completes the ICTP**
- **Any exception to the preceding standards and criteria must be approved in writing by NCCER**

5.5.0 Restricted/Specialty Instructor/Technician

- An ATS is allowed to use individuals who satisfy specific training needs as Instructors or Performance Evaluators on a restricted basis

- The ATS must report to NCCER on Form 101 (Registration of Instructor Certification/Performance Evaluator) and the ICTP Information Sheet the specific area(s) in which the restriction applies
 - For example, if an Instructor is to be used to teach only a math module, this must be reported as a restriction
 - If an individual is to be used as a Performance Evaluator only, this must also be reported

5.5.1 Additional / Restricted Training Personnel Certifications

Performance Evaluator

A performance evaluator is certified to evaluate performance profiles/verifications only and must:

- Be approved by the Sponsor Representative
- Have journey-level experience in the craft or task area to be evaluated

AND at least one of the following

- Passing score on the relevant NCCER assessment or pipeline task

OR

- Successful completion of relevant NCCER curricula module(s)

OR

- Experience teaching/evaluating the relevant NCCER curricula module(s)

OR

- Equivalent education and experience to the above as deemed appropriate by the Sponsor Representative.

The Sponsor Representative must ensure that performance evaluator candidates are qualified and maintain appropriate documentation of qualifications. Once the Performance Evaluator's qualifications have been approved by the Sponsor Representative, they must:

- Complete Modules 1 and 9 of the NCCER Instructor Certification Training Program (ICTP), including written tests. NCCER recommends that Performance Evaluators also complete Module 6 of the ICTP. **NOTE: Module 6 is required** if the performance evaluator will be administering performance profiles from the training curriculum.

Upon completion of training and verification of qualifications:

- The new performance evaluator must complete and sign the Form 702A – Section 1.
- Master Trainer completes the Form 101 and submits to Sponsor Representative, if applicable, for approval and submission to the NCCER Registry Department.

NOTE: No performance activity should take place until Performance Evaluator certification is showing in the Automated National Registry (ANR).

Performance Evaluators must recertify every three years. To retain certification, they must:

- Be approved by the Sponsor Representative

AND

- Retake the performance evaluator training at least once every three years

OR

- If performance evaluator is also affiliated with an NCCER Accredited Assessment Center (AAC) certification can be extended by administering at least one performance verification every three years and submitting completed, signed performance verification to the AAC Primary Administrator for approval/submission to NCCER

Specialty Instructor

A specialty instructor is certified to instruct specific module(s) and must:

- Meet certified instructor qualification and documentation requirements (Section 5.3.0 and 5.3.1) for the module(s) they are going to teach.

AND

- Successfully complete the entire NCCER ICTP

Upon completion of training and verification of qualifications:

- Master Trainer completes the Form 101 and submits to Sponsor Representative, if applicable, for approval and submission to the NCCER Registry Department.
- The Sponsor Representative must ensure that instructor certification is showing in the ANR **prior to beginning training**.

To retain certification, an instructor must:

- Be approved by the Sponsor Representative

AND

- Teach **at least one** NCCER module every three years and submit completed, signed NCCER Training Report Form (Form 200) to Sponsor Representative for approval and submission to the NCCER Registry Department

OR

- Retake the NCCER Instructor Certification Training Program (ICTP) at least once every three years

Curriculum (ICTP) Proctor

A Curriculum (ICTP) Proctor is certified to administer end-of-module written tests for the NCCER curricula and must:

- Successfully complete Modules 1, 6, and 9 of the NCCER ICTP

Upon completion of training:

- Master Trainer completes the Form 101 and submits to Sponsor Representative, if applicable, for approval and submission to the NCCER Registry Department.
- The Sponsor Representative must ensure that Curriculum (ICTP) Proctor certification is showing in the ANR **prior to administering end-of-module written tests**.

To retain certification, a Curriculum (ICTP) Proctor must:

- Be approved by the Sponsor Representative

AND

- Recertify as Curriculum (ICTP) Proctor every three years by successfully completing Modules 1, 6, and 9 of the NCCER ICTP. Sponsor Representative must submit Form 101 to NCCER Registry Department.

Training (ATS) Designee

A Training (ATS) Designee is a certification for an individual who can provide assistance to the Sponsor Representative in the administration and oversight of some aspects of the ATS Training Program. A Training Designee must:

- Be approved by the Sponsor Representative

AND

- Successfully complete Modules 1, 6 & 9 of the Instructor Certification Training Program (ICTP)

Upon completion of training, the:

- Master Trainer completes the Form 101 and submits to Sponsor Representative, if applicable, for approval and submission to the NCCER Registry Department.
- Sponsor Representative must ensure that Training Designee certification is showing in the ANR **prior to beginning any activity**.

The Training Designee, if approved by the Sponsor Representative, MAY:

- Provide oversight of a Training Unit (TU), Accredited Training Unit (ATU), or Accredited Training and Education Facility (ATEF)
- Conduct TU, ATU, ATEF facility audits and personnel evaluations. NOTE: Appropriate audit and evaluation documentation must be kept on file.

To retain certification, a Training (ATS) Designee must:

- Be approved by the Sponsor Representative

AND

- Recertify as a Training (ATS) Designee every three years by successfully completing Modules 1, 6, and 9 of the NCCER ICTP. Sponsor Representative must submit Form 101 to NCCER Registry Department.

Secondary Representative

ATSs may have a Secondary Representative to provide assistance to the Sponsor Representative in the administration and oversight of some aspects of the ATS's training program. The Secondary Representative must be a certified master trainer, instructor, Training (ATS) Designee, Curriculum (ICTP) Proctor or Performance Evaluator with current credentials. An ATS may only have one Secondary Representative.

The Secondary Representative MAY (in addition to Training (ATS) Designee roles):

- Contact NCCER regarding training related questions/inquiries

NOTE: The Sponsor Representative is:

- Ultimately responsible for the administration of the ATS training program
- **Must** be present at initial/reaccreditation audits

5.6.0 Master Craft/Technician Instructor Certification

- Master Instructor Certification is NCCER's highest level of recognition for Instructors
- The intent of Master Instructor Certification is to provide additional recognition for NCCER's most dedicated, qualified, and deserving Instructors
- This is an additional certification and **will in no way negatively impact current standing** as an NCCER Certified Instructor

5.6.1 Obtaining the Certification

NCCER Certified Instructors may, **on a voluntary basis**, obtain this additional recognition. The following requirements must be met by an NCCER Certified Instructor:

- A minimum of five years continuous NCCER training experience
- **Teach and record** an average of five module completions in the ANR each year for a five year period
- Successfully complete the NCACP Skills Assessment for the NCCER curriculum title, where one exists, in which the instructor is currently certified as an instructor in the ANR
 - In the event an assessment does not exist for the NCCER curriculum title in which the instructor is currently certified, all other Master Instructor Certification requirements **must be met**
 - The Sponsor Representative can confirm assessment completion and Instructor Certification using ANR Quick Check
- For questions regarding the NCCER Curricula titles for Master Craft/Technician Instructor Certification, contact the Registry Department
- In order to obtain Master Craft/Technician Instructor Certification, applicants **MUST** submit **Form 101** to their Sponsor Representative for signature
- The Sponsor Representative will submit the **Form 101** to the Registry Department for verification and certification

5.7.0 Exceptions

Guest instructors can be utilized as long as all of the following are met:

- The Instructor or Master Trainer is in attendance
- The information being presented is contained in the approved training materials
- The information is consistent with the training objectives
- The NCCER-certified instructor and Sponsor Representative must complete Form 200, sign off, and submit to Registry Department or submit through ANR

Using a guest instructor does not dismiss the Certified Instructor's responsibility for the quality and integrity of instruction.

Only First Aid/CPR Instructors who are affiliated with a national organization may instruct without an instructor being in attendance.

5.8.0 Curricula with Additional Instructor Qualifications

Due to the compilation or uniqueness of crafts within certain NCCER curricula, there are additional requirements for those instructors wishing to teach these courses. It is the intent of the NCCER to assist an ATS in selecting an instructor that is knowledgeable and qualified to teach these programs. The specific instructor requirements can be found in the preface of the corresponding Annotated Instructor Guide. A list of curricula with these additional requirements can be found on the NCCER website.

6.0.0 STANDARDIZED TRAINING THROUGH NCCER

6.1.0 Curriculum/Program Operation

- Must use the NCCER Curricula
- Instructional unit is the module which consists of:
 - Trainee Guide (TG),
 - Instructor's guide (IG) or Annotated Instructor Guide (AIG)

- Written test
- Performance test (if applicable)
- Each module is assigned a number of hours representing the **suggested** teaching time for that specific module
- Each module can be taught individually and, therefore, different training objectives can be realized by using specific modules
- Individual modules/levels may be completed out of sequence
- NCCER packages groups of modules into **levels of training**
- Modules grouped by levels satisfy the related classroom training requirements of the **Office of Apprenticeship approved apprenticeship training**
- Supplemental materials are acceptable as long as they **only augment and do not replace** the NCCER Curricula
- A course map for each level is included as a graphic representation of the modules needed to complete a level in a given training program
- The course map will assist trainees in planning what modules need to be taken and lay out the sequence of completion
- Level One trainees must also complete the *Core Curricula* to receive a Level One Completion Certificate in most crafts
- Module completion requires successful completion of **both a written test and performance test (if applicable)**
- Successful completion of every module must be demonstrated by specified results on the following tests:
 - Written – Achieve 70% or higher on the **closed-book written test**
 - Performance Profile – Successfully complete the module performance test (if applicable) to the satisfaction of the Instructor/Performance Evaluator (this is a **pass/fail test**)
- **The end of module tests cannot be modified**
- Under certain circumstances, the end of module written test may be read, one-on-one to trainees who have special needs (i.e. trainees in high school programs with IEP documentation)
 - The instructor must work through the Sponsor Representative on these requests
 - A copy of any IEP documentation must be retained by the instructor (at the location the

training is being provided) and by the ATS for auditing purposes

- A copy must be provided to the Sponsor Representative of the deviation from policy
- Written tests are not to be read aloud in a group setting
- **No observers are allowed in any testing session**
- Written tests must be administered by a Certified Instructor, Curriculum (ICTP) Proctor, or Master Trainer
 - If written test is proctored, the test must be sent to the instructor for review and submission
- Performance tests must be administered by a Certified Instructor or Performance Evaluator
- **The ATS must allow for re-testing** in their training policies and procedures
 - **Written re-tests require a minimum 48 hour waiting period**
 - **Performance re-tests will be given at the discretion and time designated by the Instructor/ Performance Evaluator**
- **Testing Out: Individuals who have gained knowledge and experience may test-out**
 - Testing out is permitted but **both the written and performance tests must be passed**
 - **Only one attempt is allowed to test-out per module**
 - Failure to test out will require the individual to attend instruction for the specific module(s) in question
 - Testing out is not permitted for an individual where training is required as the result of not meeting the cut score on an assessment
- Only Master Trainers and/or Certified Instructors will have access to NCCER Curricula tests
 - Extra copies of unused tests must be destroyed immediately
- NCCER recommends quarterly submissions, but at a minimum annual submissions, of **Form 200s (NCCER Training Report Form)**

NOTE: Form 200s cannot be submitted for credit more than five years after the date of the module completion.

- The trainee may appeal any adverse decision in accordance with the ATS's appeal policy
 - If the appeal cannot be resolved with the ATS, the trainee may submit it to the NCCER

Accreditation Department within 60 days from the written notice of the adverse decision

- A copy of the letter to the Accreditation Department must be given to the Sponsor Rep
- NCCER must respond to the trainee and the ATS within 60 days of receipt of the appeal
- The NCCER decision is final with no further appeal possible
- **The ATS must accept all previous training as indicated on the official NCCER transcript**
- The trainees will be recognized upon completion of individual modules and levels in accordance with the information provided in the *Obtaining Certificates and Wallet Cards* section of this document
- Curriculum Levels do expire when revisions to the curriculum have been made
 - Training completed using previous versions of NCCER Curricula modules within a level will be accepted by the ANR for a grace period of up to five years after a revision
 - Training completed after the expiration date will not be accepted
 - Training that is submitted after the expiration date will be accepted as long as the training took place prior to the expiration date.
 - Check the NCCER website to stay informed concerning expiring curricula

6.2.0 Distance Learning/Self Study

- This applies to self-study and may be appropriate for other distance-learning methods as well, such as NCCER Connect
- Each trainee shall be enrolled by the instructor
- Each trainee shall be given an orientation session which includes the employer's training policies and a review of NCCER's Accreditation Guidelines
- All academic materials shall be the NCCER Curricula
- Other materials may be used as supplements but shall not replace NCCER Curricula
- A study and testing timetable shall be set up and agreed to **in writing** by the trainee
- Each trainee shall be assigned a mentor and Training Unit/Accredited Training Unit Representative from whom the trainee obtains materials and who can answer administrative questions
- An instructor is responsible for written and perfor-

mance testing and to be available for support and technical questions

- Written tests shall be delivered to each trainee and administered by a Master Trainer, Instructor, or Curriculum (ICTP) Proctor
 - If proctored, the test **must be sent to the instructor for grading** and submission to the Registry Department
- Performance tests shall be administered by Instructors or Performance Evaluators
- All record keeping requirements shall be followed as with on-site training

6.3.0 Standards for Online and Hybrid Courses

The following must be included within these types of courses:

- Trainee orientation exercise/information
- Instructional and support staff information
- Trainee success staff and information
- Syllabus and supporting documents
- Utilization of a variety of learning media and materials appropriate to the course
- Course activities and assignments that are designed to encourage interaction and collaboration
- Learning activities that are designed to address a variety of learning styles
- Course assignments that give trainees the opportunity to engage in critical and abstract thinking
- Course evaluation that is linked to course objectives including multiple ways of evaluating trainees
- Description of the instructor's routine interaction with trainees and how trainee support is provided
- Trainee access to instructors
- Clear course organization and navigation
- Content, requirements, and quality that are comparable to the classroom version of the course
- Instructor is qualified
- Instructor has met training requirements to teach an online course
- Efficient resources must be in place to support the development of the course
- Must meet the ATS's needs and follow all policies

concerning testing and recordkeeping

- Written tests, performance tests, and recordkeeping requirements must be as specified in NCCER's Accreditation Guidelines

7.0.0 CHANGE OF OWNERSHIP OR ORGANIZATIONAL STATUS

This includes buyouts, mergers, acquisitions and/or executive turnovers including the removal or replacement of a Sponsor Representative.

- **Accreditation is non-transferable** from one organization to another
- Notify the Accreditation Department, in writing, within **90 days, including:**
 - Details of the situation
 - Impact on the accreditation and training process
 - Proof of business
 - NCCER closely examines, evaluates, and makes decisions on an **individual basis**
 - Wholly owned subsidiaries of the parent organization
 - If they do **not** operate independently
 - **must be** designated as an Accredited Training Unit/Training Unit by the ATS
 - If they **do** operate independently-
 - **may be** registered as an Accredited Training Unit/Training Unit **OR** pursue ATS status

8.0.0 THE ATS AUDIT

An audit is a systematic independent examination to determine whether the training program and related results comply with NCCER policies and procedures, and provides feedback and an opportunity to improve training.

Audit Process:

- The Sponsor Representative will be contacted by NCCER within 6 months of going into candidate status regarding the scheduling of their initial audit.
- Re-accreditation audits will be conducted every three years thereafter.
- Requests for rescheduling audits are considered

on a case-by-case basis. An organization may be responsible for the entire cost of the rescheduled audit.

- Audit details and requirements will be communicated to the Sponsor Representative
- The ATS is responsible for auditing their Training Units, Accredited Training Units and Accredited Training and Education Facilities, per NCCER Guidelines, and retaining documentation as required.

In order to audit an ATS:

- The Sponsor Representative must be present for all NCCER audits
- All ATS staff will cooperate with the auditor
- The ATS must be actively training and submitting to NCCER for the initial audit to be scheduled.

Audit non-conformances and corrective action:

- Auditor will communicate any and all non-conformances to the Sponsor Representative
- Sponsor Representative will commit to an action plan to clear the non-conformances
- Preliminary report will be sent to the NCCER Audit Manager for approval and path forward/resolution.
- Willful non-conformance will be dealt with expeditiously
- Ignorance of the requirements set forth in NCCER's Accreditation Guidelines will not be accepted as justification for non-conformance
- 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 may result in suspending or revoking accreditation
- Failure to resolve non-conformance per the prescribed time period designated by NCCER will affect the ATS accreditation, up to and including revocation

For-Cause Audit:

- Cannot be rescheduled
- Expenses will be paid by the ATS

9.0.0 RE-ACCREDITATION

The intent of this process is to verify that the ATS is continuing to adhere to NCCER's Accreditation Guidelines. The ATS must satisfy the following conditions during their current accreditation period:

- Have no significant complaints or concerns registered with NCCER by users regarding training or education services provided by the ATS.
- Conduct all end-of-module written and performance tests in accordance with NCCER policies and procedures
- Be current with Annual Reports (Form 103) (due August 31st each year). If Annual Report (Form 103) is not submitted by December 31st (of that year), ATS will be suspended. Failure to complete this process may result in loss of accreditation.
- Be current with Annual Maintenance Fee. If Annual Maintenance Fee is not paid within 90 days of invoice date, ATS will be suspended. If payment is not received within 90 days of suspension ATS will be terminated.
- Keep all ATS information current with NCCER
- Keep all personnel certifications current (Master Trainer, Instructor, Training (ATS) Designee, Performance Evaluator, and Curriculum (ICTP) Proctor)
- Keep Training Unit (TU), Accredited Training Unit (ATU) and Accredited Training and Education Facility (ATEF) information current with NCCER.
- Conduct required TU, ATU and ATEF facility audits as required and maintain documentation
- Conduct ATS, TU, ATU and ATEF personnel evaluations as required and maintain documentation
- Maintain all required documentation
- Respond to all questions from NCCER regarding the cumulative analysis of all annual reports submitted during the previous three year period
- Respond to any questions regarding program audits and correct any items of non-conformance identified during the previous audit
- Submit to a re-accreditation audit

In order to audit an ATS's program, the ATS must be actively training and submitting module completions to NCCER. If the ATS has not been actively training and submitting during the re-accreditation period, the ATS will be given an additional 12 months to train and submit to NCCER. If there is no training conducted and submitted to NCCER within the additional 12 month period, accreditation will be terminated.

9.1.0 Suspension

- Imposed upon an ATS that is found to have fallen below NCCER accreditation standards
- Will be for a specific period of time not to exceed the period of remaining accreditation of the program.
- If the deficiencies that caused the suspension are corrected & evidence of such is submitted and accepted by NCCER, the suspension will be lifted.
- If ATS fails to meet the requirements of their suspension, their accreditation will be penalized up to and including revocation.

9.2.0 Revocation

- NCCER's Board of Trustees will make the final decision regarding revocation
- The ATS will be notified, in writing, with the specific reason(s) for the revocation
- The ATS may appeal the Board's decision
- **Appeals** must be submitted in writing **within 60 days** from the notification date
- During this period, accreditation will be suspended until the outcome of the appeals process
- The **decision** resulting from the appeals process is **final** and will be effective **immediately**
- Eligibility to reapply is subject to NCCER review. No reapplication will be accepted for a minimum of five years after the date of revocation
- NCCER's decision on reapplication is final

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

9.3.0 Potential Penalties for Trainees or ATS

NCCER takes the use of its intellectual property and the integrity of the training program seriously and will take the appropriate action against those who cheat and/or violate NCCER Accreditation Guidelines and Program Policies and Procedures.

Penalties may include but are not limited to:

- Disqualifying the trainee without opportunity for retesting.
- Barring the trainee from all training activity with NCCER for a minimum of 5 years.
- Revocation of all the trainee's NCCER credentials
- Listed on NCCER Watch List
- Legal action, including fines

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

- A "for cause" audit at the ATS's expense
- Immediate suspension of ATS accreditation
- Loss of NCCER credentials for involved personnel for a minimum of 5 years
- Revocation of the ATS's accreditation with no eligibility to reapply for a minimum of 5 years*
- Organization and/or personnel listed on NCCER Watch List
- Legal action

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

10.0.0 COMPLAINTS AND APPEALS

If an instructor or trainee has a complaint not addressed in the appeals process, he/she should:

- First discuss it with the person or personnel involved
- If **unresolved**, **submit, in writing**, a statement describing the nature of the issue to the Sponsor Rep
- The Sponsor Representative will **review** the complaint and **provide a solution within 30 days**

- If no satisfactory response is reached through the Sponsor Representative, submit a written statement to NCCER Accreditation Department within the next 30 days (60 days from initial written statement)
- This dated and signed statement **must include** name, address, phone number, cell number, and email address

10.1.0 Verification Process

- NCCER will investigate the claim and make a determination to its validity
- If found to be **valid**, NCCER will notify the Sponsor Representative and ask that the corrections be made and documentation for such be provided within a timely manner to verify action has been taken
- NCCER will contact the individual and the ATS with a determination within **60 days of the written notice** to NCCER

TRAINING UNIT (TU)

All locations under the Accredited Training Sponsor (ATS), where training is conducted, must be registered with NCCER.

1.0.0 WHAT IS A TU?

- A TU is an Accredited Training Sponsor's (ATS) training site that has a physical (commercial) location used for the delivery of training.
- The TU must have an appropriately certified Training Unit Representative who fully administers the training program at the site and processes and maintains NCCER paperwork for submission to the Sponsor Representative.
- The Sponsor Representative must complete and submit a "Training Unit/Assessment Site Information Sheet" (Form 100TU/A) to the NCCER Accreditation Department for each TU.

1.1.0 Oversight of a TU

It is the Sponsor Representative's responsibility to ensure that all training locations have the required facilities, equipment and personnel to deliver training within NCCER policies and procedures.

TU Facility Audit

The Sponsor Representative must ensure that ongoing facility audits are conducted as follows:

- TU must be audited within the 1st year of NCCER approval and at least every 3 years thereafter.
 - The TU audit can be conducted by:
 - Sponsor Representative OR
 - Master Trainer (if approved by Sponsor Representative) OR
 - Training (ATS) Designee (if approved by Sponsor Representative)
- Required documentation of TU facility audit must be kept on file for at least 3 years OR until the ATS reaccreditation audit is closed by NCCER (whichever is longer).

NOTE: TU Representative may not audit their own site.

Personnel Evaluations

The Sponsor Representative must also ensure that ongoing personnel evaluations are conducted as follows:

- All TU certified personnel (Instructors, Performance Evaluators and Curriculum (ICTP) Proctors) must be evaluated within the 1st year of NCCER certification and at least every 3 years thereafter.
 - The TU personnel evaluations can be conducted by:
 - Sponsor Representative OR
 - Master Trainer (if approved by Sponsor Representative) OR
 - Training (ATS) Designee (if approved by Sponsor Representative)
- Required documentation of TU personnel evaluations must be kept on file for at least 3 years OR until the ATS reaccreditation audit is closed by NCCER (whichever is longer).

NCCER retains the right to audit each TU.

1.2.0 The TU Representative

The TU must have an appropriately certified Training Unit Representative who fully administers the training program at the site and processes and maintains NCCER paperwork for submission to the Sponsor Representative.

The TU representative must:

- Be a certified Master Trainer, Instructor, Training (ATS) Designee, Curriculum (ICTP) Proctor, or Performance Evaluator with current credentials.
- Be trained on the NCCER policies and procedures, including processing of NCCER paperwork for submission to the Sponsor Representative.
- Keep all required documentation on file for a minimum of three years, in a secure location.

NOTE: The requirement for TU Representatives to be certified becomes effective on publication date of these 2014 Accreditation Guidelines. There will be a one-year (12 month) phase-in period (from the publication date of these 2014 Accreditation Guidelines) for any TU registered prior to the publication date to have their TU Representative certified as required.

2.0.0 MOBILE TRAINING SPONSOR

To make training accessible and convenient, Accredited Training Sponsors may provide training at various sites on an “as needed” basis. The Sponsor Representative must register the ATS as “mobile” using the Form 100 TU/A. This allows NCCER to know that training is taking place at locations other than the ATS address of record.

If a TU/ATU/ATEF is not owned/operated by the ATS organization (i.e. third party), the TU/ATU/ATEF can only provide training (including end-of-module written and performance tests) at the TU/ATU/ATEF address of record. The TU/ATU/ATEF cannot be mobile.

The ATS is responsible for ensuring compliance with NCCER's Accreditation Guidelines at all sites. If a TU fails to comply with NCCER Guidelines, Policies and/or Procedures the ATS's accreditation may be affected.

ACCREDITED TRAINING UNIT (ATU)

1.0.0 WHAT IS AN ATU?

An ATU is a Training Unit under an Accredited Training Sponsor (ATS) that has successfully completed an approval process for recognition of its training program and has earned accreditation.

In order to become accredited the Training Unit must:

- Have a physical (commercial) location used for the delivery of training.
- Have an appropriately certified Training Unit Representative who fully administers the training program at the site and processes and maintains NCCER paperwork for submission to the Sponsor Representative.
- Complete and submit the Application for Accredited Training Unit (Form 104) to the ATS Sponsor Representative.

The Sponsor Representative must:

- Review the completed Application for Accredited Training Unit (Form 104) and if approved, complete the ATS portion of the Application, sign and submit to NCCER Accreditation Department along with the application fee.

Upon receipt of the Application for Accredited Training Unit, NCCER:

- Reviews and approves
- Sends a congratulatory letter and certificate of recognition to Sponsor Representative for presentation to ATU Representative

1.1.0 Oversight of an ATU

It is the Sponsor Representative's responsibility to ensure that all training locations have the required facilities, equipment and personnel to deliver training within NCCER policies and procedures.

ATU Facility Audit

The Sponsor Representative must also ensure that ongoing facility audits are conducted as follows:

- ATU must be audited within the 1st year of NCCER approval and at least every 3 years thereafter.

– The ATU audit can be conducted by:

- Sponsor Representative OR
 - Master Trainer (if approved by Sponsor Representative) OR
 - Training (ATS) Designee (if approved by Sponsor Representative)
- Required documentation of ATU facility audit must be kept on file for at least 3 years OR until the ATS reaccreditation audit is closed by NCCER (whichever is longer).

NOTE: ATU Representative may not audit their own site.

Personnel Evaluations

The Sponsor Representative must also ensure that ongoing personnel evaluations are conducted as follows:

- All ATU certified personnel (Instructors, Performance Evaluators and Curriculum (ICTP) Proctors) must be evaluated within the 1st year of NCCER certification and at least every 3 years thereafter.
- The ATU personnel evaluations can be conducted by:
 - Sponsor Representative OR
 - Master Trainer (if approved by Sponsor Representative) OR
 - Training (ATS) Designee (if approved by Sponsor Representative)
- Required documentation of ATU personnel evaluations must be kept on file for at least 3 years OR until the ATS reaccreditation audit is closed by NCCER (whichever is longer).

NCCER retains the right to audit each TU.

1.2.0 The ATU Representative

The ATU must have an appropriately certified Training Unit Representative who fully administers the training program at the site and processes and maintains NCCER paperwork for submission to the Sponsor Representative.

The ATU representative must:

- Be a certified Master Trainer, Instructor, Training (ATS) Designee, Curriculum (ICTP) Proctor, or Performance Evaluator with current credentials.
- Be trained on the NCCER policies and procedures, including processing of NCCER paperwork for submission to the Sponsor Representative.
- Keep all required documentation on file for a minimum of three years, in a secure location.

NOTE: The requirement for ATU Representatives to be certified becomes effective on publication date of these 2014 Accreditation Guidelines. There will be a one-year (12 month) phase-in period (from the publication date of these 2014 Accreditation Guidelines) for any currently registered ATU to have their ATU Representative certified as required.

The ATS is responsible for ensuring compliance with NCCER's Accreditation Guidelines at all sites. If an ATU fails to comply with NCCER Guidelines, Policies and/or Procedures the ATS's accreditation may be affected.

ACCREDITED TRAINING AND EDUCATION FACILITY (ATEF)

1.0.0 WHAT IS AN ATEF?

- An ATEF is a high school, technical school, vocational school, college, or university working in partnership with an Accredited Training Sponsor (ATS) that has completed an approval process for recognition of its training program.
- The intent of the NCCER is to establish linkage between schools and industry, thereby providing trainees with future employment opportunities.

An ATEF must meet the following requirements:

- Provide training that meets NCCER's Accreditation Guidelines for a training facility.
- Have a dedicated representative that fully administers the training program

Please visit the NCCER website for the complete ATEF Guidelines.

1.1.0 Oversight of an ATEF

It is the Sponsor Representative's responsibility to ensure that all training locations have the required facilities, equipment and personnel to deliver training within NCCER policies and procedures.

ATEF Facility Audit

The Sponsor Representative must also ensure that ongoing facility audits are conducted as follows:

- ATEF must be audited within the 1st year of NCCER approval and at least every 3 years thereafter.
 - The ATEF audit can be conducted by:
 - Sponsor Representative OR
 - Master Trainer (if approved by Sponsor Representative) OR
 - Training (ATS) Designee (if approved by Sponsor Representative)
- Required documentation of ATEF facility audit must be kept on file for at least 3 years OR until the ATS reaccreditation audit is closed by NCCER (whichever is longer).

NOTE: ATEF Representative may not audit their own site.

Personnel Evaluations

The Sponsor Representative must also ensure that ongoing personnel evaluations are conducted as follows:

- All ATEF certified personnel (Instructors, Performance Evaluators and Curriculum (ICTP) Proctors) must be evaluated within the 1st year of NCCER certification and at least every 3 years thereafter.
 - The ATEF personnel evaluations can be conducted by:
 - Sponsor Representative OR
 - Master Trainer (if approved by Sponsor Representative) OR
 - Training (ATS) Designee (if approved by Sponsor Representative)
- Required documentation of ATEF personnel evaluations must be kept on file for at least 3 years OR until the ATS reaccreditation audit is closed by NCCER (whichever is longer).

NCCER retains the right to audit each ATEF.

1.2.0 THE ATEF REPRESENTATIVE

The ATEF must have an appropriately certified ATEF Representative who fully administers the training program at the site and processes and maintains NCCER paperwork for submission to the Sponsor Representative.

The ATEF representative must:

- Be a certified Master Trainer, Instructor, Training (ATS) Designee, Curriculum (ICTP) Proctor, or Performance Evaluator with current credentials.
- Be trained on the NCCER policies and procedures, including processing of NCCER paperwork for submission to the Sponsor Representative.
- Keep all required documentation on file for a minimum of three years, in a secure location.

NOTE: The requirement for ATEF Representatives to be certified becomes effective on publication date of these 2014 Accreditation Guidelines. There will be a one-year (12 month) phase-in period (from the publication date of these 2014 Accreditation Guidelines)

for any currently registered ATEF to have their ATEF Representative certified as required.

2.0.0 THE ATEF PROCESS

In order to become accredited, the training and education facility must:

- Have an appropriately certified ATEF Representative who fully administers the training program at the site and processes and maintains NCCER paperwork for submission to the Sponsor Representative
- Submit completed Application for ATEF (Form 106) and application fee to the NCCER Accreditation Department.
- Complete the "Accredited Training and Education Facility Self-Assessment and Sponsor Evaluation Form" (Form 105) and submit it to the Sponsor Representative at the ATS that is sponsoring the ATEF.

The Sponsor Representative must:

- Conduct on-site audit using the Accredited Training and Education Facility (ATEF) Self-Assessment & Sponsor Evaluation Form (Form 105) submitted by the ATEF applicant.
- Upon approval, complete (including signature and date) and submit the last page of the Accredited Training and Education Facility Self-Assessment and Sponsor Evaluation Form (Form 105) to the NCCER Accreditation Department.
- Keep the completed Accredited Training and Education Facility Self-Assessment and Sponsor Evaluation Form (Form 105), per record keeping policy.

Upon receipt of the Accredited Training and Education Facility Application and Self-Assessment and Sponsor Evaluation forms (Form 106 and Form 105), NCCER:

- Reviews and approves
- Sends a congratulatory letter and a tacker sign to the Sponsor Representative for presentation to the ATEF Representative.

Due to challenges in mandated school system procurement policies, NCCER will work with schools to assist them in transitioning to the NCCER Curricula.

3.0.0 ATEF STATUS APPEALS PROCESS

If an ATS and ATEF are unable to work together, the following are acceptable reasons for a request to break the relationship.

- An ATS's lack of resources to oversee/support the program.
- Financially related disputes.
- Program quality related issues.
- Policy/procedure conflicts.

3.1.0 Steps and Process to Appeal Status

- Submit an email/letter to NCCER documenting issue(s) with a copy going to the ATS Sponsor Representative.
- The ATS has 30 days to respond to the issue(s) documented in the email/letter.
- The Sponsor Representative must submit a response to the Accreditation Department.
- If the Sponsor Representative does not respond in 30 days, the Accreditation Department may process the ATEF application.
- If they do respond and an agreement cannot be reached, the Accreditation Department will review the issues and, if warranted, refer the appeal to the ATEF Status Appeals Committee.
 - This committee will be comprised of the NCCER President, a representative from NCCER's Board of Trustees, the Chairman, and three members from NCCER's Workforce Development Committee.

The ATEF Status Appeals Committee will render all decisions in a timely manner.

The ATS is responsible for ensuring compliance with NCCER's Accreditation Guidelines at all sites. If an ATEF fails to comply with NCCER Guidelines, Policies and/or Procedures the ATS's accreditation may be affected.

SAFETY

1.0.0 CURRICULUM

NCCER has developed an industry-wide approach to safety through a formal, nationally recognized program. The **Construction Site Safety Program (CSSP)** is a widely used safety system employed by contractors and owners who demand a comprehensive standardized safety program that deals with site-specific hazards and provides unparalleled national recognition.

- This approach includes curriculum, instructor certification, and the use of the Automated National Registry (ANR) to track and maintain training records
- The Safety Program within the NCCER Curricula provides the foundation for change in the safety culture, promoting a safety-first philosophy throughout every level of an organization – from the new employee to every level of management

2.0.0 SAFETY CREDENTIALS

Those who successfully complete a level in the NCCER Safety curricula receive a certificate, transcript, and wallet card. The following credentials may be earned through the program:

2.1.0 Construction Site Safety Orientation (CSSO)

- Designed to provide all employees with best practices for specific hazards on new or existing job assignments
 - Allows companies to customize the program, ensuring the right training is provided at the right time in the right location
 - OSHA 500 Certified Instructors may provide OSHA 10-hour cards to students who successfully complete this program

2.2.0 Field Safety

- Designed to give field managers, safety committees, and individuals the knowledge to deal with day-to-day hazards on job sites
- Encourages ownership and participation in company safety programs

2.3.0 Safety Technology

- A five-volume training course designed to prepare an individual to assume responsibility for coordinating a construction site/project safety program

2.4.0 Construction Site Safety Supervisor (CSSS)

- Designed for the project personnel responsible for safety on the job site
- Designed to provide field managers the expertise in understanding safety to a high degree
- Provides instructor certification to allow the sharing of safety knowledge with their immediate crews
- The participant must complete either edition of Field Safety and 11 additional modules from the Safety Technology curriculum for this credential (see matrix for identified modules at the end of this section).

2.5.0 Construction Site Safety Technician (CSST)

- Designed for industry safety professionals, company safety officers, current site safety coordinators, or foremen seeking to improve skills
- Applies to an experienced journey person seeking a path into the safety profession
- Participant must complete either edition of Field Safety and Safety Technology curriculum for this credential (See Matrix for identified modules at the end of this section.)

For entry into the ANR and issuance of credentials, the course must be taught by the appropriate level of safety instructor, under an ATS.

3.0.0 SAFETY INSTRUCTORS

- The tiered structure of the Construction Site Safety Program allows each level of qualification to provide training to subsequent levels
- There are prerequisites for certain levels of instructor certifications

3.1.0 CSSO Instructors

The CSSO was designed to give the field person the knowledge to deal with day-to-day hazards on job sites.

3.1.1 Obtaining CSSO Instructor Certification

In order to obtain this certification, candidates must:

- Complete NCCER's MTICTP or ICTP class **AND**
- Provide a copy of the applicant's resumé detailing safety experience **AND**
- Complete either edition of Field Safety **OR** provide OSHA 500 **AND**
- Fulfill **at least one** of the following prerequisites:
 - Five years of experience as a safety trainer, instructor, educator, or safety supervisor in the construction industry **OR**
 - Associate's degree or higher in safety from an accredited post-secondary educational institution with a minimum of two years of experience in the construction industry **OR**
 - Journey-level experience in the area of expertise (safety)

3.1.2 Courses CSSO Instructors May Deliver

- CSSO
- Any of the NCCER Safety curricula modules (Form 101 must be submitted to cover that craft module)

3.2.0 CSSS Instructors

The CSSS program was designed to provide field managers the expertise in understanding safety to a high degree and to provide instructor certification to allow the sharing of that knowledge with their immediate crew.

3.2.1 Obtaining CSSS Instructor Certification

In order to obtain this certification, candidates must:

- Complete NCCER's MTICTP or ICTP class, provide a copy of the applicant's resumé detailing safety experience, **AND** fulfill **at least one** of the following:

- Complete either edition of Field Safety and 11 modules from Safety Technology (see matrix for identified modules at the end of this section) **OR**
- Complete OSHA 500, and fulfill **at least one** of the following prerequisites:
 - Five years of experience as a safety trainer, instructor, educator, or safety supervisor in the construction industry **OR**
 - Associate's degree or higher in safety from an accredited post-secondary educational institution with a minimum of two years of experience in the construction industry **OR**
 - Journey-level experience in the area of expertise (safety)

3.2.2 Courses CSSS Instructors May Deliver

- Field Safety
- CSSO
- Any of the NCCER Safety curricula modules (Form 101 must be submitted to cover that craft module)

3.3.0 CSST Instructors

The CSST program is NCCER's advanced level safety certification. This certification is for industry safety professionals and/or company safety officers.

3.3.1 Obtaining CSST Instructor Certification

In order to obtain this certification, candidates must:

- Complete NCCER's MTICTP or ICTP class, provide a copy of the applicant's resumé detailing safety experience, complete either edition of Field Safety and Safety Technology, **AND** fulfill **at least one** of the following prerequisites:
- Have five years of experience as a safety trainer, instructor, educator, or safety supervisor in the construction industry **OR**
- Possess an associate's degree or higher in safety from an accredited post-secondary institution with a minimum of two years of experience in the construction industry

3.3.2 Courses CSST Instructors May Deliver

- CSSS
- Field Safety
- CSSO
- Any of the NCCER Safety curricula modules (Form 101 must be submitted to cover that craft module)
- Eleven selected modules from Safety Technology (See Matrix for identified modules at the end of this section.)

3.3.3 Retaining Certification

CSSO, CSSS, and CSST instructors must be endorsed/employed by an ATS and fulfill at least one of the following:

- Teach at least one safety module within the NCCER Curricula once every two years and submit Form 200 to the Registry Department OR
- Re-attend NCCER's MTICTP or ICTP class.

3.4.0 Construction Site Safety Master (CSSM)

The CSSM is the highest level of recognition within the NCCER Safety System.

3.4.1 Obtaining CSSM Certification

In order to obtain this certification, candidates must:

- Complete MTICTP or ICTP, **AND**
- Submit a Form 800, **AND**
- Provide a copy of applicant's resumé detailing safety experience **AND**

Fulfill at least one of the following education and training requirements:

- Current certification as an Associate Safety Professional or Certified Safety Professional (valid certification number required for verification) **OR**
- A Bachelor's degree in safety from an Accreditation Board for Engineering and Technology (ABET) approved program and four years of professional safety experience **OR**

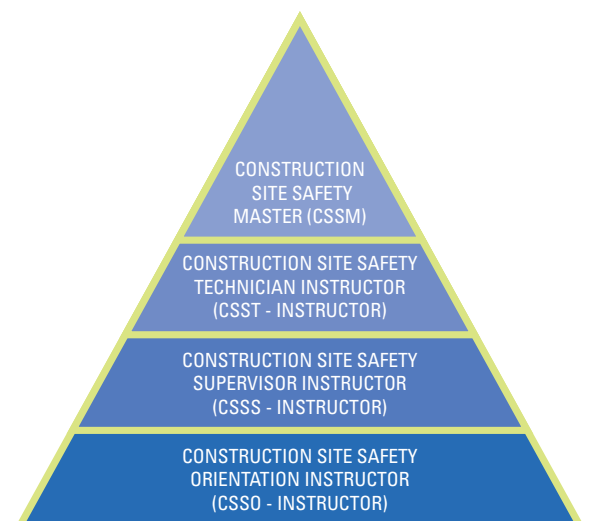
- Any Bachelor's degree (4 or more years, AA/AS not applicable) with a minimum of five years of full-time safety experience **OR**
- Successful completion of NCCER Curricula Safety Technology with a minimum of five years of full-time safety experience **OR**
- Minimum of 10 years of full-time safety experience

3.4.2 Form 800

All CSSM candidates must complete **Form 800 (Construction Site Safety Master Verification of Qualifications)** available in the forms section on NCCER's website (www.nccer.org) or in the back of this book) and provide a safety resumé along with the Form 800.

3.4.3 Courses CSSMs May Deliver

- CSST
- Safety Technology
- CSSS
- Field Safety
- CSSO
- Any of the NCCER Safety curricula modules



*Selected Modules from NCCER Safety Technology curriculum are:

Module Number	Module Title
75204-03	Inspections, Audits, and Observations
75205-03	Employee Motivation
75206-03	Site-Specific ES&H Plans
75208-03	JSA's and TSA's
75209-03	Safety Orientation and Training
75210-03	Work Permit Policies
75212-03	Safety Meetings
75213-03	Accident Investigation: Policies and Procedures
75214-03	Accident Investigation: Data Analysis
75215-03	Recordkeeping
75216-03	OSHA Inspection Procedures

MANAGEMENT

1.0.0 CURRICULUM

NCCER's Management Education Programs produce informed and progressive managers, improved employee morale, longevity of key management personnel, and greater profit margins. Well-trained managers make better decisions, which result in increased retention rates of skilled workers and a higher profit margin for companies. In order to keep valuable managers challenged, motivated, and advancing within our industries, they must have access to quality educational opportunities.

- NCCER Management Education Programs are designed to be presented locally and allow for inclusion of the ATS's organizational policies and procedures
- Completions of the program conducted by Instructors under the authority of an ATS can be entered into the ANR
- Management Education trainees will be issued recognition upon completion of NCCER Curricula levels and/or the entire NCCER Curricula

1.1.0 Project Supervision Program

Designed for the first-level supervisor or superintendent, this is a comprehensive, competency-based program providing new and veteran field supervisors a step-by-step approach to honing their natural abilities, developing essential skills, and generally improving their performance as leaders. The following topics are covered in this program:

- Orientation to the Job
- Human Relations and Problem Solving
- Safety
- Quality Control
- Contract and Construction Documents
- Document Control and Estimating
- Planning and Scheduling
- Resource Control and Cost Awareness

1.2.0 Project Management Program

Designed for the Project Management professional, this program expands upon Project Supervision topics and includes in-depth exercises in the following:

- Introduction to Project Management
- Safety
- Interpersonal Skills
- Issues and Resolutions
- Construction Documents
- Construction Planning
- Estimating and Cost Control
- Scheduling
- Resource Control
- Quality Control and Assurances
- Continuous Improvement

1.3.0 Fundamentals of Crew Leadership

Designed for the new crew leader, this program is a knowledge-based course that introduces the basic leadership skills a new crew leader needs to supervise a construction crew. The following topics are covered in this program:

- The Construction Industry Today
- Scheduling
- Team Building
- Gender and Cultural Issues
- Communication
- Motivation
- Problem Solving
- Decision Making
- Safety
- Project Controls

1.4.0 Construction Management Academies

In response to organizations that wish to outsource their management education needs, NCCER offers world-class Construction Management Academies in conjunction with Clemson University (Clemson, SC) and The Nature Place (Florissant, CO). Since 1988, these academies have provided:

- Thousands of project managers, supervisors, and safety professionals with quality management education
- Sixty-hour intensive programs that are one-week sessions of lectures, case studies, and team-building activities
- A unique structure that allows participants to gain valuable insight from industry professionals

1.4.1 NCCER Academies

- Project Management
 - Provides participants with the necessary problem-solving skills to address crucial issues confronted on a construction project
 - For assistant project managers, estimators, schedulers, project engineers, project supervisors, and project managers
 - Covers leadership, documentation, cost of rework, computer scheduling, cost control, bid strategies, and productivity
- Project Supervision
 - Provides participants with essential communication, leadership, and technical skills to work within a project management team and run a profitable operation
 - For assistant superintendents, crew leaders, field supervisors, foremen, and project superintendents
 - Covers mastering communications, safety and supervisor's role, conflict management, construction documentation, scheduling, cost control, time management, and resource control
- Safety Management
 - Provides participants with the philosophy, operating knowledge, and techniques necessary to design and implement a quality construction safety program

- For field safety coordinators, human resource directors, safety managers, safety administrators, safety directors, safety officers, and safety supervisors
- Covers accident investigation, communications, management support, ANSI standards, current safety issues, post accident management, employee screening, ADA, and record keeping
- Women's Leadership (NCCER has partnered with the National Association of Women in Construction to create this academy.)
 - Provides women with the opportunity to elevate their careers and their management and leadership roles within their company and the construction industry
 - For business owners, education directors, office managers, project directors, project coordinators, project managers, project supervisors, and training coordinators
 - Covers powerful language for women, leadership and management styles, negotiating techniques, time management, conflict resolution, problem-solving techniques, and gender-based power in business
 - This academy is a 24-hour program

Note: Call NCCER for information on how an ATS can customize their own in-house academy.

1.5.0 Master's Degree Program

The Master's Degree Program, provided through Clemson University and NCCER, allows construction and/or maintenance professionals to continue their education with a Masters Degree in construction, science, and management by way of distance learning. For program requirements, contact Roger Liska at Clemson University at 864-656-0181.

2.0.0 MANAGEMENT EDUCATION INSTRUCTOR QUALIFICATIONS

In order to be considered for a Management Education Instructor, candidates **must fulfill the following** education, training, and experience requirements:

- Completion of NCCER's MTICTP or ICTP class
- Verification and authorization by the ATS
- Five years of verifiable experience in the area of instruction as outlined below:
 - Safety
 - Human Relations
 - Resource Controls



Thank you for supporting the future development of craft professionals and the Build Your Future Campaign. Please visit byf.org to find out more.

Accredited Assessment Center Guidelines & NCACP Procedures

18th Edition 2014



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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INTRODUCTION

1.0.0 ASSESSMENT PHILOSOPHY

The National Craft Assessment and Certification Program (NCACP) is a valuable business tool when properly administered. The program offers both the craft professional and the organization excellent feedback from which both benefit. The program has several key dimensions that must be understood to provide optimum results to all involved in the process. It is vital that guidelines are followed and you understand your role completely before you begin to use the program.

The assessments used by NCCER are developed following strict professional test guidelines endorsed by the American Psychological Association. All development phases involve Subject Matter Experts (SMEs) from the respective craft or technical area under the guidance of psychometricians, who also monitor test performance on an ongoing basis.

The program consists of both knowledge and skill assessments. Knowledge assessments can be administered in two distinct formats, paper and pencil with fax-in scoring, or a computer-based version. The two methods of administration deliver the same assessments in a format that best meets your needs. Assessment testing conducted outside the U.S. mainland must be delivered in computer-based format only.

Performance Verifications are available for selected crafts and are an excellent means to help measure job skills in a practical application setting under observation of a Certified Performance Evaluator.

Each accredited assessment center plays a major role in maintaining the integrity of the program and ensuring that craft professionals are treated with respect and provided a fair opportunity to display their knowledge or skills in order to gain the recognition they deserve. Understanding and following the procedures of the program are the keys to success in meeting its goals.

2.0.0 LEGAL OPINION OF THE NATIONAL CRAFT ASSESSMENT AND CERTIFICATION PROGRAM

The NCACP has been reviewed by the legal counsel for NCCER and was found to be in compliance with existing federal employment laws, and the risks in the use of the Program are tolerable and defensible. To view the full legal opinion, go to www.nccer.org.

3.0.0 BENEFITS OF ASSESSMENTS AND PERFORMANCE VERIFICATIONS

Benefits of the NCACP include:

- Meeting the demands of owners and pipeline operators regarding workforce competence and qualification
- Identifying workforce knowledge and skills
- Eliminating duplication of efforts and the burdens it places on workers and the industry
- Increasing opportunities for the workforce to obtain credentials
- Elevating the sense of professionalism
- Increasing workforce involvement in training
- Assisting employers in maximizing their training dollars
- Enhancing career progression opportunities
- Enhancing safety, quality, and productivity
- Improving the industry's image

In addition to these benefits, employers can benefit from reduced project/corporate overhead expenses through the following means:

- Substantially reducing or eliminating the need to invest company funds in the development, validation, administration, maintenance, revision, and tracking of in-house assessments, certification, and/or pipeline operator qualification programs
- Increasing the ability to conduct efficient, cost-effective, task-focused training

4.0.0 PROGRAM DESCRIPTION AND DISCLAIMER

Assessments are designed to assess or evaluate the participant's knowledge of their job classification. They are a sampling of knowledge and are not inclusive of all the knowledge and requirements of the classification. Assessments are tools to:

- Identify areas where there is a satisfactory level of competence in job classification
- Identify areas where upgrade training may be needed
- Provide assistance to the participant and employer to recommend what type of training may be beneficial

5.0.0 PURPOSE

The National Craft Assessment Certification Program (NCACP), administered by NCCER in partnership with Prov[®], is designed to be an efficient and effective process to verify and document a participant's knowledge and skills.

NCACP assessments should **NOT** be used as:

1. The only criteria to qualify/disqualify an applicant or employee from hire or continued employment **OR**
2. The only instrument to assess applicant/employee knowledge or skills.

Instead, this process will verify that a participant has successfully demonstrated knowledge and/or skills in a respective job classification in accordance with the designated job duties and standards developed by Subject Matter Experts (SMEs) from the construction and maintenance industries.

The NCACP provides employers with a basis for identifying and recording an applicant's/employee's skills at a given time. It is the intent of all parties to maintain a record of all assessment results an individual participant successfully demonstrates. NCCER's Automated National Registry (ANR) will be used to maintain these records. This information may/may not be totally inclusive of a participant's knowledge and/or skills. This is not a guarantee from NCCER about the actual working ability of the participant, only documentation that the participant has, at the time of being assessed, demonstrated knowledge and/or skills to the standards referred to above.

NCCER is an independent entity run by its own Board of Trustees. NCCER is responsible for managing the day-to-day operational functions of this program.

Prov[®] is a testing company focusing on construction licensing and certification assessment. The staff at Prov[®] has more than 80 years of combined experience and manages both large and small construction-related testing programs.

6.0.0 OWNERSHIP OF ASSESSMENT MATERIALS

All NCACP assessment materials are the copyrighted, intellectual property of the NCCER. In other words, all written assessments, PVs, and practical examinations are exclusively owned by NCCER. Neither AACs nor AASs own these assessment products; they purchase the right to use them in accordance with NCCER guidelines and policies. When an assessment center's accreditation is terminated or revoked, all assessment materials must be returned to NCCER for destruction and/or cancellation.

7.0.0 AUTOMATED NATIONAL REGISTRY (ANR)

The Automated National Registry, also known as the ANR, is a national database maintained by NCCER. It lists the names of the individuals who have successfully completed any National Craft Assessment Certification Program (NCACP) assessment and/or performance verification. The ANR records successful completions and the Registry Department issues appropriate credentials for NCACP assessments, performance verifications, Administrators, Coordinators, Proctors, and Performance Evaluators.

The ANR provides electronic submission and tracking of submissions through a web-based system. The ANR is utilized for annual reports and allows Primary Administrators and end-users to easily access records and confirm assessments, performance verifications, and certifications.

To maintain privacy, it is the policy of NCCER that no data will be available to anyone other than Accredited Assessment Centers, primary administrators, coordinators, proctors, and participants. If other entities wish to receive results, the AAC must have participants sign an additional release form.

8.0.0 FORUMS/CHAT ROOMS

NCCER recognizes that if used appropriately, chat rooms and forums can be excellent tools for customers to share individual contributions to our mission of building a safe, productive and sustainable workforce of craft professionals.

As an NCCER Accredited Assessment Center, if you participate in a blog or online chat room, we believe that you are solely responsible for the content of all information you contribute, link to, or otherwise upload. As an Accredited Assessment Center, you agree not to post or transmit anything unlawful, threatening, libelous, defamatory, obscene, inflammatory, or anything that infringes upon the copyright, trademark or publicity rights of NCCER or NCCER Partners. In addition, you must include the following disclaimer on published communications if you discuss NCCER publicly: "The opinions expressed here are the personal opinions of [your name]. Content published here is not read or approved by NCCER before it is posted and does not necessarily represent the views and opinions of NCCER."

Failure to follow these policies may result in disciplinary action. Only a written document signed by the President of NCCER can approve an exception of any of the above poli-

cies. If you have a blog and you intend to discuss NCCER or the NCCER curricula, please contact the NCCER Marketing Department at 386-518-6500 or marketing@nccer.org for questions, concerns or general guidance on how to engage the blogosphere.

IT IS THE POLICY OF NCCER TO ENSURE THAT ALL REGISTERING OF INDIVIDUALS, TRAINING PROGRAM ADMINISTRATION, TESTING, CREDENTIALING AND RELEASE/REPORTING OF INFORMATION 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, OR FEDERAL REGULATIONS.

IT IS NOT THE POLICY OR THE INTENT OF NCCER TO TRAIN ILLEGAL OR UNDOCUMENTED WORKERS.

TERMS AND DEFINITIONS

The following terms are found within this document. Their definitions are provided to ensure consistency of understanding and use.

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

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

Accredited Assessment Center (AAC) – A fully accredited entity that has an NCCER Certified Primary Administrator and meets all requirements established by NCCER for the NCACP participants.

Accrediting Body – The Board of Trustees of NCCER, which has the final authority for all accreditation actions.

Administrator Certification Training Program (ACTP) – A training program used by NCCER to certify AAC Administrators.

Annual Maintenance Fee – Invoiced each January, the fee provides funding to support the NCCER ongoing audit program.

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

Assessment Designee – an individual who has successfully completed the NCCER Administrator Certification Training Program and who can provide assistance to the Primary Administrator in the administration of some aspects of the NCACP.

Assessed-Training Prescribed – Describes individual who has completed the written component of the NCACP. Assessed does not identify or represent any particular knowledge or skill as compared to other individuals within the construction and maintenance industries.

Authorized Assessment Site (AAS) – A permanent physical location used for the administration of assessments and/or performance verifications on an ongoing basis by or through working with an AAC and MUST have an NCCER Certified Coordinator. Set up by the Primary Administrator of the AAC to make participation more accessible and convenient to contractors and participants. All Assessment Sites must be registered with NCCER, and the Primary Administrator must add

them in Arkiv as a subaccount. All Assessment Sites are required to follow the NCACP policies and procedures as required of an AAC. Inventory control logs must be kept current for assessments which are ordered or used by the Authorized Assessment Site.

Audit – A systematic and independent examination to determine whether the assessment program and the related results comply with NCCER and NCACP policies and procedures.

Automated National Registry (ANR) – A national database maintained by NCCER that records assessment/performance verification completions, as well as certifications, and issues appropriate credentials.

Board of Trustees – Governing body of NCCER.

Certification – Recognition of successful completion of training for Master Trainers, Administrators, Coordinators, Proctors, Performance Evaluators, and Practical Examiners.

Knowledge Verified – Describes individual who has successfully completed the assessment component of the NCACP. The assessment component defines knowledge of the subject matter within a particular area of expertise. Knowledge Verified does not identify or represent any particular knowledge or skill as compared to other individuals within the construction and maintenance industries.

Certified Plus – Describes individual who has successfully completed both the assessment and performance components of the NCACP. The assessment component defines knowledge of the subject matter within a particular area of expertise. The skill component verifies practical aspects of the performance of a particular area of expertise. Certified Plus does not identify or represent any particular knowledge or skill as compared to other individuals within the construction and maintenance industries.

Coordinator – Individual (designated and trained by the Accredited Assessment Center's Primary Administrator and certified by NCCER) who is responsible for managing the NCACP at an AAS.

Cut Score – Minimum score required for a participant to pass an assessment.

Individual Development Plan (IDP) – A training plan based on a training prescription (assessment results) created for an assessed participant.

Instructor – Individual certified in accordance with the NCCER Instructor Certification Training Program and authorized to teach the NCCER curricula and administer performance verifications.

Intellectual Property – All NCACP assessment materials are the copyrighted, intellectual property of NCCER. In other words, all Assessments (paper/pencil & computer-based), Performance Verifications, and Practical Examinations are exclusively owned by NCCER. Neither Accredited Assessment Centers nor Authorized Assessment Sites own these assessment products; they purchase the right to use them in accordance with NCCER guidelines and policies. When an Assessment Center's accreditation is terminated or revoked, all assessment materials must be returned to NCCER for destruction/cancellation.

Master Trainer – An individual certified in accordance with NCCER's Master Trainer Instructor Certification Training Program and authorized to train Instructors and Performance Evaluators.

Master Trainer Instructor Certification Training Program (MTICTP) – Four-day training program provided by NCCER to certify individuals, approved by an Accredited Assessment Center, to become Master Trainers.

National Craft Assessment and Certification Council (NCACC) – An oversight council comprised of representatives of industry, industry trade associations, and owners that is responsible for the National Craft Assessment and Certification Program.

National Craft Assessment and Certification Program (NCACP) – A national program developed by NCCER to assess the journey-level knowledge and skills of workers, provide task-specific feedback for knowledge upgrade training, and certify a participant's successful performance on knowledge or written and skill components of the assessment process.

NCCER Curricula – A series of competency-based, task-driven training programs developed by NCCER.

Participant – Individual who takes an assessment and/or performance verification.

Performance Evaluator – Individual utilized to evaluate performance only; must meet minimum requirements of an Instructor and successfully complete Modules 1 and 9 of the ICTP.

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

Performance Verification – The skill component of the NCACP that verifies practical aspects of the performance of a particular skill. Performance Verified does not identify or represent any particular knowledge or skill as compared to other individuals within the construction and maintenance industries.

Primary Administrator – Individual certified by the NCCER and designated by an Accredited Assessment Center; responsible for managing the program and administration of NCACP for only one Accredited Assessment Center; and authorized to train Coordinators, Proctors, and Performance Evaluators.

Proctor – Individual trained by an Administrator or Coordinator and certified by NCCER to deliver and monitor assessment sessions under the NCACP.

Registry Department – Performs all the entries, updates, and oversight of the ANR and produces all credentials.

Revoked – Accreditation rescinded by NCCER.

Signature – Handwritten signature required on all forms.
Stamped or copied signature will not be accepted.

Suspended – Accreditation privileges are deactivated. No submissions will be processed until deficiencies are corrected.

System Generated Number (SGN) – May be used in lieu of a social security number without charge for high school students/minors OR non U.S. residents. Others will be charged \$10 for each number. SGNs must be requested in advance by the Primary Administrator using a form provided by the Registry Department.

Terminated – Organization or NCCER chooses to end their accreditation or pursuit of accredited status. Upon termination, organization must re-apply and pay all fees for accreditation.

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

Withdrawn – Application withdrawn by NCCER or applicant organization prior to going into candidate status.

The acronyms identified in these definitions are presented to familiarize Accredited Assessment Centers with terminology that may be used within the NCCER network of assessment centers. Both the terms and acronyms will be pointed out throughout this document.

ELIGIBILITY AND APPLICATION PROCESS

1.0.0 APPLYING FOR ASSESSMENT CENTER ACCREDITATION

The process for becoming an Accredited Assessment Center (AAC) has two parts – Applicant Status and Candidate Status.

Are you eligible to become an NCCER Accredited Assessment Center (AAC)?

1.1.0 Acceptable Organizations for Application

- Contractor
- Owner/Operator
- Trade Association
- Labor Organization
- Certain Government Agencies
- Temporary Employment Agency*
- Consultant*
- Other entities deemed appropriate by NCCER*

*Applications will be reviewed for appropriate industry linkage and program resources.

Organizations that are not eligible to become an AAC may still participate in the NCCER National Craft Assessment & Certification Program by working with an existing AAC.

Before beginning the application process, the organization must:

- Read, understand and agree to abide by the NCCER Accreditation Guidelines and NCACP Policies and Procedures
- Applicant organization must have been in business for at least 3 years prior to application date.
- Have the financial resources, organizational structure (including facilities and personnel), industry linkage and additional resources needed to effectively conduct assessments and/or performance verifications.
- Identify a Primary Administrator who will be responsible for the oversight of the assessment program and will be the primary liaison between the Accredited Assessment Center and NCCER. NOTE: Primary Administrator must successfully complete the NCCER Master Trainer Instructor Certification Training Program (MTICTP) and Administrator Certification Training Program (ACTP).
- Meet all requirements of Applicant Status (1.2.0)

NOTE: Applicants have 12 months from submission of the Application for Assessment Center Accreditation (Form 100A) to complete the application process. After 12 months have elapsed, the application, supporting documentation and application fee must to be resubmitted.

All NCCER policies and procedures must be followed at all times. Accreditation, termination, and revocation shall remain the sole right of NCCER.

1.2.0 Application Status

1. Ensure organization is eligible to apply
2. Decide who will be the Primary Administrator
3. Complete Draft Application for Assessment Center Accreditation (Form 100Q) and submit to the Accreditation Department for review (accredit@nccer.org)
4. Primary Administrator and Accreditation Manager review Draft Application for Assessment Center Accreditation (Form 100A)
5. Primary Administrator modifies the Draft Application as needed and submits to NCCER:
 - a. Original (completed and signed) Application for Assessment Center Accreditation (Form 100A)
 - b. Non-refundable application fee of \$2,195 (via company check made payable to NCCER)
 - c. Organizational Chart, including names and titles (showing where Primary Administrator falls within the organization)
 - d. Proof of Business (i.e. Certificate of Incorporation, Certificate of LLC, Business License, Company By-Laws)
 - e. Three (3) Letters of Recommendation from clients and/or users attesting to the applicant organization's performance and reputation
 - f. Notarized Security Letter or current Certificate of Insurance
 - g. Completed credit application
6. Accreditation Manager will direct Primary Administrator to complete online registration for Master Trainer Instructor Certification Training Program (MTICTP) and Administrator Certification Training Program (ACTP)
7. Primary Administrator completes the MTICTP and ACTP, and credentials are processed into the NCCER Registry

The following steps cannot be performed until Primary Administrator successfully completes the Master Trainer

Instructor Certification Program (MTICTP) and the Administrator Certification Training Program (ACTP).

8. Complete Draft Application for Assessment Center Accreditation Self-Assessment Document (Form 100A-1) and submit to the Accreditation Department for review (accredit@nccer.org)
9. Primary Administrator and Accreditation Manager review Self-Assessment Document (Form 100A-1).
10. Primary Administrator modifies the Self-Assessment Document (Form 100A-1) as needed and submits Self-Assessment Document (Form 100A-1) to the Accreditation Manager (accredit@nccer.org).
11. NCCER reviews all applications in detail. Eligibility does not guarantee accreditation. NCCER's Review Board makes accreditation decision. All deliberations, including, all adverse decisions, shall be kept in strict confidence by all parties. Applicants have the opportunity to appeal adverse decisions.
12. Primary Administrator completes online Arkiv training and participates in Automated National Registry (ANR) training webinar.
13. Application is approved and organization is granted Candidate status.

NOTE: Applicants have 12 months from submission of the Application for Assessment Center Accreditation (Form 100A) to complete the application process. After 12 months have elapsed, the application, supporting documentation and application fee will have to be resubmitted to NCCER.

All NCCER policies and procedures must be followed at all times. Accreditation, termination, and revocation shall remain the sole right of NCCER.

1.3.0 Candidate Status

During Candidate Status:

- Primary Administrator may certify Coordinators, Assessment (ACTP) Proctors, and Performance Evaluators. NOTE: Primary Administrator must order Performance Evaluator Kits from NCCER in order to train Performance Evaluators.
- Candidate organization may order and administer assessments and/or performance verifications.
- Primary Administrator will be contacted regarding the AAC initial audit
 - The AAC must be actively administering assessments and/or performance verifications for the initial audit to be scheduled.
 - Primary Administrator must be present for all

NCCER audits

- Any items of nonconformance must be corrected before accreditation will be granted. If they are not, accreditation is denied.

NOTE: Candidate organization has 12 months to begin administering assessments and/or performance verifications in order to be ready for an initial audit. After 12 months of no activity, the application and associated fees must be resubmitted.

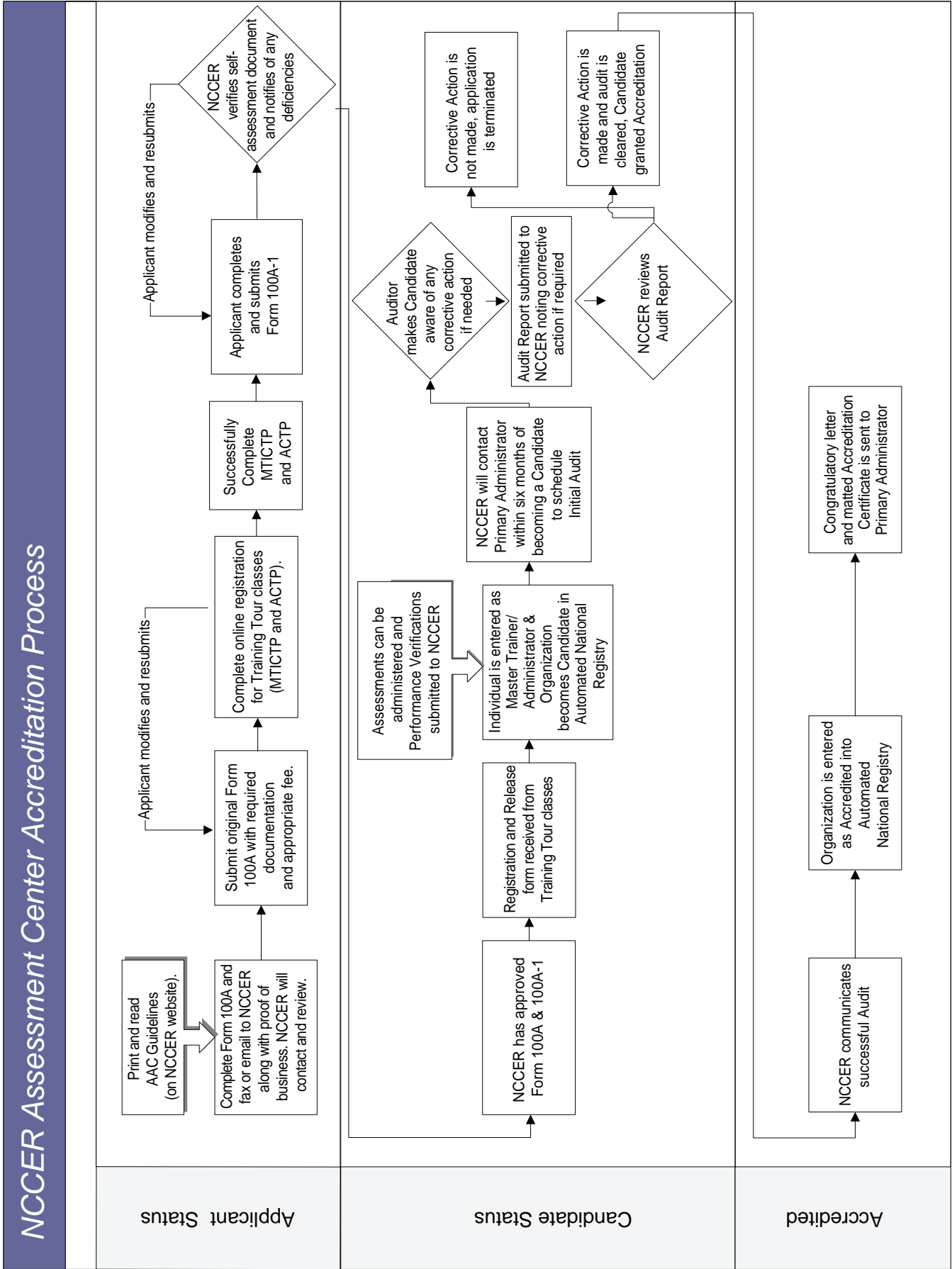
All NCCER policies and procedures must be followed at all times. Accreditation, termination, and revocation shall remain the sole right of NCCER.

1.4.0 Accredited Status

1. Initial audit is cleared by NCCER Audit Programs Manager
2. Congratulatory letter and a certificate of accreditation are sent to the Primary Administrator

NOTE: Accreditation is non-transferrable from one organization to another.

All NCCER policies and procedures must be followed at all times. Accreditation, termination, and revocation shall remain the sole right of NCCER.



ACCREDITED ASSESSMENT CENTER POLICIES AND PROCEDURES

When a new assessment center is setting up operations, many topics must be considered, including:

- Where will assessing be done?
- What materials are needed?
- How is inventory managed?
- What are the rules about security and confidentiality?
- What are the roles and responsibilities of AAC staff?
- How long do certifications last?
- When can participants retest if needed?

The following subsections cover all these topics and more.

1.0.0 GENERAL RESPONSIBILITIES OF THE AAC

The AAC is responsible for ensuring the integrity and quality of the NCACP. The AAC must continuously monitor the security of all assessment materials in its possession and conduct a monthly inventory verification between its log and the inventory list in Arkiv. The organization holds the ultimate responsibility and liability for the action of AAC personnel.

AACs also are responsible for the following:

- Ensuring compliance with NCACP policy and procedures
- Remaining in good financial standing with NCCER. If AAC has an outstanding balance of more than 90 days, the AAC will be suspended. If payment is not received within 90 days of suspension, the AAC will be terminated.
- Providing NCCER credentials to participants
- Having a certified Primary Administrator who is also a certified master trainer with current credentials for both designations
- Using only NCCER-certified proctors, coordinators, and performance evaluators
- Providing security for all assessments at all times
- Keeping all assessment materials in a fireproof, locked file cabinet or safe
- Registering all assessment sites, using Form 100TU/A
- Registering as a Mobile Assessment Center if AAC will be delivering assessments at other sites
- Agreeing to audit procedures as prescribed by NCCER
- Administering all assessments according to NCACP standards
- Providing documentation and recordkeeping using the appropriate forms from NCCER
- Maintaining a written policy for assessment program administration and control

- Providing adequate facilities to administer the NCACP
- Complying with all applicable local, state, and federal regulations
- Auditing proctored assessment sessions and performance verifications on a yearly basis and retaining documentation
- Administering PVs in accordance with NCCER standards
- Documenting any changes that take place with the program by submitting Form 300/300A, (Change of ATS/ AAC Information) to NCCER in a timely manner
- Pay Annual Maintenance Fees when invoiced. If Annual Maintenance Fee is not paid within 90 days of invoice date, AAC will be suspended. If payment is not received within 90 days of suspension AAC will be terminated.
- Be current with Annual Reports (due August 31st each year). If Annual Report is not submitted by December 31st (of that year), AAC will be suspended. Failure to complete this process may result in loss of accreditation.
- Complying with NCCER logo usage guidelines
- Properly representing NCCER affiliation in all forms of communication
- Having a written policy prohibiting the use, possession, concealment, or sale of drugs, alcohol and firearms

2.0.0 FACILITIES AND SERVICES

The AAC must:

- Provide adequate space and layout to carry out assessments and/or performance verifications.
- Supply adequate/appropriate materials, tools, and equipment needed for the assessments and/or performance verifications.
- **Ensure that all registering of individuals, program administration, testing, credentialing and release/reporting of information 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, or federal regulations.**
- Have a well-maintained and organized area for assessment activities.
- Have a written policy prohibiting the use, possession concealment, or sale of drugs, controlled substances, alcohol, and firearms.
- Meet all regulatory and AAC safety and health requirements.
- Ensure safety for all assessment sessions and performance verifications.

3.0.0 ASSESSMENT SECURITY

All assessment materials, answer sheets, participant responses, scores, training prescriptions, reports, and other sensitive assessment materials must be maintained in a fireproof, locked file cabinet or safe, in a secure and confidential location.

Discussion of the specific content or questions contained in any assessment with any participant, their representative, or any other member of your organization is strictly prohibited.

NCCER and Prov closely monitor the security of all assessments. NCCER/Prov will deal swiftly and sternly with all breaches in assessment security and/or the confidentiality of a participant's results. In addition, NCCER and Prov will aggressively follow and enforce all established procedures, including auditing, to safeguard the results of assessments and the personal privacy rights of participants. Security is of the utmost importance. NCCER will prosecute to the fullest extent of all applicable local, state, and federal regulations to ensure no unauthorized use or misuse of assessments.

4.0.0 ASSESSMENT LOCATIONS

4.1.0 Authorized Assessment Sites

To make participation in the NCACP more accessible and convenient, Accredited Assessment Centers may set up Authorized Assessment Sites (AASs). AASs are permanent physical (commercial) locations where assessments and/or performance verifications will be administered on an ongoing basis.

To register an AAS:

- The Primary Administrator must complete, sign and submit the Training Unit/Assessment Site Information Sheet (Form 100 TU/A), Section #2 and #3.
 - Every AAS must have an AAS Representative who is a certified administrator, assessment designee, or coordinator with current credentials.
 - Reconcile and verify all AAS assessment inventory and report to Primary Administrator on a monthly basis.

NOTE: AASs are directly affected by the status of the AAC. If an AAC is suspended, so are all assessment sites under the AAC.

AAS Oversight

It is the Primary Administrator's responsibility to ensure that all assessment sites have the required facilities, equipment and personnel to deliver assessments and/or perfor-

mance verifications within NCCER policies and procedures.

AAS Facility Audit

The Primary Administrator must also ensure that ongoing facility audits are conducted as follows:

- AAS must be audited within the 1st year of NCCER approval and at least every 3 years thereafter.
 - The AAS audit can be conducted by:
 - Primary Administrator OR
 - Assessment Designee (if approved by Primary Administrator) OR
 - Coordinator (if approved by Primary Administrator)
- Required documentation of AAS facility audit must be kept on file for at least 3 years OR until the AAC reaccreditation audit is closed by NCCER (whichever is longer).

NOTE: AAS Representative may not audit their own site.

Personnel Evaluations

The Primary Administrator must also ensure that ongoing personnel evaluations are conducted as follows:

- All AAS certified personnel (administrators, coordinators, assessment (ACTP) proctors and performance Evaluators) must be evaluated within the 1st year of NCCER certification and at least every 3 years thereafter.
 - The AAS personnel evaluations can be conducted by:
 - Primary Administrator OR
 - Assessment Designee (if approved by Primary Administrator) OR
 - Coordinator (if approved by Sponsor Representative)
- Required documentation of AAS personnel evaluations must be kept on file for at least 3 years OR until the AAC reaccreditation audit is closed by NCCER (whichever is longer).

NCCER retains the right to audit each AAS.

4.2.0 Mobile Assessment Center

To make assessments and performance verifications (PVs) accessible and convenient, Accredited Assessment Centers may provide assessments and/or PVs at various sites on an "as needed" basis. The Sponsor Representative must register the AAC as "mobile" using the Form 100 TU/A. This allows NCCER to know that assessments and/or PVs are

being administered at locations other than the AAC address of record.

If an AAS is not owned/operated by the AAC organization (i.e. third party), the AAS can only provide assessments and/or PVs at the AAS address of record. The AAS **cannot** be mobile.

The AAC is responsible for ensuring compliance with NCCER's Accreditation Guidelines at all sites. If an AAS fails to comply with NCCER Guidelines, Policies and/or Procedures the AAC's accreditation may be affected.

5.0.0 RECORD KEEPING REQUIREMENTS

All NCACP records must be treated as confidential information and handled with the same degree of security as afforded to all confidential employee documentation. No records containing participant information, including score reports, training prescriptions, and transcripts, should be distributed without properly documented (in writing) release information from the participant. NCCER will not release any records or credentials without the appropriate release form on file. All requests to NCCER for confidential information must be in writing and signed by the appropriate parties.

- Submit Annual Report (Form 103) covering the academic calendar from July 1st through June 30th each year no later than August 31st. If Annual Report is not submitted by December 31st (of that year), ATS will be suspended. Failure to complete this process may result in loss of accreditation. Annual Reports must be kept on file at the ATS.
- Keep on file, a completed & signed Registration and Release Form for every Assessment Designee, Coordinator, Assessment (ACTP) Proctor, Performance Evaluator and participant.
 - Each participant will be required to complete and sign a Registration and Release Form allowing NCCER to verify participant status with an AAC (if requested).
 - NCCER will not release any assessment/PV records or credentials without the appropriate release form on file.
- Keep all assessment and PV related records confidential and secure.
 - A breach of confidentiality may lead to loss of accreditation
- Maintain all records in accordance with AAC specific policies and procedures unless superseded by local, state, or company regulations.

It is imperative that all AACs keep assessment and PV records confidential and secure. A breach of confidentiality may lead to loss of accreditation status. AACs may retain assessment and PV information in accordance with their own policies, procedures, and state/company regulations as long as those meet or exceed NCCER's requirements to keep all records for at least three years.

- Original copies of ALL records must be kept for at least three years from date of submission (can be kept electronically via scanning), including:
 - Training Unit/Assessment Site Information Sheet (Form 100 TU/A)
 - Registration of Instructor/Performance Evaluator Certification (Form 101)
 - Support documentation for Performance Evaluator qualifications
 - Registration of Assessment Coordinators and Proctors (Form 101A)
 - Annual Report (Form 103)
 - Change of Accredited Training Sponsor/Accredited Assessment Center Information (Form 300/300A)
 - NCACP Question/Comment Form (Form 701A)
 - Performance Evaluator/Instructor Acceptance of Responsibility & Liabilities (Form 702A)
 - Curriculum (ICTP) Proctor/Coordinator/Assessment (ACTP) Proctor Acceptance of Responsibility & Liabilities (Form 703A)
 - NCACP Performance Verification Comment Form (Form 705P)
 - NCCER Registration & Release Form
 - Paper assessment demographic sheets, answer sheets & security statements
 - Assessment Inventory Log/Spreadsheet (Form 503A)
 - Evaluations of all certified personnel
 - Evaluations of all Authorized Assessment Sites (AASs)

Please note if reaccreditation audit is not completed within 3 years of previous audit, all documentation must be kept until next reaccreditation audit is cleared.

6.0.0 SECURITY AND CONFIDENTIALITY

All assessment materials, including answer sheets, participant responses, scores, training prescriptions, reports, and other sensitive assessment materials must be maintained in

a fireproof, locked file cabinet or safe, in a secure and confidential location. Discussion of the specific content or questions contained in any assessment with anyone is strictly prohibited. Participant results may not be shared with anyone for whom they have not expressly given permission through a signed release form.

NCCER and Prov closely monitor the security of all assessments. NCCER/Prov will deal swiftly and sternly with all breaches in assessment security and/or the confidentiality of a participant's results. In addition, NCCER and Prov will aggressively follow and enforce all established procedures, including auditing, to safeguard the results of assessments and the personal privacy rights of participants. Security is of the utmost importance. NCCER will prosecute to the fullest extent of all applicable local, state, and federal regulations to ensure no unauthorized use or misuse of assessments.

Breaches, compromises, and candidate cheating must be reported to NCCER immediately. NCCER will launch an investigation and a "for cause" audit as deemed necessary. If a known incident goes unreported or there is evidence that an AAC is compromising security, NCCER reserves the right to revoke the AAC with no eligibility to reapply. Any participant caught cheating on, compromising, or misappropriating content on an NCCER assessment will have any previous certifications rescinded and will be barred from obtaining any NCCER certification for a period of no less than five (5) years.

7.0.0 COPYRIGHT OF PROGRAM MATERIALS

All NCACP assessment materials, including assessments, performance verifications, and practical examinations, are the copyrighted, intellectual property of NCCER. Neither Accredited Assessment Centers (AACs) nor Authorized Assessment Sites (AASs) own assessment products; they purchase the right to use them in accordance with NCCER guidelines and policies.

Use of any portion of the NCACP without the written consent of NCCER is expressly prohibited.

When an AAC's accreditation is suspended, terminated, or revoked, all assessment materials must be returned to NCCER immediately, via a reliable, traceable courier and include a cover sheet detailing assessment booklet information. If a suspension is resolved and full AAC privileges restored within six months, the AAC's assessment inventory may be returned. Otherwise, the assessment materials will be forfeited and destroyed.

8.0.0 ASSESSMENT EXPIRATION POLICY

To ensure that assessments in inventory are reasonably up-to-date, NCCER and Prov expire assessments two years from the date they are ordered. Expiration dates are printed on paper booklets and appear on an AAC's inventory details in Arkiv. Expired assessments cannot be launched on the computer and will not score if submitted to Prov.

There are no refunds or exchanges for expired/expiring inventory, which is why NCCER recommends that AACs maintain no more than a two-week supply of assessments.

To check for expired inventory, the Primary Administrator should choose the Find Inventory function in Arkiv and change the Session Status from Key Created to Expired. Expired computer assessments will always be viewable in this manner. Once an expired paper assessment is returned, it will disappear from this list; however, it may always be found by changing the Session Status to ALL and looking for Returned.

Expired paper booklets must be returned within 30 days of expiration to NCCER for destruction. If they are not, the AAC will be suspended pending the return. Additionally, if any expired booklets are unaccounted for, the AAC's accreditation may be at risk.

8.1.0 Assessment Revisions

When an assessment is revised by NCCER, the expiration date will change to the closest date of the following:

- Two years after the date the assessment was originally ordered
- Three months after the revision's release date (for major changes)
- Twelve months after the revision's release date (for less extensive changes)

A major change is defined as:

- Switching content between similar assessments
- Adding new modules that are deemed critical to specifications
- Changing 30% or more of the items in the bank

For both major and minor revisions, NCCER offers a 90-day exchange period, unless otherwise specified. During that period, paper assessments may be exchanged for \$5.00 each plus shipping, and computer assessments may be exchanged without charge. No assessments will be exchanged after the exchange period ends.

When a performance verification (PV) is revised, the old version will expire at the same time as the assessment. After the PV expires, only the new submission form will be accepted by the Registry Department. Revised PVs may not be equivalent to existing PVs, so administrators should check before planning for Certified Plus credentials.

During the exchange period, both the new and revised assessments and PVs will be scored and accepted for credit in the ANR.

9.0.0 PROGRAM EVALUATION

- The AAC must have a **written policy** for a formal **program evaluation** process for all **Authorized Assessment Sites and facilities**.
- The Primary Administrator, Assessment Designees, or Coordinator will conduct and document ongoing, **scheduled audits** to ensure compliance for all assessment sites and retain documentation.

AAC Staff Responsibilities

	Proctor	Coordinator	Primary Administrator
Comply with NCACP policies and procedures	●	●	●
Insure security and confidentiality	●	●	●
Administer assessments at AAC and AAS	●	●	●
Review inventory in Arkiv		●	●
Access reports in Arkiv	●	●	●
Provide training prescriptions to participants	●	●	●
Provide general information about assessments	●	●	●
Recertify every three years	●	●	●
Train proctors		●	●
Assign computer keys		●	●
Edit participant records in Arkiv		●	●
Maintain inventory records at an AAS		●	●
Administer assessments at various locations under Mobile Assessment Center		●	●
Place orders in Arkiv		●	●
Approve orders in Arkiv			●
Conduct monthly inventory verification with Arkiv			●
Review and submit forms to NCCER			●
Train instructors and performance evaluators			●
Review and approve performance verification forms			●
Serve as main contact with NCCER			●
Monitor certification status of AAC staff			●
Prepare annual report for NCCER			●
Maintain information on sites and staff in Arkiv (including passwords and email addresses)			●

10.0.0 ROLES OF ASSESSMENT CENTER PERSONNEL

Although all assessment center personnel can "proctor" assessment sessions, NCCER uses the designations of proctor, coordinator, and administrator to define each person's roles and responsibilities. Proctors handle the basics of giving assessments and working with participants. Coordinators add the duties of pre-assigning computer assessments, editing participant records, placing orders, and even training proctors. Administrators have the most responsibility. Besides monitoring or conducting the day-to-day activities of the assessment center, they carefully track inventory; submit reports to NCCER; train proctors, coordinators, and performance evaluators; place and approve orders; and maintain information in Arkiv.

10.1.0 Administrators

All administrators must meet the following requirements for eligibility and training. In addition, the Primary Administrator for each AAC must agree to fulfill certain responsibilities.

10.1.1 Administrator Eligibility

To be eligible to be a Primary Administrator, the candidate must meet the following conditions, which should be documented and kept on file at the AAC:

- Approval of an AAC in good standing with NCCER

AND

- Current certification as an NCCER master trainer* (obtained by successful completion of the Master Trainer Instructor Certification Training Program [MTICTP])

AND

- Current certification as an NCCER Administrator (obtained by successful completion of the Administrator Certification Training Program [ACTP])

AND

- Online training for Arkiv
- Online training for the ANR

The Primary Administrator must have the same physical address as the AAC. Each AAC can have only one person serving as the Primary Administrator, although others may be credentialed administrators serving as coordinators or proctors.

* To be eligible for the MTICTP, the applicant must possess at least one of the following:

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

10.1.2 Administrator Training and Certification

Administrator certification is conferred upon successful completion of NCCER's Administrator Certification Training Program (ACTP). Certified Administrators acting as the AAC's Primary Administrator must also complete Arkiv training.

To retain certification, the administrator must:

- Be approved by the AAC

AND

- Keep their master trainer certification current by teaching at least one module of the Instructor Certification Training Program (ICTP) at least once every three years and submitting Registration of Instructor/Performance Evaluator Certification (Form 101).

AND

- Recertify as Administrator every three years
 - Successfully complete the online computer-based Administrator recertification test prior to expiration.
 - Open book test using the current NCCER Accreditation Guidelines
 - If recertification test is not passed on 1st attempt, the administrator must re-attend the Administrator Certification Training Program (ACTP).

NOTE: Certified administrators may proctor recertification tests to themselves IF no other certified administrator, coordinator or proctor is available to act as proctor. **This is the ONLY time that proctoring of an assessment to yourself is acceptable.**

OR

- Retake the NCCER ACTP at least once every three years.

10.1.3 Primary Administrator Responsibilities

Primary Administrators are charged with the following responsibilities in managing and oversight of their assessment programs:

1. Be the Primary Administrator for only one accredited body at a time.
2. Be a Master Trainer and Administrator, with current credentials. NOTE: Expired certification will result in AAC suspension.
3. Reconcile and verify all assessment inventory with Arkiv on a monthly basis. If an AAC's Arkiv inventory verification deadline is missed more than 3 times in a 12 month period the AACs accreditation will be penalized, up to and including revocation.
4. Keep all assessment materials in a **locked, fireproof file cabinet/safe**
5. Keep all assessment answer sheets, demographic sheets, score reports, training prescriptions and other sensitive assessment materials in a **secure, locked location**.
6. **NEVER** share assessment content
7. Setup all certified assessment personnel in Arkiv
8. Maintain the security and confidentiality of Arkiv user names and passwords
9. Ensure that individuals are not assessed or examined by the same person(s) who trained them
10. Allow only NCCER-certified assessment personnel to be involved in the administration of assessments/performance verifications
11. **NOT** allow any observers in assessment session/performance verification
12. Ensure all assessment personnel are evaluated by a currently certified Administrator, Assessment Designee or Coordinator per NCCER Guidelines (within the 1st year of NCCER approval and at least every 3 years thereafter) and documentation is retained. NOTE: Each certified Administrator, Coordinator, Proctor and Performance Evaluator must be evaluated.
13. Be present for all NCCER audits
14. Ensure that all Administrators, Coordinators, Assessment (ACTP) Proctors, and Performance Evaluators are certified prior to administering assessments and/or performance verifications. The AAC Primary Administrator must also review responsibilities for each Coordinator, assessment (ACTP) Proctor, and/or Performance Evaluator.
15. Retain acceptable documentation for Performance Evaluators.
16. Retain all required forms for at least three years.
17. Ensure that all Coordinator, Proctor and Performance Evaluator training is administered **in person**.
18. Ensure that Registration & Release Forms are completed and signed for all assessment personnel and participants.
19. Ensure all AAS facilities are audited by a currently certified Administrator, Assessment Designee or Coordinator per NCCER Guidelines (within the 1st year of NCCER approval and at least every 3 years thereafter) and documentation is retained.
20. Ensure the AAC remains in good financial standing. If additional documentation is required (i.e. PO#, Project name/#, etc) for invoice payment to be processed, it is the Primary Administrator's responsibility to ensure that all required information is provided to NCCER at time of order and to follow through to ensure that invoice is paid upon receipt. NOTE: If the AAC has an outstanding balance for more than 90 days, the AAC will be suspended. If payment is not received within 90 days of suspension, the AAC will be terminated.
21. Be responsible for payment of Annual Maintenance Fee each January. If Annual Maintenance Fee is not paid within 90 days of invoice date, ATS will be suspended. If payment is not received within 90 days of suspension ATS will be terminated.
22. Ensure Annual Report is submitted no later than August 31st each year. If Annual Report is not submitted by December 31st (of that year), AAC will be suspended. Failure to complete this process may result in loss of accreditation.
23. Attend ANR online training
24. Identify and setup all assessment facilities
25. Monitor and ensure certifications are current for NCCER certified Master Trainers, Administrators, Coordinators, Assessment (ACTP) Proctors, and Performance Evaluators.
26. Ensure online recertification assessments are administered prior to certification expiration.
27. Register all assessment locations with NCCER and setup as subaccounts in Arkiv
28. Add/remove assessment locations using Change of Accredited Training Sponsor/Accredited Assessment Center Information
29. Add coordinators, Assessment (ACTP) Proctors and/or Performance Evaluators using Change of Accredited Training Sponsor/Accredited Assessment Center Information (Form 300/300A)
30. Ensure all pertinent AAC staff are kept up-to-date regarding NCCER policies and procedures.

31. Ensure that certified Administrators/Coordinators/Assessment (ACTP) Proctors **NEVER** leave assessment taker unattended.
32. Ensure that all performance verifications are being submitted in a timely manner.
33. Maintain and submit accurate records and reports as required
34. Sign all forms **by hand** (NOTE: Signature stamps are **not** acceptable)
35. Follow all NCCER policies and procedures, including any implemented between publication dates of the Accreditation Guidelines.
36. Immediately notify NCCER if they are no longer acting as Primary Administrator, and ensure that the AAC is in compliance with NCCER Guidelines at the time of departure. Failure to comply may affect certification, up to and including ability to be an AAC Primary Administrator.

10.2.0 Assessment Designee

An Assessment Designee is a certification for an individual who can provide assistance to the Primary Administrator in the administration of some aspects of the NCACP.

10.2.1 Assessment Designee Eligibility

To be eligible for Assessment Designee training and certification, candidates must meet the following:

- Be approved by the Primary Administrator

AND

- Not be involved in training the individuals being assessed to avoid conflict of interest (if administering assessments)

10.2.2 Assessment Designee Training and Certification

In order to earn Assessment Designee certification, the candidate must:

1. Be approved by the Primary Administrator
2. Register and successfully complete the Administrator Certification Training Program (ACTP). NOTE: Assessment Designee certification is a limited certification and is the only time an individual can register for ACTP class without being a certified Master Trainer (or be registered for class). Assessment Designee may also choose to attend both Master Trainer and ACTP to earn an administrator certification.

3. Complete Arkiv training
4. Complete ANR training

If AAC is Mobile Crane and/or Rigger/Signal Person Endorsed:

- Assessment Designee *must* attend Mobile Crane and/or Rigger/Signal Person Endorsement webinar

NOTE: No Arkiv access should be given and no assessment activity should take place until Assessment Designee certification is showing in the Automated National Registry (ANR).

To retain certification, the Assessment Designee must:

- Be approved by the Primary Administrator

AND

- Recertify as Assessment Designee every three years
 - Successfully complete the online computer-based Administrator recertification test prior to expiration.
 - Open book test using the current NCCER Accreditation Guidelines
 - If recertification test is not passed on 1st attempt, the Assessment Designee must re-attend Administrator Certification Training Program.

NOTE: Certified Assessment Designees may proctor recertification tests to themselves IF no other certified administrator, coordinator or proctor is available to act as proctor. This is the **ONLY** time that proctoring of an assessment to yourself is acceptable.

OR

- Retake the NCCER Administrator Certification Training Program at least once every three years.

NOTE: If Assessment Designee is AAS Representative and fails to maintain required credentials, the AAS will be suspended until a qualified replacement is ready.

10.2.3 Assessment Designee Responsibilities

The following responsibilities are required of Assessment Designees:

- Have and maintain current credentials.
- Have all participants complete and sign Registration & Release Form
- **NEVER** share assessment content
- **NEVER** leave assessment participant unattended

- NEVER share their Arkiv user name and password.
- NEVER share their Examiner ID
- NEVER destroy any assessment materials. All assessment materials must be sent to the Primary Administrator for destruction.
- NEVER proctor assessment to themselves
- Maintain confidentiality of assessment results
- Administer assessments per NCACP policies and procedures
- Provide participants with applicable NCCER assessment specification sheet prior to testing
- Not administer assessment(s) for an individual they have trained
- Allow only NCCER-certified assessment personnel to be involved in the administration of assessments/performance verifications
- NEVER allow any observers in assessment session, unless session is being evaluated per NCCER policy
- Ensure that all Coordinators and Assessment (ACTP) Proctor training is administered **in person**.
- Maintain and submit accurate records and reports as required
- Follow all NCCER policies and procedures, including any implemented between publication dates of the Accreditation Guidelines
- Communicate with Primary Administrator regarding any difficulties or issues during an assessment session.

If an AAS Representative, they must:

- Reconcile and verify all AAS assessment inventory and report to Primary Administrator on a monthly basis
- For computer-based only AAS's - Keep all Registration and Release forms and other sensitive assessment materials in a **secure, locked location**.
- For AAS's delivering paper assessments - Keep all assessment materials and documentation in a **locked, fire resistant file cabinet/safe**.

Assessment Designee, if approved by the Primary Administrator, MAY:

- Conduct Coordinator and Proctor training (NOTE: AAC Designee *cannot* train Performance Evaluators unless they are a currently certified administrator)
- Administer assessments
- Conduct Authorized Assessment Site (AAS) facility audits and assessment personnel evaluations. Unless Designee is also a certified Master Trainer, Craft Instructor or Performance Evaluator, they are not eligible

to evaluate Performance Evaluators. NOTE: Appropriate audit and evaluation documentation must be kept on file.

- Act as Authorized Assessment Site Representative
- Act as Secondary Administrator (if approved by Primary Administrator). NOTE: Only one Secondary Administrator per AAC.

10.3.0 Secondary Administrator

AACs may have a Secondary Administrator to provide assistance to the Primary Administrator in the administration and oversight of some aspects of the NCACP. The Secondary Administrator must be a certified Administrator or Assessment Designee with current credentials. An AAC may only have one Secondary Administrator.

The Secondary Administrator may (in addition to Assessment Designee roles):

- Contact NCCER regarding assessment related questions/inquiries
- Assist Primary Administrator with uploading candidate photos (if applicable)
- Assist Primary Administrator in signing/submitting Applications for Practical Examinations (if applicable)

NOTE: The Primary Administrator is:

- Ultimately responsible for administration of NCACP
- **ONLY person** to *approve* assessment orders
- **ONLY person** to *complete* monthly Arkiv assessment inventory verification
- **Must** be present at initial/reaccreditation audits

10.4.0 Coordinators

All coordinators must meet the following requirements for eligibility and training. In addition, they must agree to fulfill certain responsibilities.

10.4.1 Coordinator Eligibility

To be eligible for coordinator training and certification, candidates must meet the following:

- Be approved by the Primary Administrator
- Not be involved in training the individuals being assessed to avoid conflict of interest in order to maintain the integrity of the program

10.4.2 Coordinator Training and Certification

Eligible individuals must successfully complete the

Coordinator Certification Training Program. Training must be administered in-person, by a certified administrator or assessment designee using the *NCCER Coordinator Certification Training Manual*. The training manual is available on NCCER's website at www.nccer.org/manuals. Training consists of:

- Completion of Coordinator Certification Training Program (recommended 4 hours)
- Successful completion of Coordinator certification test

Upon completion of training:

- The new coordinator must complete and sign the Form 703A – Sections 2 and 3.
- Administrator or assessment designee completes the Form 101A and submits to Primary Administrator, if applicable, for approval and submission to the NCCER Registry Department.
- Once coordinator certification is showing in the Automated National Registry (ANR), the Primary Administrator should setup an Arkiv user account with appropriate responsibilities.

NOTE: No Arkiv access should be given and no assessment activity should take place until Coordinator certification is showing in the Automated National Registry (ANR).

To retain certification, the coordinator must:

- Be approved by the Primary Administrator

AND

- Recertify as Coordinator every three years
 - Successfully complete the online computer-based Coordinator recertification test prior to expiration.
 - Open book test using the current NCCER Accreditation Guidelines
 - If recertification test is not passed on 1st attempt, the coordinator must re-attend Coordinator Certification Training Program.

NOTE: Certified coordinators may proctor recertification tests to themselves IF no other certified administrator, coordinator or proctor is available to act as proctor. **This is the ONLY time that proctoring of an assessment to yourself is acceptable.**

OR

- Retake the NCCER Coordinator Certification Training Program at least once every three years.

NOTE: If coordinator is AAS Representative and fails to maintain required credentials, the AAS will be suspended until a qualified replacement is ready.

10.4.3 Coordinator Responsibilities

The following responsibilities are required of coordinators:

- Have and maintain current credentials.
- Have all participants complete and sign Registration & Release Form
- NEVER share assessment content
- NEVER leave assessment participant unattended
- NEVER share their Arkiv user name and password.
- NEVER share their Examiner ID
- NEVER destroy any assessment materials. All assessment materials must be sent to the Primary Administrator for destruction.
- NEVER proctor assessment to themselves
- Maintain confidentiality of assessment results
- Administer assessments per NCACP policies and procedures
- Provide participants with applicable NCCER assessment specification sheet prior to testing
- Not administer assessment(s) for an individual they have trained
- Allow only NCCER-certified assessment personnel to be involved in the administration of assessments/performance verifications
- NEVER allow any observers in assessment session, unless session is being evaluated per NCCER policy
- Ensure that all Assessment (ACTP) Proctor training is administered **in person**.
- Maintain and submit accurate records and reports as required
- Follow all NCCER policies and procedures, including any implemented between publication dates of the Accreditation Guidelines
- Communicate with Primary Administrator regarding any difficulties or issues during an assessment session.

If an AAS Representative, they must:

- Reconcile and verify all AAS assessment inventory and report to Primary Administrator on a monthly basis
- For computer-based only AAS's – Keep all Registration and Release forms and other sensitive assessment materials in a **secure, locked location**.

- For AAS's delivering paper assessments – Keep all assessment materials and documentation in a **locked, fire resistant file cabinet/safe**.

10.5.0 Proctors

All proctors must meet the following requirements for eligibility and training. In addition, they must agree to fulfill certain responsibilities.

10.5.1 Proctor Eligibility

To be eligible for proctor training and certification, candidates must meet the following conditions:

- Be approved by the Primary Administrator
- Not be involved in training the individuals being assessed to avoid conflict of interest in order to maintain the integrity of the program

10.5.2 Proctor Training and Certification

Eligible individuals must successfully complete the Proctor Certification Training Program. Training must be administered in-person, by a certified administrator, assessment designee, or coordinator using the NCCER Proctor Certification Training Manual. The training manual is available on NCCER's website at www.nccer.org/manuals. Training consists of:

- Completion of Proctor Certification Training Program (recommended 4 hours)
- Successful completion of Proctor certification test

Upon completion of training:

- The new proctor must complete and sign the Form 703A – Sections 2.
- Administrator, assessment designee, or coordinator completes the Form 101A and submits to Primary Administrator, if applicable, for approval and submission to the NCCER Registry Department.
- Once proctor certification is showing in the Automated National Registry (ANR), the Primary Administrator should setup an Arkiv user account with appropriate responsibilities.

NOTE: No Arkiv access should be given and no assessment activity should take place until proctor certification is showing in the Automated National Registry (ANR).

To retain certification, the proctor must:

- Be approved by the Primary Administrator

AND

- Recertify as proctor every three years
 - Successfully complete the online computer-based proctor recertification test prior to expiration.
- Open book test using the current NCCER Accreditation Guidelines
- If recertification test is not passed on 1st attempt, the proctor must re-attend Proctor Certification Training Program.

NOTE: Certified proctors may proctor *recertification* tests to themselves IF no other certified administrator, coordinator or proctor is available to act as proctor. **This is the ONLY time that proctoring of an assessment to yourself is acceptable.**

OR

- Retake the NCCER Proctor Certification Training Program at least once every three years.

10.5.3 Proctor Responsibilities

The following responsibilities are required of proctors:

- Have and maintain current credentials.
- Have all participants complete and sign Registration & Release Form
- NEVER share assessment content
- NEVER leave assessment participant unattended
- NEVER share their Arkiv user name and password.
- NEVER share their Examiner ID
- NEVER destroy any assessment materials. All assessment materials must be sent to the Primary Administrator for destruction.
- NEVER proctor assessment to themself
- Maintain confidentiality of assessment results
- Administer assessments per NCACP policies and procedures
- Provide participants with applicable NCCER assessment specification sheet prior to testing
- Not administer assessment(s) for an individual they have trained
- Allow only NCCER-certified assessment personnel to be involved in the administration of assessments/performance verifications
- NEVER allow any observers in assessment session, unless session is being evaluated per NCCER policy

- Maintain and submit accurate records and reports as required
- Follow all NCCER policies and procedures, including any implemented between publication dates of the Accreditation Guidelines
- Communicate with Primary Administrator regarding any difficulties or issues during an assessment session.

10.6.0 Performance Evaluators

10.6.1 Performance Evaluator Eligibility

To be eligible for performance evaluator training and certification, candidates must meet the following requirements, which must be documented and kept on file at the AAC.

- Be approved by the Primary Administrator
- Have journey-level experience in the craft or task area to be evaluated

AND at least one of the following:

- Passing score on the relevant NCCER assessment or pipeline task

OR

- Successful completion of relevant NCCER curricula module(s)

OR

- Experience teaching/evaluating the relevant NCCER curricula module(s)

OR

- Equivalent education and experience to the above as deemed appropriate by the Primary Administrator.

10.6.2 Performance Evaluator Training and Certification

The AAC Primary Administrator must ensure that performance evaluator candidates are qualified to conduct Performance Verifications (PVs) according to NCCER Accreditation Guidelines and NCACP Procedures. Once the Performance Evaluator's qualifications have been approved by the Primary Administrator, they must:

- Complete Modules 1 and 9 of the NCCER Instructor Certification Training Program (ICTP), including written tests

Upon completion of training and verification of qualifications:

- The new performance evaluator must complete and sign the Form 702A – Section 2.
- Administrator completes the Form 101 and submits to Primary Administrator, if applicable, for approval and submission to the NCCER Registry Department.

NOTE: No PV activity should take place until Performance Evaluator certification is showing in the Automated National Registry (ANR).

To retain certification, the performance evaluator must:

- Be approved by the Primary Administrator

AND

- Recertify as Performance Evaluator every three years
- Administer at least one performance verification every three years and submit completed, signed performance verification to the Primary Administrator for approval/ submission to NCCER

OR

- Retake the performance evaluator training at least once every three years

Multiple Craft Performance Evaluator

To certify a performance evaluator for multiple crafts, the Primary Administrator must submit, to NCCER's Registry Department:

- Completed Form 101
- A letter, on AAC letterhead, stating that the performance evaluator is journey-level qualified in all the NCCER curricula module(s)/pipeline tasks listed and meet all eligibility requirements. A letter is required for 4 or more crafts/titles total (including any the candidate may already be certified for.).

10.6.3 Performance Evaluator Responsibilities

The following responsibilities are required of performance evaluators:

- Conducts PVs according to NCACP policies and procedures
- Ensure necessary tools and materials are available and in good working order
- Ensure evaluation site is adequate for tasks to be performed
- Evaluate one participant at a time

- Ensure proper identification of each individual participating in the PV
- Ensure use of correct/most recent PV packet
- Ensure participant correctly completes all necessary forms and paperwork before leaving evaluation site
- Only allow reference or resource material specified in the PV packet
- Terminate the PV if participant acts in an unsafe or hazardous manner or engages in horseplay
- Complete each section of the PV submission form accurately and completely

11.0.0 STATEMENT OF LIABILITY FOR AAC PERSONNEL

All NCACP personnel are charged with maintaining the integrity of the program and the contents of all assessment materials in their possession. Failure to uphold their responsibilities could result in penalties imposed by NCCER up to and including termination of accreditation and/or financial restitution associated with replacing breached or lost assessments. Restitution includes all costs and expenses to create a new assessment, as well as costs for the For Cause Audit.

Administrators, coordinators, proctors, and performance evaluators are required at the conclusion of training to verify by signature that they understand all their responsibilities and liabilities under the NCACP.

The Primary Administrator may send the Registry Department a blanket release statement (on company letterhead) stating that all 702A and 703A forms have been signed and are on file with the AAC. There is a check box on Forms 101 and 101A for the purpose of notifying the Registry Department that the Form 702A and/or 703A is on file with the AAC. Contact the Registry Department for specific information.

12.0.0 CHANGE OF OWNERSHIP OR ORGANIZATIONAL STATUS

Buyouts, mergers, acquisitions and/or executive turn-overs including removal or replacement of a Primary Administrator must be reported to NCCER immediately.

- Notify Accreditation Department, in writing, within 90 days, including:
 - Details of the situation
 - Impact on the accreditation and assessment process
 - Updated notarized security letter or certificate of insurance

- Proof of business

- NCCER examines, evaluates, and makes decisions on an individual basis.

Wholly owned subsidiaries of the parent organization that do not operate independently must be designated as an Authorized Assessment Site. If they operate independently, they may be registered as an Authorized Assessment Site OR an Accredited Assessment Center.

13.0.0 CHANGE IN THE AAC'S PRIMARY ADMINISTRATOR

If, at any time, a Primary Administrator ceases to be responsible for an AAC, the Primary Administrator must conduct an "Outgoing Inventory" of all Assessment Center (and Assessment Site) materials and send that inventory reconciliation to NCCER for verification. If no certified administrator is in place at the Assessment Center to take over Primary Administrator duties immediately, then the AAC will be suspended until a new Primary Administrator is in place. All assessment materials must be packaged and shipped to the NCCER Assessment Program Manager via a reliable, traceable courier. NCCER will hold the inventory until a new certified Primary Administrator has been approved for the AAC, or for six months, whichever is less. All assessments will be suspended. The new Primary Administrator must conduct an "Incoming Inventory" to verify proper inventory numbers and control. Access to the Arkiv website will not be issued until inventory is verified by NCCER. All Primary Administrators must be issued a user name/password by NCCER in order to access Arkiv.

13.1.0 Summary of Process to Complete Transition

- Outgoing or Incoming administrator completes Form 300/300A, Section #2, signs and submits to NCCER.
- Incoming Primary Administrator has current Master Trainer and Administrator certifications.
- Outgoing/Incoming Inventory completed – this is accomplished by both the outgoing and incoming Primary Administrator conducting a complete AAC inventory verification. Once the inventory has been verified (by reconciling the AAC Assessment Inventory Log/Spreadsheet (Form 503A) with the Arkiv inventory), both the outgoing and incoming Primary Administrator must sign and date all pages of the AACs current Assessment Inventory Log/Spreadsheet (Form 503A). The signed outgoing/incoming inventory must then be sent to NCCER for verification.

- Incoming Primary Administrator completes online Arkiv training
- Incoming Primary Administrator completes ANR training

All of the above must be completed within a six-month period or accreditation may be at risk and any inventory may be forfeited.

14.0.0 CHANGES IN INFORMATION

- Applies to the addition or removal of existing Administrators, Coordinators, Proctors, Performance Evaluators, and/or Practical Examiners
- Form 300/300A must be completed and submitted by the Primary Administrator to the Accreditation Department
- The removal of Coordinators, Proctors, Performance Evaluators, and/or Practical Examiners is done on the ANR

AUDITS AND MAINTAINING ACCREDITATION

1.0.0 THE AAC AUDIT

An audit is a systematic independent examination to determine whether the assessment program and related results comply with NCCER policies and procedures, and provides feedback and an opportunity to improve the assessment program.

Audit Process:

- The Primary Administrator will be contacted by NCCER within 6 months of going into candidate status regarding the scheduling of their initial audit.
- Re-accreditation audits will be conducted every three years thereafter.
- Requests for rescheduling audits are considered on a case-by-case basis. An organization may be responsible for the entire cost of the rescheduled audit.
- Audit details and requirements will be communicated to the Primary Administrator
- The AAC is responsible for auditing their Authorized Assessment Sites per NCCER Guidelines, and retaining documentation as required.

In order to audit an AAC:

- The Primary Administrator must be present for all NCCER audits
- All AAC staff will cooperate with the auditor
- The AAC must be actively training and submitting to NCCER for the initial audit to be scheduled.

Audit non-conformances and corrective action:

- Auditor will communicate any and all non-conformances to the Primary Administrator
- Primary Administrator will commit to an action plan to clear the non-conformances
- Preliminary report will be sent to the NCCER Audit Manager for approval and path forward/resolution.
- Willful non-conformance will be dealt with expeditiously
- Ignorance of the requirements set forth in NCCER's Accreditation Guidelines will not be accepted as justification for non-conformance
- 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 may result in suspending or revoking

accreditation

- Failure to resolve non-conformance per the prescribed time period designated by NCCER will affect the AAC accreditation, up to and including revocation

For-Cause Audit:

- Cannot be rescheduled
- Expenses will be paid by the AAC

2.0.0 RENEWING ACCREDITATION

The intent of this process is to verify that the AAC is continuing to adhere to NCCER's Accreditation Guidelines. The AAC must satisfy the following conditions during their current accreditation period:

- Have no significant complaints or concerns registered with NCCER by users regarding assessments or performance verifications administered by the AAC.
- Conduct all assessments and performance verifications in accordance with NCCER and NCACP policies and procedures
- Be current with Annual Reports (Form 103) (due August 31st each year). If Annual Report (Form103) is not submitted by December 31st (of that year), AAC will be suspended. Failure to complete this process may result in loss of accreditation.
- Be current with Annual Maintenance Fees. If Annual Maintenance Fee is not paid within 90 days of invoice date, AAC will be suspended. If payment is not received within 90 days of suspension AAC will be terminated.
- Keep all AAC information current with NCCER
- Keep all personnel certifications current (Administrator, Assessment Designee, Coordinator, Assessment (ACTP) Proctor and Performance Evaluator)
- Keep Authorized Assessment Site (AAS) information current with NCCER.
- Conduct required AAS facility audits and maintain documentation
- Conduct AAC and AAS personnel evaluations as required and maintain documentation
- Maintain all required documentation
- Respond to all questions from NCCER regarding the cumulative analysis of all annual reports submitted during the previous three year period
- Respond to any questions regarding program audits and correct any items of non-conformance identified during the previous audit

- Submit to a re-accreditation audit

In order to audit an AAC's program, the AAC must be actively administering assessments and performance verifications (PVs) and submitting to NCCER. If the AAC has not been actively administering assessments and PVs during the re-accreditation period, the AAC will be given an additional 12 months to administer assessments and PVs and submit to NCCER. If there are no assessments and PVs administered and submitted to NCCER within the additional 12 month period, accreditation will be terminated.

3.0.0 SUSPENSION OF THE AAC

- Imposed upon an AAC that is found to have fallen below NCCER accreditation standards.
- Will be for a specific period of time not to exceed the period of remaining accreditation of the program.
- If the deficiencies that caused the suspension are corrected & evidence of such is submitted and accepted by NCCER, the suspension will be lifted.
- If AAC fails to meet the requirements of their suspension, their accreditation will be penalized up to and including revocation.

4.0.0 REVOCATION OF ACCREDITATION

NCCER's Review Board will make the final decision regarding revocation.

- The AAC will be notified, in writing, with the specific reason(s) for the revocation.
- The AAC may appeal the Board's decision.
- Appeals must be submitted in writing within 60 days from the notification date.
- During this period, accreditation will be suspended until the outcome of the appeals process.
- The decision resulting from the appeals process is final and will be effective immediately.
- Eligibility to reapply is subject to NCCER review. No reapplication will be accepted for a minimum of five (5) years after the date of revocation. NCCER's decision on a reapplication is final.

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

5.0.0 POTENTIAL PENALTIES FOR PARTICIPANTS OR AAC

NCCER takes all breaches or potential breaches of assessment security and the integrity of the NCACP seriously and will take appropriate action against those who cheat, violate NCACP policies and procedures, or otherwise breach assessment security

Penalties may include but are not limited to:

- Discharging the participant from the assessment session
- Disqualifying the participant without opportunity for reassessing.
- Canceling assessment scores
- Barring the participant from all assessment activity with NCCER for a minimum of 5 years.
- Revocation of all the participant's NCCER credentials
- Listed on NCCER Watch List
- Legal action, including fines

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

- A "for cause" audit at the AAC's expense
- Immediate suspension of AAC accreditation
- Loss of NCCER credentials for involved personnel for a minimum of 5 years
- Revocation of the AAC's accreditation with no eligibility to reapply for a minimum of 5 years*
- Organization and/or personnel listed on NCCER Watch List
- AAC being billed and held responsible for costs related to replacing breached assessments up to \$100,000 per title
- Legal action

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

PARTICIPANTS

1.0.0 PARTICIPANT ELIGIBILITY

NCCER requires anyone taking a journey-level assessment for the purpose of certification have the minimum experience, skill level, or training to journey/technician level (as determined by the number of levels and/or OJT hours in the NCCER curriculum). Entry level and specialty assessments, including some in the pipeline field, may be appropriate for individuals with lesser amounts of training and/or experience. NOTE: Entry-level assessments may not be used in lieu of end-of-module written tests for module credit via a Form 200.

2.0.0 SYSTEM GENERATED NUMBERS

NCCER uses the individual's social security number (SSN) as the initial candidate ID for entry into the ANR. This information is treated as confidential and handled using industry standard privacy and security measures. A System Generated Number (SGN) may be used without cost in lieu of a SSN for the following reasons:

- 1) The person is a high school student or a minor (under 18 years old).

OR

- 2) The person resides outside the United States and does not have a SSN.

Anyone not meeting these criteria may receive a SGN for a \$10 fee to cover NCCER's additional administrative expenses associated with use of a SGN, provided they do not have records in the ANR under their SSN (whichever number is in the ANR must continue to be used).

The Primary Administrator must contact the NCCER Registry for the SGN in advance of any type of assessment being submitted for that individual. To ensure that no history is lost in the event the individual forgets the SGN assigned, the Primary Administrator will provide the month/day of birth of the individual. This information will be associated with the individual's record in the ANR. The Registry Department will only accept this assigned number in lieu of the SSN for processing submissions. This unique number must be retained by the AAC and the individual in order to access any record from the ANR. It must also be used for all subsequent submissions to the ANR or when taking future assessments.

3.0.0 PARTICIPANT RESULTS

Within a few minutes of ending a computer assessment or

within 15 minutes of faxing in paper answer sheets, a Score Report, along with a Training Prescription, is available in Arkiv. A participant may obtain these at www.provexam.com using a SSN or SGN and the Personal Identification Number (PIN), which is selected during the assessment.

3.1.0 Score Report

The score report lists the name of the assessment, the participants Name and ID, the date the assessment was taken, the name of the AAC/AAS, the candidate's score, the result (Pass/Training Recommended) and the assessment cut score. Each subject area covered on the assessment is listed next to a horizontal bar illustrating where the candidate scored in relation to the cut score. If the horizontal bar does not meet or pass the cut score line, training is recommended for that subject/topic. The overall score is not expressed in a percentage, but as a simple number (such as 75).

Pipeline Score Reports

Candidates for pipeline-related assessments must meet the cut score for *every* individual topic area/covered task to receive a "Passing" result (even if the overall score exceeded the cut score). Only candidates with a "Passing" result will receive NCCER credentials. If the candidate meets or exceeds the cut-score on any covered task(s), the result(s) will automatically be reported to ISNetworld and the ANR.

NOTE: For Custom Pipeline assessments, even if all topic areas/covered tasks are passed, the overall result will read "Training Recommended" on the candidate Score Report. No credentials will be issued even if all the covered tasks have been passed. If the candidate meets or exceed the cut-score on any covered task(s), the result(s) will automatically be reported to ISNetworld and the ANR.

3.2.0 Training Prescription

The training prescription provides an analysis of a participant's skill knowledge by topic area. The topics are listed in order from highest percentage of questions missed to lowest percentage, per topic.

In order to provide an effective means for upgrade training, topic areas listed on the training prescription are linked directly to modules from NCCER's curricula. Since the assessment incorporates only the modules that are critical to determining competence, not every module from a curriculum will be reflected in a training prescription. Therefore, careful consideration and counseling should be given to the participant to determine an effective individual development plan.

Administrators, coordinators, or the participant’s employer representative should provide guidance and counseling for the participant. The result should be an individual development plan that is based on the information contained in the training prescription. In some cases, the individual development plan may include module(s) from the curriculum that are not reflected in the assessment to provide effective training.

4.0.0 RECOGNITION AND CREDENTIALING

NCCER issues all credentials for participants who pass assessments and PVs. The designation of **Knowledge Verified** is given to participants who successfully complete an assessment. The designation of **Performance Verified** is given to participants who successfully complete a PV. The designation of Certified Plus is issued to participants who successfully complete the appropriate combination of an assessment and a PV.

5.0.0 LONGEVITY OF CERTIFICATIONS

Contractor, company, or organization policy and/or customer/owner demands may require periodic reassessment of participants to maintain certification. These requirements are made solely at the discretion of the contractor, company, organization, and/or customer/owner with the following exceptions:

- The U.S. Department of Transportation Operator Qualification Regulations require regular requalifications for pipeline technicians.
- Pipeline operators who recognize NCCER’s pipeline technician assessments for operator qualification may mandate the three-year cycle.

- NCCER does not expire certifications, with the exception of those included in the Certification Programs (such as Mobile Crane Operator), which must be renewed every five years.

6.0.0 CREDENTIALS

- All credential are mailed to the AAC Primary Administrator for distribution
- One wallet card will be issued to the participant when the first credential is earned
- Only when an individual achieves Certified Plus is another card issued of a different color, free of charge.
- Replacement credentials can be requested by the AAC at a nominal fee for each
- Individuals can request replacement credential by submitting the NCCER Credential Request Form, a copy of their photo identification and the fee.
- Social Security Number corrections can be handled through the Primary Administrator or an individual can submit a request directly to NCCER. All correction requests must be submitted in writing to the NCCER Program Services Department, and include a photo-copy of the candidate’s photo identification and social security card.

7.0.0 FREQUENCY OF ASSESSING AND RETESTING POLICY

In order to ensure the integrity of the NCACP, the following retest policy applies to all participants:

- If initial assessment score is within 10 points of the cut score, the participant can retest on the same assessment title in 2 days

	Certificate of Recognition	NCCER Transcript	Wallet Card
Accredited Assessment Center	X		
Endorsed Assessment Center	X		
Administrator	X		X
Coordinator	X		X
ACTP Proctor	X		X
Assessment Participant	X	X	X
PV Participant		X	X
Practical Examiner	X		X
Performance Evaluator	X		X

- If initial assessment score is not within 10 points of the cut score, the participant can retest on the same assessment title in 30 days
- Subsequent attempts (after 2) on the same assessment title must be **at least 90 days apart**
- **No more than four attempts** are allowed **within a 12 month period** on the same assessment title
- Minimum **two-day waiting period** to retest on any assessment that exceeds the cut score

NOTE: Eligibility for retesting starts over 12 months after the last assessment attempt (per assessment title).

All versions of an assessment title, whether revisions or translations, are counted as the same assessment.

The AAC Primary Administrator is responsible for verification of compliance with this policy.

If a retest is mandated by NCCER or law, the retest policy begins again.

Exceptions to this policy **MUST** be approved **IN ADVANCE** by NCCER. Failure to follow this policy may result in cancelling of assessment score and additional disciplinary action.

7.1.0 Determining Retest Eligibility

Arkiv, Prov's information management system, has a search function that determines when a candidate may take a par-

ticular assessment without violating the NCACP retesting policy.

Administrators, coordinators, and proctors will see a "Check Retest Date" on the top menu bar on the opening Arkiv page. When first signing up a person for an assessment session, this is the selection to use. The person's ID is required, as well as the name of the assessment they wish to take. The retest eligibility function also appears when using the "Assign Keys" or "Give Tests" functions in Arkiv.

This tool also can be used without logging into Arkiv. On the Prov home page, www.provexam.com, under Candidates, there is a "Check retake date" button. The same information as above is required.

If the person has never taken the selected assessment or is within the retest policy guidelines, the current date will be shown. Otherwise, the next available testing date will be displayed.

8.0.0 CHALLENGES TO ASSESSMENT CONTENT

Participants who disagree with specific question(s) and/or possible answer(s) provided in an assessment may use Form 701A, (Question/ Comment Form) or the Comment function during computer testing. Form 701A is available at

Examples of how the retesting policy works:

- Bob took the Industrial Pipefitter assessment for the first time on Monday and missed the cut-score by 4 points. He may retake the assessment on Wednesday.
- Bob took the Industrial Pipefitter assessment for the first time on Monday and missed the cut-score by 11 points. He may retake the assessment in 30 days.
- Bob took the Industrial Pipefitter assessment 4 months ago and didn't pass. He took the assessment again on Monday and missed the cut-score by 6 points. He must wait 90 days to retake the assessment.
- Bob took the Industrial Pipefitter assessment four years ago and did not pass. He took a new version of the assessment on Monday and missed the cut-score by 6 points. He may retake the assessment on Wednesday. (All versions of the assessment are counted as the same assessment).
- Bob took the Industrial Pipefitter assessment in English for the second time on Monday. He did not pass. He asks to take the assessment in Spanish. He must wait 90 days to retest. (All versions of the assessment, whether revisions or translations, are counted as the same assessment).

the NCCER website (www.nccer.org) and should be given to the participant at the beginning of the paper assessment session. The coordinator/proctor will submit the completed Form 701A for approval to the Primary Administrator, who will then sign, date, and fax it to Prov. On computer assessments, participants enter their comments electronically, and they are forwarded to Prov automatically when the session ends. **All questions/comments must be completed during the allotted time for the assessment.**

The 701A comment is reviewed by Prov and/or appropriate SMEs to determine if the challenge is valid. When a challenge prevails, credit is issued to that participant if the question was not already answered correctly. Only participants who submit valid challenges will receive credit. Credit will NOT be retroactive to any other participant who took the same assessment. Assessment forms will be updated as soon as practical to reflect the agreed-upon response from that point forward.

Primary Administrators should check the status of 701A comments via the Arkiv website and notify participants if their comments result in score changes. Copies of paper 701A forms must be kept on file for three (3) years.

9.0.0 GRIEVANCE POLICY

Participants who have a grievance over the administration of an assessment should follow the grievance procedure established by the AAC. Grievances regarding NCCER's administration of the assessment process should be directed to NCCER's Assessment Program Manager by the Primary

Administrator.

10.0.0 COMPLAINTS AND APPEALS

If a coordinator, proctor, performance evaluator, or participant has a complaint not addressed in the appeals process, he/she should:

- First discuss it with the person or personnel involved.
- If unresolved, submit, in writing, a statement describing the nature of the issue to the Primary Administrator.
- The Primary Administrator will review the complaint and provide a solution within thirty days.
- If no satisfactory response is reached through the Primary Administrator, submit a written statement to the NCCER Accreditation Department within the next 30 days (60 days from initial written statement).
- This dated and signed statement must include name, address, phone number, cell number and email address.

10.1.0 Verification Process

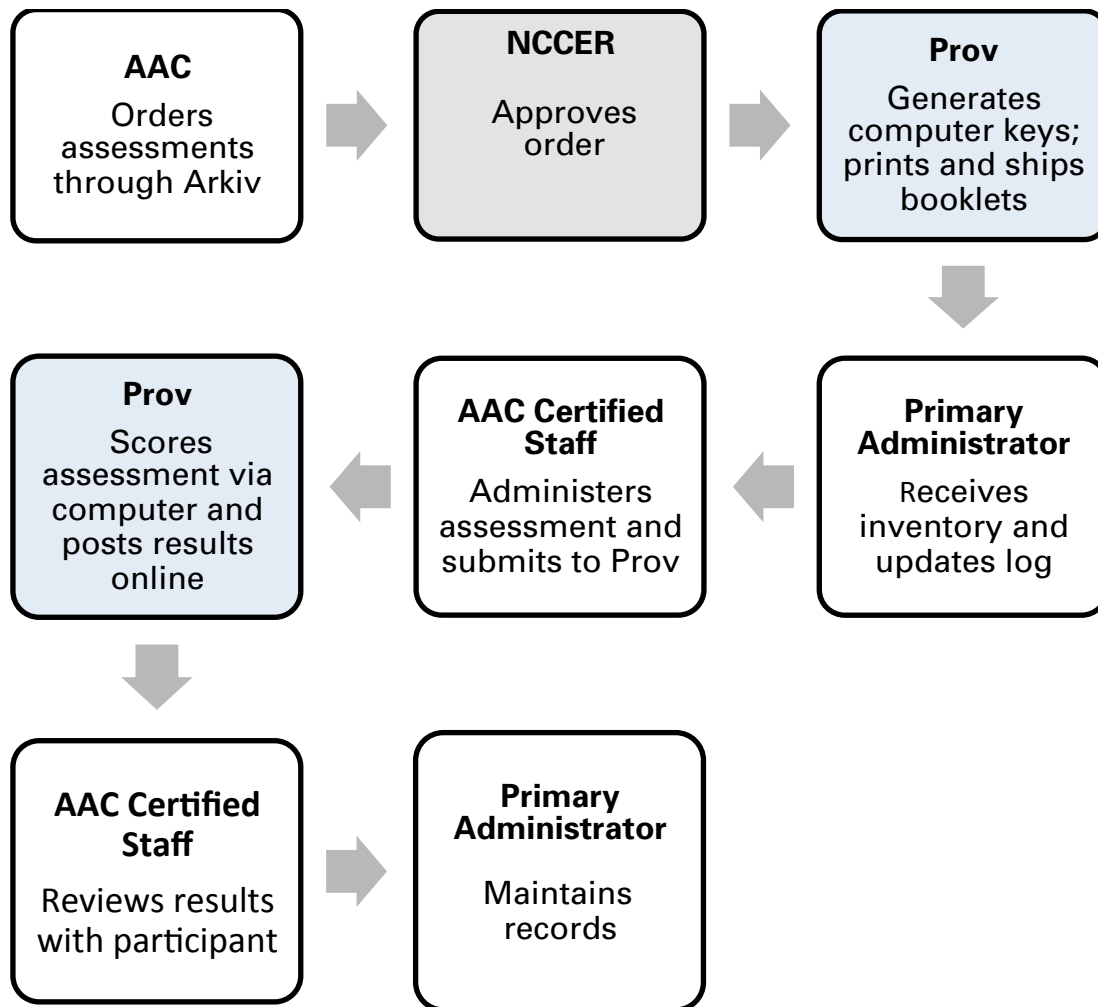
- NCCER will investigate claim and make a determination to its validity.
- If found to be valid, NCCER will notify the AAC and ask that the corrections be made and documentation for such be provided within a timely manner.
- NCCER will contact individual with determination and AAC within 60 days of the written notice to NCCER.

ASSESSMENT ADMINISTRATION

1.0.0 PROGRAM ORIENTATION

This chart outlines the major steps involved in administering the knowledge assessment program.

Assessment Process Outline



2.0.0 ORDERING ASSESSMENTS

The Primary Administrator of the AAC has the responsibility for all assessments in the AAC's possession and is the only individual authorized to approve assessment orders.

Orders are placed online through the Prov's Arkiv system. This site is password protected and secure. Orders are entered and submitted electronically to NCCER staff, who will review, confirm, and approve the order prior to Prov fulfilling the request.

2.1.0 When and How to Order

The Primary Administrator should anticipate the Assessment Center's needs and order sufficient quantities of assessments to meet those needs. The Primary Administrator may order any quantity of assessments with each order, but no more than a two week supply of assessments should be in inventory. This will ensure that, in the event of updated assessments, the Primary Administrator will be able to use or exchange them in a timely manner. Once assessment tests are ordered and received, there are no refunds or trade-ins allowed.

The Primary Administrator should place the assessment order at least one (1) week (five business days) in advance of the actual assessment date for paper booklets. This provides adequate time for printing and shipping by Prov's assessment distribution center. Assessment orders will be shipped by appropriate traceable couriers and shipping will be based on the date requested when the order is placed in Arkiv and approved by NCCER. The default method for shipping is UPS 2nd day.

Computer assessments should be ordered at least one (1) business day in advance of when the assessments are scheduled. NCCER cannot guarantee approval/delivery of assessments ordered with less notice.

Expedited orders may be placed in the event of unforeseen needs. Any order for paper booklets requested for delivery in fewer than three (3) days from order date will be assessed an expedite charge of \$50. The \$50 expedite fee is in addition to the cost of the assessments and the charge for expedited shipping. Requests to expedite an order for next day delivery must be approved by NCCER before 2:30 pm EST. Please note that expedited paper booklet orders are not guaranteed, and there may be occasions when there is insufficient time to print and ship expedited orders.

Order approvals are done between 8:30 am and 5:00 pm, EST, Monday – Friday, excluding holidays.

Upon receipt of your order, NCCER will verify that your account is in good standing. Assessment Centers will be invoiced for each assessment ordered plus the cost of shipping (for paper booklets). NCCER will electronically submit all orders to Prov for order fulfillment. Prov will update the inventory records available to the Assessment Center in the "Inventory" portion of the administrative system as orders are fulfilled. Invoices are generated by NCCER and mailed. Failure to pay by the due date may result in a hold being placed on the account, which would prevent order fulfillment until resolved.

2.2.0 Receiving Assessment Orders

Prov will ship paper assessment orders via a traceable courier, to the AAC/AAS address of record. A signature release will be required for each package. The signee does not need to be an AAC staff member, but he/she must transfer the package to the Primary Administrator for inventory verification. It is imperative that no unauthorized individuals open the assessment package. Prov will ship assessment booklets in packages sealed with security tape. The Primary Administrator should visually inspect the package

to ensure that the security seal tape has not been broken. Primary Administrators should refer to the section on security procedures governing compromised packages if the seal appears to be broken.

The Primary Administrator should immediately take the assessments to a secure location (one where access is limited, at least for the time in use) to inventory the order. In the secure facility, the Primary Administrator will open the package and locate the shipping documents. The shipping documents will include a packing list containing assessment titles and quantities with booklet serial numbers and keys.

The Primary Administrator is responsible for all assessments that are identified on the packing list. It is imperative that the Primary Administrator conduct a physical inventory of the booklets received to ensure that all materials have been received and are in good condition. If material is missing, the Primary Administrator should contact the NCCER Assessment Manager immediately. Follow the instructions on the NCCER Assessment/Test Receipt Checklist (enclosed in the package).

Computer assessments are added to inventory immediately after NCCER approves the order. The Primary Administrator must check the inventory details in Arkiv to confirm that the correct assessments and quantities have been added. If there are any errors, the Primary Administrator must contact the NCCER Assessment Program manager immediately.

2.3.0 Updating the Inventory Log

Upon receipt of the assessment booklets and/or computer test keys, the Primary Administrator must create/update an inventory log to track the use of each assessment. Form 503A (a downloadable Excel version is available at www.nccer.org) must be utilized to track assessment materials. Since each program will undergo periodic audits, recordkeeping is critical. **Logs must be kept for both paper and computer assessments; complete reliance on Arkiv's records is unacceptable.** The Assessment Inventory Spreadsheet tool in Arkiv is useful in maintaining an accurate record of orders and usage.

2.4.0 Materials Storage

Once assessments have been inventoried, the Primary Administrator must place all assessment booklets and assessment key information in a fireproof, locked file cabinet or safe in a secure storage area with access limited to appropriately certified personnel.

2.5.0 Distribution/Control

The Primary Administrator will distribute the assessments and test keys to the coordinator at the AAS. The Primary Administrator must establish a process, using a master log, when sending assessment materials to sites under their control. This process must follow the guidelines of ordering and shipment of assessments from NCCER/Prov.

When distributing assessments or lists of assessment keys to AASs, the Primary Administrator must conduct a physical count of items being shipped. The Primary Administrator should create a packing list of the assessment titles, key numbers, and booklet numbers that are being shipped to the Assessment Site. The assessments should be packaged in a sealed, tamperproof container, and shipped to the AASs using a reliable, traceable, public courier (UPS, FedEx, etc.). Primary Administrators must require a signature release ensuring that packages are not left at the door by the couriers. Use of inter-company mail service is not acceptable. The Primary Administrator must exercise sound judgment in the sending of assessment keys and use secure mail or electronic transmission. When the assessments arrive at the AAS, coordinators should follow the same procedures described above for checking the package, logging the inventory, and properly storing the assessments.

Assessment inventory must be logged into a separate spreadsheet/Form 503A at the AAS and must be maintained and verified in the same manner as at the AAC. Monthly inventory verification is required, as well as reporting results to the Primary Administrator. The Primary Administrator is ultimately responsible for all aspects of inventory control, both at the AAC and at all AASs.

2.6.0 Benefits of Using Computer Assessments

Using computers to deliver an internet-based assessment offers several advantages to the AAC:

- Faster score results
- No fax-in scoring issues
- No shipping costs
- Less paperwork
- Automatic scoring
- Electronic management of inventory
- Secure distribution of assessments
- Reduced security risks
- Available immediately upon NCCER approval of order

2.7.0 Monthly Inventory Verification

Every Primary Administrator is required to login to Arkiv every month to reconcile and verify the AACs assessment inventory, even if the AAC has no inventory or if it is all computer-based. Failure to complete the online inventory verification by the monthly due date will result in the AAC being suspended. Suspension will be lifted once NCCER receives and approves the AAC's Assessment Inventory Log/Spreadsheet (For 503A). If an AAC's Arkiv inventory verification deadline is missed more than 3 times in a 12 month period, the AACs accreditation will be penalized, up to and including revocation.

NOTE: If an AAC has Authorized Assessment Sites (AASs), it is the responsibility of the AAS Representative to submit a copy of the AAS's Assessment Inventory Log/Spreadsheet (Form 503A) to the Primary Administrator every month. This allows the Primary Administrator to update the master inventory log/spreadsheet and properly reconcile and verify the AACs assessment inventory.

3.0.0 SETTING UP THE ASSESSMENT SITE

It is important that each assessment site meet certain criteria to ensure that the assessment process is fair and uniform. This section provides guidelines to follow in establishing an assessment site and preparing for the assessment session.

3.1.0 Room Setup Checklist

- Assessment area for participant
 - o No more than 2 participants per 6 ft table
 - o No more than 3 participants per 8 ft table
 - o Surface space enough to accommodate computer/assessment booklet, calculator and approved NCCER reference materials (if applicable).
 - o Dividers between computer stations or privacy screens on each computer monitor with at least three feet between monitors. Participants should not be able to see other participant's screens.
- NOTE: All computer-based assessments must be delivered using a dedicated computer that is property of the AAC. If the computer is not the property of the AAC, it is the Primary Administrator's responsibility to ensure that the computer(s) is secure for NCCER testing.
- Remove posters, charts, and educational materials that may be distracting to participants and/or applicable to

the assessment

- Post prohibited items sign
- Post NCCER Anti-Cheating poster
- Face all participants in the same direction (if administering paper assessments)
- Provide adequate space between rows for walking
- Setup proctor station
- Position clock so all participants can view
- Ensure appropriate number of approved reference materials are available for each participant
- Ensure adequate lighting and temperature control
- Isolated from noisy areas and room door is closed (recommend posting sign on assessment door stating "Assessment Session in Progress")
- Ensure restroom is within close proximity
- Ensure emergency exit(s) are identified
- Ensure participant ADA requirements are met (if applicable)

NOTE: In addition to the appropriate number of proctors (Recommend no more than 15 participants per proctor, but allow up to 30 participants per proctor), NCCER recommends video surveillance of assessment sessions.

3.2.0 Accommodating Persons with Disabilities

While not every assessment site needs to be accessible to individuals with disabilities, each Primary Administrator and coordinator should provide appropriate accommodations when needed. Use current rulings on Americans with Disabilities Act as a guideline.

The purpose of the ADA is that the accommodations be mutually agreeable and that they do not change the assessment process. When setting up the assessment site, the coordinator should ensure that accommodations are planned and be prepared to accommodate participants with impairments without drawing undue attention to the disabilities. The nature of the accommodation should be such that the assessment is not altered or changed in any way.

Each participant desiring an assessment accommodation should notify the Primary Administrator or coordinator of the need. A note from a professional qualified to diagnose the disability must be presented and kept on file with the participant's records. The Primary Administrator or the organization's Human Resources professional should review the request and determine what accommodation may be permitted.

For high school students, the Individual Education Plan

(IEP) is acceptable as proof of the need for an accommodation. As long as the accommodation does not change the assessment itself, it may be allowed.

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 assessments into another language is NOT acceptable and constitutes a violation of NCCER policy.

3.3.0 Planning for Scheduled Assessment Groups

Establishing regularly scheduled assessment events provides a more structured assessment environment. It is recommended that daily assessment schedules be made available to participants to allow them to arrange their work and personal schedules around the assessment event.

Because there will be a limited number of seats and/or computer terminals at scheduled assessment sessions, the administrator/coordinator should establish an assessment registration process to ensure the following:

- There are enough proctors to administer the assessment. While 30 participants are acceptable for one proctor, a 15 to 1 ratio is recommended. This ratio must be maintained to provide enough proctors at the assessment session.
- There is sufficient assessment space, including computer terminals for computer sessions, for participants.
- There are sufficient assessments on hand to meet the assessment demand.

Approximately two weeks prior to the assessment session, it is recommended that the coordinator notify each registered assessment participant of the following:

- Location of the Assessment Site (map included)
- The assessment date
- The assessment start time and length of assessment
- List of approved items allowed during the assessment, including any references and calculators
- Reminder of the required forms of identification for access to the Assessment Site

3.3.1 Assigning and Resetting Computer Keys

To make a computer session easier, administrators and coordinators can assign assessments in advance using Arkiv. The participant's name and SSN are needed for this quick process. Multiple assessments can be assigned to

one participant or a whole group can be assigned. When the participant enters the last name and SSN number at the assessment session, the assessments will be launched. If pre-assigning is not done, the proctor will need to enter or provide the unique 9-digit key for each assessment after the participant is at the computer.

Sometimes the administrator or coordinator makes an error when entering the participant's ID or name, in which case the assessment does not come up automatically. This may be fixed by using the Find/Reset Key function in Arkiv, which will put the assessment back into available inventory, ready to re-assign.

4.0.0 ASSESSMENT ADMINISTRATION

The method of proctoring the assessment session is different when using paper and computer. The instructions for participants are tailored for the type of assessment being administered.

If the participants are taking assessments in Spanish, the proctor must be bilingual and the instructions must be given in Spanish.

4.1.0 Examiner ID

Everyone who administers an assessment is required to enter an Examiner ID, which is their NCCER card number. NCCER card numbers may be verified or looked up through the ANR by Primary Administrators. **Under no circumstances should Examiner IDs be shared.**

Assessments submitted without a valid Examiner ID will not be scored. Current credentials as an administrator, assessment designee, coordinator, or proctor are required for the Examiner ID to be valid.

4.2.0 Check-In Procedures

Check-in time can be hectic if an established order is not followed. Preventing chaos not only helps proctors stay organized but also helps put the participants at ease. The following procedures have been proven to provide a smooth beginning to the assessment session.

4.2.1 Check Photo ID

Ask for a photo ID and make sure the photo matches the participant. Acceptable forms of identification include:

- a. U.S. driver's license

- b. state-issued ID
- c. company-issued ID
- d. passport
- e. Homeland Security ID

4.2.2 Collect Prohibited Items

Screen for and collect prohibited items. Prohibited items include but are not limited to the following:

- a. Scientific/graphic calculators or ones with printing/storage capabilities (only basic calculators are allowed—see Appendix for illustration)
- b. Reference materials (other than the *Pipefitter's Blue Book* when specifically noted on the Specifications sheet from NCCER's website)
- c. Papers (provide scratch paper as needed)
- d. Cell phones, beepers, PDAs, iPods, and any other electronic devices
- e. Pens, jewelry or other items that may conceal cameras
- f. Other items specified by assessment site

A good practice is to place items in a zippered plastic bag along with the participant's ID and put them where participant can see they are safe at all times.

4.2.3 Explain Rules

First, assign participants to their seats. This will help track who is doing which assessment, as well as allow separation of persons taking the same assessment (if possible).

Review the rules. These include, but are not limited to, the following:

- a. No food, drinks, or tobacco products.
- b. Only one person may go to the restroom at a time. All testing materials must be returned while the person is out of the room.
- c. No talking.
- d. No sharing of references.
- e. No sharing of papers or other materials.
- f. Remove jackets, caps, and other types of outerwear.

4.2.4 Complete Registration and Release Form

Every participant must complete and sign the most current Registration and Release Form (download from www.nccer.org/forms). All fields on the Registration and Release Form must be completed (unless individual is under 18 years of age).

The forms must be kept on file at the AAC or AAS.

If an employer has sent the participant for assessing and wants access to the results, an additional written release from the participant must be obtained.

5.0.0 PROCTORING A PAPER ASSESSMENT SESSION

- a. Insure that all check-in procedures have been completed.
- b. Pass out paper assessments.
- c. Insure that booklet numbers are the same on the demographic sheet, answer key, and test booklet.
- d. Pass out #2 pencils and calculators.
- e. Explain how and when scores will be shared with participants (based on center's policy).
- f. Ask that they verify the name of the assessment on the booklet with the one they are expecting.
- g. If not already done, ask the participants to separate the perforated demographic sheet and answer sheet from the test booklet.
- h. Have participants sign the security statement in the booklet. If they refuse, they cannot be assessed.
- i. Read the *NCCER Proctor Script for Paper Sessions* (see Appendix). If the assessment is in Spanish, the instructions must be delivered using the *Proctor Script for Spanish Paper Sessions*.
- j. Circulate among the participants during the session.
- k. Observe participants and watch for any irregularities or misconduct.
- l. Never leave the room unattended.
- m. Do not answer any questions about content or define words.
- n. If a participant needs to go to the restroom, collect his/her materials and then give them back upon returning.
- o. When there are 30 minutes remaining, announce, "You have 30 minutes to complete the assessment."
- p. When there are 15 minutes remaining, announce, "You have 15 minutes remaining to complete the assessment."
- q. When the time is up, announce, "Stop. Close your assessment booklets, put down your pencils, and remain seated. I will come and collect your assessment booklets, answer sheets, and 701A forms."
- r. Collect booklets, answer sheets, demographic forms, signed security statements, 701A forms, calculators, and pencils.

6.0.0 PROCTORING A COMPUTER ASSESSMENT SESSION

- a. Set up workstations before participants arrive.
- b. Ensure that workstations are operational when ready to use.
- c. Assign workstations, using name cards to identify them.
- d. Pass out pencils and scratch paper.
- e. Read the *NCCER Proctor Script for Computer Sessions* (see Appendix). If the assessment is in Spanish, the instructions must be delivered using the *Proctor Script for Spanish Computer Sessions*.
- f. Circulate among the participants during the session.
- g. Observe participants and watch for any irregularities or misconduct.
- h. Never leave the room unattended.
- i. Do not answer any questions about content.
- j. If a participant needs to go to the restroom, collect his/her materials and then give them back upon returning.
- k. When there is 30 minutes remaining, announce, "You have 30 minutes to complete the assessment."
- l. When there are 15 minutes remaining, announce, "You have 15 minutes remaining to complete the assessment."
- m. When the time is up, announce, "Stop. Return all pencils, papers, and other materials provided to you. Click the End Test button."
- n. If the testing center allows participants to check their scores, assist them as necessary in logging into www.provexam.com.

6.1.0 Power and Internet Outages

If there is a loss of power or connection to the internet during an assessment session, the Proctor should try to restart the assessment as soon as possible. If more than a few minutes have been lost, the Primary Administrator should immediately contact NCCER and ask that minutes be added to the time allotted. When calling NCCER, the Primary Administrator/Proctor will need to provide the site name, exam key, participant name and social security number, question they were on, time lost and reason for loss of time. NCCER will work with the Assessment Center to resume the test as quickly as possible.

7.0.0 CHECKOUT PROCEDURES

An organized checkout procedure is important for maintaining security of the assessments. This is a crucial time when a lack of vigilance could result in the loss of an exam booklet or answer key.

1. Collect items from one participant at a time, including answer key, demographic form, release form, test booklet, scratch paper, and calculator (according to what was originally given to them).
2. For paper assessments, verify that the key number matches on the answer key, demographic form, and test booklet. Verify that all parts of the forms have been completed and bubbled correctly.
3. For computer assessments, make sure they have clicked on "End Test" and cleared any personal information off the screen (such as a score report).
4. Return any personal belongings collected from participants.
5. Fax demographic forms and answer keys:
 - a. Do not use a cover sheet.
 - b. Do no more than 10 pages at a time.
 - c. Make sure fax is set to "Fine."
 - d. Fax to 888.741.2962.
 - e. Print a fax transmission report.
 - f. Wait 15 minutes before requesting a score report.
6. Coordinators and administrators can retrieve candidate score reports from within Arkiv. You should verify that all participants' scores are showing. If the scores for any who took paper assessments are missing, try refaxing the forms first. If the scores still don't show up after another 15 minutes, call Prov at 866.720.7768.
7. Score reports for participants who took computer assessments can be retrieved within 5 minutes.
8. If anyone submitted 701A forms, collect them and send them to the Primary Administrator.
9. Once all assessments have been scored, return all materials to the coordinator or administrator in charge of the testing site.
10. If you have to ship testing materials to a central administration site, be sure to use a professional, traceable courier and tightly seal the package.

8.0.0 SCORING

Assessments are scored by a computerized program at Prov. Paper booklets have unique identifiers printed on them so answer sheets and demographic sheets are paired up within the system, even if they are faxed at different times. If an error in the spelling of a name or an ID is discovered, the proctor should immediately correct it by using Edit New Records in Arkiv.

8.1.0 Fax-In Results Not Showing

If results do not show up within a reasonable amount of time, there is a problem. Possible problems include:

- Answer sheets placed in fax feed tray upside down
- Pages skewed by the fax machine's feed mechanism
- Multiple pages fed through the fax machine at one time
- Dirty fax machine
- Fax machine producing streaks (light or dark)
- Light "bubbling" on demographic form or answer key
- Incomplete erasures
- Bubbled numbers/letters that don't match written characters
- Participant's ID written or bubbled incorrectly
- Missed bubbles

Please check for these, and refax the forms as needed.

If there are no results within one hour or discrepancies in any report, contact Prov at 866.720.7768.

8.2.0 Cut Scores: Passing and Training Recommended

The cut score of an NCCER assessment is the minimum passing score a participant can receive and still pass the assessment. Any score that is under the cut score will return a "Training Recommended" result, and a training prescription should be consulted to gauge a future course of action for the participant. A result at or above the cut score will return a "pass" result.

The exception to this rule is for pipeline-related assessments. Due to the nature of covered task qualifications built into the pipeline assessments, a candidate must pass every covered task on a specific assessment at the cut score or above to get an overall passing score on the assessment.

8.3.0 Assessment Center Result Reporting

There are four reports that Primary Administrators may access within Arkiv. They are:

- Candidate Scores Report
- Topic Summary Report
- Summary by Sponsor Report
- Training Prescription Report

Each of these reports allows the user to select various ranges (Date, Assessment Site, Participant, etc.). See the Appendix for descriptions and samples.

8.4.0 Certificate Issuance

Assessment results are transmitted to NCCER for incorporation into the ANR. Once data is received, it is checked by the Registrar and verified. Once verified, credentials are printed and mailed to the Primary Administrator for distribution to participants.

8.5.0 Release of Information

All candidates records are confidential. Participants are required to complete and sign an NCCER Registration and Release Form. NCCER will not release any records or credentials without the appropriate release on file at the AAC.

9.0.0 SECURITY GUIDELINES

The purpose of this section is to discuss the measures taken in the event of a security breach. It is not possible to describe all potential problems; however, it is important to understand the guiding principles of assessment-related security, so that immediate action can be taken in the event of a security problem. Video surveillance is strongly encouraged.

9.1.0 Participant Liability

All participants are charged with maintaining the integrity of the program and the confidentiality of the contents of assessments in their possession. Failure to uphold their responsibility could result in penalties imposed by the NCCER up to and including discharge from the assessment session, termination of certification, and disqualification without retest. Participants will be required, at the assessment session, to verify by signature or electronic affidavit that they understand their responsibilities and liabilities under the Program.

9.2.0 Guiding Security Principle

The assessments are designed to assess the knowledge level of craftworkers and/or technicians. The ability to accurately identify qualified individuals depends heavily on the reliability of the assessment instrument. If assessment material is compromised, the entire assessment process becomes suspect because the process is based on all participants having an equal opportunity to demonstrate their knowledge levels.

The goal of security is to ensure that every participant receives this fair chance. When protecting the assessments, AAC staff protect the reputation of the AAC, the AAS, and the NCACP.

One of the important elements of this assessment process begins when distributing the assessments to the participants. Make sure every participant signs his/her respective assessment booklet. In the event of the loss of materials, the signature will help identify which assessment booklet is missing. For computer assessments, have participants sign a logbook with the Test ID number beside the participant's name.

9.3.0 Guarding Against Theft and Cheating

When proctoring paper or computer assessments, proctors must be vigilant to prevent intellectual property theft and cheating.

Before the session begins, remind the participants that all content is the copyrighted intellectual property of NCCER. Cheating, stealing, or attempting to do so can result in canceled scores, being barred from all NCCER assessing, removal of existing credentials, and even legal action, including fines up to \$100,000.

As proctors walk around the room during the session, the following should arouse suspicion:

- unusual behavior
- repetitive movements
- nervousness when proctor is near
- attempts to distract proctor's attention
- attempts to use unauthorized materials
- talking to other participants
- looking at another participant's materials
- taking notes
- using cameras concealed in jewelry, pens, eyeglasses, or clothing

These can be clues that a candidate is contemplating or committing unethical actions, or that the candidate has been studying or memorizing a stolen assessment.

When participants finish, make note if their testing time was unusually short or if the scores are unusually high. Watch participants carefully as they leave to make sure they don't try to remove any items from the room.

Any questionable activities or results should be reported to the Primary Administrator immediately.

If a proctor has to confront a participant, care should be taken to avoid danger.

If the participant is cheating, quietly ask the suspected individual to step outside of the room. Do not confront the

individual while in the room due to the risk of distraction to other participants and do not allow the participant to take any materials when leaving the room.

In a quiet location, calmly explain that the participant is being dismissed on suspicion of cheating. The participant is to be informed that they will receive no score on the assessment and that they are to contact the coordinator or administrator to discuss future assessment options. Inform the participant that their personal belongings will be brought to them. After the participant has their belongings, they must leave the Assessment Site.

It is best to keep the explanation to a minimum so that words are not misunderstood. If there is more than one proctor, have the second proctor gather the participant's assessment materials and then collect the participant's other belongings. If there are suspected materials that have aided in the cheating, the proctor should retain these materials and deliver them to the coordinator or administrator. The proctor should then bring the personal belongings to the suspect participant.

Upon the departure of the participant from the Assessment Site, the proctor should immediately document why it was suspected the participant was cheating. The proctor should also document what was said to the participant when dismissing them from the assessment event. The proctor should then sign and date the explanation and send the document to the Primary Administrator.

The assessment materials should be returned to the Primary Administrator, but the answer sheet should not be faxed. This will prevent the participant from receiving a score on the suspect assessment. The Primary Administrator should create a separate file containing all the assessment materials for the participant including the answer sheet, proctor comments, and any other correspondence received by the Primary Administrator. The assessment booklet should be sent to NCCER with an explanation of what happened. On Form 503A, note that the assessment was returned to NCCER.

9.4.0 Loss of Assessment Materials at the Assessment Site

One of the most damaging security breaches is the removal of assessment materials from the assessment site. Once assessments are removed, it is impossible to know if copies were made even if the original document is returned. It is very important to guard against removal.

It is important to take action to recover the missing materi-

als as soon as they are discovered missing. Immediately try to contact the participant suspected of removing the assessment materials.

If it is discovered at the end of the assessment session that materials are missing, quickly identify which booklet or material is missing. If each participant has written their name on their copy of the assessment booklet, one can, by process of elimination, discover which participant's materials are missing by comparing the booklets against the assessment roster.

When trying to recover materials from participants, do not disclose possible disciplinary action. The immediate purpose is to recover the materials. Try to determine if the participant has made any copies of the materials since they have been in his/her possession. Make return of the material immediate.

Document the discussion with the participant. Also document how long the participant had the materials in his/her possession outside of the Assessment Site. This will provide the Primary Administrator with information as to the probability of compromise. Do not fax the answer sheets to Prov until the assessment materials have been retrieved and all Assessment Center policies have been met.

Upon notification by the coordinator/proctor of the missing materials, the Primary Administrator must immediately inform NCCER's Assessment Department of the security breach. It is the AAC's responsibility to recover the lost materials. Additionally, the AAC will be responsible for the cost of lost materials that will be determined when the degree of compromise has been fully discovered. Upon receipt of the lost materials from the coordinator/proctor, the Primary Administrator should create a file to maintain all records related to the lost booklet.

9.5.0 Lost or Damaged Assessment Materials

If assessment materials are lost or damaged during shipment or while at a site, the Primary Administrator must notify the NCCER Assessment Manager immediately. A formal report will be required, including signatures of all those involved.

9.5.1 Materials Lost During Shipment

In the event that materials are lost between Prov and the Primary Administrator, Prov will track materials through the shipment courier to begin tracking the lost materials. It is important to notify Prov of the missing materials when one first suspects they are delayed. Prov will use couriers that provide tracking services to ensure that it can deter-

mine the location of the materials. In the event that materials are lost, Prov will replace the materials immediately at no cost.

9.5.2 Broken Seal on Shipped Package

When materials are shipped from Prov, each box is sealed with security tape to allow easy identification if the box has been opened. If the Primary Administrator discovers that the box has been tampered with, he/she should immediately contact the initial recipient of the box to determine who might have possibly opened the materials. The Primary Administrator should also check the assessment booklets to ensure that all materials are present and that no booklet appears to have been removed for copying. If it appears that there has been no tampering other than the breaking of the security tape, the Primary Administrator should note the irregularity and should train the receiving staff to leave the materials sealed until opened by the Primary Administrator. In the event that the materials appear to be tampered with, the Primary Administrator should conduct an investigation to determine who had access to the materials and the extent to which the materials were compromised. The Primary Administrator should immediately notify NCCER of any compromise issue. NCCER will determine what course of action to take for the loss of the materials and will assess the risk posed by the compromise.

9.5.3 Loss of Internally Shipped Materials

Primary Administrators must always use traceable courier services when shipping assessment materials to an AAS. In the event that materials do not arrive, the Primary Administrator should initiate tracking through the courier selected. In the event that materials are located, they should be delivered immediately to the coordinator. However, in the event of loss, the Primary Administrator should notify NCCER of the missing materials and the attempts to recover the materials immediately. When notifying NCCER, the Primary Administrator should inform NCCER which assessments were in the missing shipment, including the booklet serial numbers and exam keys for all missing materials.

NCCER shall determine if all possible attempts have been made to recover the materials and shall determine what course of action to take. A For Cause Audit may be re-

quired, which will be at the expense of the AAC.

9.6.0 Periodic Random Inventory Verification

The purpose of NCCER's periodic random inventory verification is to check the inventory levels of booklets and/or exam key numbers currently distributed to ensure that all materials are being tracked.

NCCER will require a physical and accurate accounting of all materials that have been received from Prov, proof that the Assessment Inventory Form is being properly completed and updated, and records showing that materials are being properly destroyed after use. All Primary Administrators, coordinators, and proctors must be current and active within Arkiv. Inventory must be reconciled with the Arkiv site monthly, using the Check Inventory function. **A loss of accreditation or probation may be imposed on any AAC with a Primary Administrator who has not logged into Arkiv as required.** Areas that will be reviewed will include:

- Check of material in current inventory at both the AAC and all AASs
- Reconciliation of materials that are currently at AASs to the master log
- Completion of the inventory log
- Destruction of material is witnessed by someone in addition to Primary Administrator
- Primary Administrator's certification as a master trainer and administrator is current
- Coordinators and proctors are certified and have current credentials
- Primary Administrator has logged into Arkiv at least monthly to verify inventory
- Primary Administrator has reported any site irregularities immediately and properly documented them

NCCER will discuss with the Primary Administrator any problems uncovered during the auditing process.

PERFORMANCE VERIFICATIONS

1.0.0 OVERVIEW

Performance Verifications (PVs) are designed as tools to assess the skills of workers with at least journey-level training or experience. They are administered by trained performance evaluators who must have current credentials with NCCER. Each PV is conducted in a controlled, observable, and measurable manner, and successful participants are designated as Performance Verified in the ANR.

2.0.0 IDEAL CHARACTERISTICS AND BEHAVIORS OF PERFORMANCE EVALUATORS

- Open, honest and friendly
- Interested in participants
- Sets tone for evaluation
- Acts professionally
- Encourages individuality
- Stresses positive aspects of participants' efforts
- Corrects through positive feedback

3.0.0 CONDUCTING PERFORMANCE VERIFICATIONS

Successful completion of Performance Verifications can only be achieved through the use of correct and appropriate knowledge, skills, and safety practices. Performance Evaluators must take special care to insure that PVs are set up and conducted properly.

3.1.0 Downloading the PV Packet

Unless otherwise notified, PVs are to be downloaded from NCCER's website (at no charge):

- Log onto the NCCER website. Click on Assessments and Performance Verifications. Choose Journey Level or Pipeline Specs and PVs. Click on the Performance Verification needed.
- Verify material requested is material required.
- Make necessary copies of the packet for participant and evaluator.

3.2.0 Site Preparation

Before conducting any PV, check the evaluation site to be sure it is suitable:

- Appropriate safety measures in place

- Appropriate amount of space for performing tasks
- Interruptions minimal, preferably none
- Necessary tools, material and safety equipment available and in proper working condition

3.3.0 What is Permissible and Required

If the participant is performing the tasks on the PV as part of his/her job, the performance evaluator may conduct an on-the-job observation. If the tasks are not part of the job, a controlled observation may be done on the job site or in a laboratory environment, at a warehouse, or in a classroom.

In some cases, it may be necessary to use simulation to replicate conditions and standards for the task to be evaluated. Simulation must include the activities to be performed in the field, including all necessary equipment and adherence to safety rules. Verbal simulation or narration of a task is NOT an acceptable means of evaluation.

The evaluation of tasks should be completed one-on-one. It is not permitted to skip a task.

3.4.0 Guidelines

For a smooth verification process:

- Review referenced training material for any safety considerations and follow site-specific safety rules/procedures as appropriate.
- Terminate the PV for any participant who acts in an unsafe or hazardous manner or engages in horseplay.
- Be impartial but polite to keep the participant at ease.
- Review and rate each step as the participant completes it.
- Keep notes of any unusual happenings during the PV.
- Ensure the participants understand the tasks they are to perform.
- Make sure the participants know where necessary supplies, materials, and tools are located.
- Note the start time and finish time for **each** task. Start and end times should be as accurate as possible for each task evaluated without rounding.
- Rate each participant according to the criteria of each task. Never compare one participant's performance to that of another.
- Complete all rating forms after the participant has left the PV site to ensure integrity of processing.
- Submit completed PV documents to the Primary Administrator.
- PV retests will be given at the discretion and time designated by the Performance Evaluator/Instructor

4.0.0 SUBMITTING COMPLETED PVS TO NCCER

Performance Verifications may be submitted electronically through the ANR or by fax/email/mail. All submissions must be approved by the Primary Administrator or they will not be processed.

NOTE: PVs cannot be submitted for credit more than two years after the date of the PV task completion

For questions regarding submitting Performance Verifications, Primary Administrators should contact the Registry Department.

4.1.0 Submitting through the ANR

A performance verification tutorial on submitting forms electronically via the ANR is found at <https://anr.nccer.org>. After logging in as a sponsor, the Primary Administrator should enter their username and password, then follow the instructions to download the PV tutorial from the ANR homepage. The Registry Department can provide assistance, if necessary.

NCCER strongly recommends PV submission through the ANR for faster processing.

4.2.0 Submitting by Fax/Email/Mail

1. Make sure all parts of the submission form are completed.
2. Ensure dates and times for each task are accurate.
3. Primary administrator must approve and sign each PV form and keep a copy at the AAC. No stamped or copied signatures are allowed.
4. Submit forms to the Registry Department via fax or mail. Find the fax number and mailing address at www.nccer.org.
5. PV completions can be checked on the ANR under the sponsor tab on the Quickcheck screen.

5.0.0 SECURITY

Any false or fraudulent information submitted on a PV will be considered a violation of NCACP Policies and Procedures. The same penalties for assessment violations will apply.

CERTIFICATION PROGRAMS

1.0.0 OVERVIEW

NCCER has three certification programs: Mobile Crane Operator, Rigger and Signal Person, and Tower Crane Operator. These programs were developed to meet or exceed current ASME standards and OSHA regulations. Each program has specific requirements and guidelines that Accredited Assessment Centers must follow to participate. An endorsement is required for each program, which means an application must be submitted and at least one practical examiner must be trained and affiliated with the AAC.

All participants in these programs must pass an assessment, a practical examination, and complete an Application for Practical Examination before they are certified.

The Mobile Crane Operator Certification Program offers 13 equipment specific certifications that include capacity. This program is accredited by the American National Standard Institute (ANSI).

The Rigger/Signal Person Certification Program offers four certifications: Basic Rigger, Intermediate Rigger, Advanced Rigger, and Signal Person.

The Tower Crane Operator Certification program offers three certifications: Hammerhead, Luffer, and Self Erect.

Details about each certification and its requirements may be found on the NCCER website.

2.0.0 ASSESSMENT CENTER ENDORSEMENT

Accredited Assessment Centers interested in offering a certification program must complete the Application for Program Endorsement (Form 900). A separate application is required for each endorsement.

The AAC must pay the required application fee and meet the following requirements:

- Have a valid business license for a minimum of five years
- Have a current organizational chart
- Have an updated Certificate of Insurance or Notarized Security Letter
- Have a Practical Examiner, who is certified by NCCER (only certified PEs may administer the practical examinations) and affiliated with the AAC
- Have the proper facilities, equipment, and materials to conduct both assessments and practical exams (see information on Form 900 for the specific program)

AACs with an endorsement shall follow all procedures within this manual, as well as those specified in the procedure manual for the certification program.

3.0.0 PRACTICAL EXAMINER TRAINING

Each certification program requires that the AAC have at least one practical examiner who is certified to deliver the practical examination for that specific program. NCCER offers three practical examiner training courses: Mobile Crane, Rigger/Signal Person, and Tower Crane.

Before registering for a course, the practical examiner candidate must submit Form 901R and a resumé to NCCER showing the required experience, training, and/or education. If approved, prerequisite assessments must be passed. The assessments may be administered by any AAC, but only as computer versions.

In addition, the practical examiner candidate must be certified as a Craft Instructor or Performance Evaluator, or successfully complete the full or abbreviated Instructor Certification Training Program (ICTP). The Primary Administrator of the AAC applying for endorsement should conduct or arrange for the ICTP as needed.

- Practical examiner courses will be held throughout the year.

See the Training/Registration section of the NCCER website for information.

For more information, contact the Certification Program Manager at NCCER.

REPORTS AND FORMS

Introduction

Each report and form illustrated in the following pages is described below.

Score Report

The Score Report identifies areas for which a participant might seek additional training. On this report, the date and location of the assessment is provided. Additionally, the participant's performance during the assessment is listed by subject area. These subject areas correspond to the modules found in the NCCER curricula. It is important to note that not all modules were used in creating the assessment, nor was all subject matter in each module found in each assessment. The cut score is the minimum score needed to pass; on pipeline assessments, every topic must be passed in addition to an overall score that meets or exceeds the cut score before the participant is considered to have passed the assessment.

Training Prescription

This report accompanies the Score Report for each participant who completes an assessment. It lists the modules and/or topic areas for which the participant did not achieve the minimum passing score. The list shows the areas where training or further study has the most potential to improve the participant's score on a future assessment. On the sample training prescription, one of the longest bars is for Electrical Safety, which has 8 questions per the Specifications, and the participant only appears to have answered 1 or 2 correctly. Conversely, Hand Bending has 4 questions and the participant answered half of those correctly. So she has the potential to improve by 6-7 points from studying Electrical Safety but 2 points by studying Hand Bending.

Candidate Scores Report

This report lists the assessment performance for all participants who took assessments within a particular date range.

This report lists each participant in alphabetical order. If participants take assessments multiple times within the date range requested, their names will be listed multiple times.

Topic Summary Report

This report aggregates the performance of all participants who took a particular assessment at a particular site for a particular date or range of dates. The AAC may use this information to determine where additional training may be focused for certain trades.

Summary By Sponsor Report

This report displays assessments and their associated pass/training recommended rates for a selected date range. In this report, the user can select which AASs to include in the report.

Training Prescription Summary Report

This report prepares a listing by site and assessment type of all participants who did not pass a particular module. This is a report to help determine who needs further training on what topics for each assessment site.

Assessment Inventory Spreadsheet

This inventory report is selected under the My Inventory heading in Arkiv. It includes details for every assessment, including type, status, date ordered, and order number. Primary Administrators should compare 503A forms to this spreadsheet each month for inventory verification.

Sample PV Submission Form

This form is used to record the results of a Performance Verification. The results may be transmitted to NCCER via the ANR.

Training Prescription

Answer Sheet

Report prepared for

Sponsor Name

Assessment Name Industrial Carpentry

Result Training Recommended

This Training prescription reflects the results you obtained for the NCCER Written Assessment on 06/03/2013. 74 is the overall score you obtained. While the overall score is very important, there is other information contained in this Training Prescription which is vital for continued growth in this craft / technical area.

As you review your personal Training Prescription, look at each Topic Area and the score you achieved in that area. If your personal score is less than the Cut Score for any Topic Area on this Written Assessment, you may want to consider some form of follow-up. Here is a list of these areas for potential follow-up:

Module Code	Module Name	% of Total Questions Missed on topics with Training Recommended status
27309-07	Horizontal Formwork	<input type="text"/>
27401-08	Site Layout I: Distance Measurement and Leveling	<input type="text"/>
27104-06	Reading Plans and Elevations	<input type="text"/>
27301-07	Rigging Equipment	<input type="text"/>
27108-06	Introduction to Concrete and Reinforcing Materials	<input type="text"/>

As with all types of Assessments; this is just a sampling of your skills and knowledge. In other words, it is a snapshot, not a total picture. However, the Assessment is a valid tool to help determine where you should consider enhancing your background in identified Topic Areas. A few ways to strengthen your knowledge and skill in these areas include:

- *On the Job Coaching:* Work with someone on the job who has more experience in this particular area (such as your Supervisor).
- *Self Study:* Order the Contren Learning Series Module associated with the particular Topic Area and study on your own.
- *Formal Training:* Meet with your Supervisor or Assessment Center Representative and find a local site where you can enroll in classes that cover these Topic Areas using the Contren Learning Series Modules.

NCCER and our Sponsors are committed to Workforce Development. You are a part of this workforce and your growth and development are important. Please consider taking the next step in continuing your professional growth by talking with your Supervisor or Assessment Center Representative.

Much Continued Success,

Score by Candidate
 Assessment Date **01/02/2008 to**
 Range: **01/02/2009**
 Site **ALL**
 Index **ALL**

Click on candidate name to view score report

Name	Candidate ID	Assessment	Date	Score %	Status	Site	Index	Language
TESTER, CARLA	000-00-0000	Academic Carpentry Level One	8/19/2008	0	Training Recommended	32606		English
TESTER, CARLA	000-00-0000	Academic Core	8/4/2008	84	Passed	32606		English
TESTER, CARLA	000-00-0000	Academic Electrical Level One	8/19/2008	98	Passed	32606		English
TESTER, CARLA	000-00-0000	Boilermaker	8/22/2008	100	Passed	32606		English
TESTER, CARLA	000-00-0000	Green Building	9/25/2008	75	Passed	32606		English
TESTER, SCOTT	000-00-0000	Heavy Equipment Operator: Dozer	4/18/2008	98	Passed	32606		English
TESTER, CARLA	000-00-0000	Heavy Equipment Operator: Excavator	4/18/2008	100	Passed	32606		English
TESTER, SCOTT	000-00-0000	Industrial Carpentry V3	5/30/2008	96	Passed	32606		English
TESTER, CARLA	000-00-0000	Industrial Pipefitter	6/27/2008	98	Passed	32606		English
TESTER, CARLA	000-00-0000	Industrial Pipefitter (Spanish Version)	7/1/2008	99	Passed	32606		Spanish
TESTER, CARLA	000-00-0000	Masonry Level One (Spanish Version)	6/17/2008	98	Passed	32606		Spanish
TESTER, SCOTT	000-00-0000	Sample Exam	5/28/2008	60	Training Recommended	32606		English

Topic By Site

Assessment Date Range: 12/12/2007 to 12/12/2008

Site ALL

Index ALL

Assessment Name	# Apps	Topic Code	Topic	Possible	% Correct	# App Pass	% App Pass
Carpentry	47	00101-04	Basic Safety	10	40	6	12
Carpentry	47	27103-06	Hand and Power Tools	4	51	17	36
Carpentry	47	27104-06	Reading Plans and Elevations	4	46	12	25
Carpentry	47	27105-06	Floor Systems	7	40	7	14
Carpentry	47	27106-06	Wall and Ceiling Framing	7	43	6	12
Carpentry	47	27107-06	Roof Framing	7	36	5	10
Carpentry	47	27108-06	Introduction to Concrete and Reinforcing Materials	4	43	12	25
Carpentry	47	27109-06	Windows and Exterior Doors I	4	31	4	8
Carpentry	47	27110-06	Basic Stair Layout	4	37	4	8
Electrical	23	26101-05	Electrical Safety	8	50	7	30
Electrical	23	26102-05	Hand Bending	4	46	7	30
Electrical	23	26103-05	Fasteners and Anchors	4	21	0	0
Electrical	23	26104-05	Electrical Theory One	4	28	0	0
Electrical	23	26105-05	Electrical Theory Two	4	21	1	4
Electrical	23	26106-05	Electrical Test Equipment	4	35	3	13
Electrical	23	26108-05	Raceways, Boxes, and Fittings	6	21	0	0
Electrical	23	26109-05	Conductors	5	53	7	30
Electrical	23	26110-05	Introduction to Electrical Blueprints	4	26	0	0
Electrical	23	26111-05	Wiring: Commercial and Industrial	6	36	4	17

Summary by Sponsor

Assessment Date Range: **12/12/2005 to 12/12/2008**

Site **ALL**
 Index **ALL**

Assessment	Ttl Exams	Ttl Pass	% Pass	% TR	Avg Score	# Unique Cand	# Unique Pass	% Unique Pass	# Paper	# CBT
Academic Carpentry Level One	1	0	0	100	0	1	0	0	0	1
Academic Core	1	1	100	0	84	1	1	100	0	1
Academic Electrical Level One	1	1	100	0	98	1	1	100	0	1
Boilermaker	1	1	100	0	100	1	1	100	0	1
Heavy Equipment Operator: Dozer	1	1	100	0	99	1	1	100	0	1
Heavy Equipment Operator: Excavator	1	1	100	0	100	1	1	100	0	1
Industrial Carpentry V3	1	1	100	0	96	1	1	100	0	1
Industrial Pipefitter	1	1	100	0	98	1	1	100	0	1
Industrial Pipefitter (Spanish Version)	1	1	100	0	99	1	1	100	0	1
Judgment Index - Supervisor	1	1	100	0	100	1	1	100	0	1
Masonry Level One (Spanish Version)	1	1	100	0	99	1	1	100	0	1

Site Training Prescription

Assessment Name Academic Electrical Level One

Assessment Date Range: 12/12/2007 to 12/12/2008

Site ALL

Index ALL

Topic Code	Topic	Name	Candidate ID	Index
26101-05	Electrical Safety	S. Smith	12345	0006
26101-05	Electrical Safety	T. Smith	54321	0006
26101-05	Electrical Safety	W. Smith	23456	0005
26101-05	Electrical Safety	A. Thompson	54356	0002
26101-05	Electrical Safety	A. Waite	98754	0007
26102-05	Hand Bending	A. King	84765	0006
26102-05	Hand Bending	T. Queen	36846	0006
26102-05	Hand Bending	N. Robber	57575	0005
26102-05	Hand Bending	S. Smith	12345	0002
26102-05	Hand Bending	T. Smith	54321	0002
26102-05	Hand Bending	W. Smith	23456	0006
26102-05	Hand Bending	A. Thompson	54356	0006
26102-05	Hand Bending	A. Waite	98754	0007
26104-05	Electrical Theory One	S. Smith	12345	0002
26104-05	Electrical Theory One	T. Smith	54321	0002
26104-05	Electrical Theory One	W. Smith	23456	0005
26104-05	Electrical Theory One	A. Thompson	54356	0004
26104-05	Electrical Theory One	A. Waite	98754	0006

Assessment Inventory Spreadsheet

Site Name	Exam Name	Type	Key	Serial #	Status	Create/Use Date	Ordered by	Order #
NCCER	Abnormal Operating Conditions - Control Center v3	Paper/Pencil	123456789	000A000202	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Abnormal Operating Conditions - Field	Paper/Pencil	123456789	000A000203	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Carpentry	Paper/Pencil	123456789	000A000204	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Carpentry Level One	Paper/Pencil	123456789	000A000205	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Construction Technology V2	Paper/Pencil	123456789	000A000206	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Core	Paper/Pencil	123456789	000A000207	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Electrical	Paper/Pencil	123456789	000A000208	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Heavy Equipment Operator Level One	Paper/Pencil	123456789	000A000209	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic HVAC	Paper/Pencil	123456789	000A000210	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Masonry	Paper/Pencil	123456789	000A000211	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Masonry Level One	Paper/Pencil	123456789	000A000212	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Academic Welding	Paper/Pencil	123456789	000A000213	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Boiler Technician	Paper/Pencil	123456789	000A000214	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Carpentry Level One	Paper/Pencil	123456789	000A000215	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Commercial Carpentry	Paper/Pencil	123456789	000A000216	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Commercial Electrician V2	Paper/Pencil	123456789	000A000217	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Concrete Finisher	Paper/Pencil	123456789	000A000218	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Concrete Finisher (Spanish Version)	Paper/Pencil	123456789	000A000219	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Construction Technology v2	Paper/Pencil	123456789	000A000220	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Control Center Operations	Paper/Pencil	123456789	000A000221	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Core: Introductory Craft Skills (Spanish Version)	Paper/Pencil	123456789	000A000222	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Corrosion Prevention Field Technician 1 - Installation V4	Paper/Pencil	123456789	000A000223	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Corrosion Prevention Field Technician 1 - Measurement V4	Paper/Pencil	123456789	000A000224	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Corrosion Prevention Field Technician 2 V3	Paper/Pencil	123456789	000A000225	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Corrosion Prevention Field Technician 3 V3	Paper/Pencil	123456789	000A000226	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Electrical & Instrumentation Pipeline Technician V4	Paper/Pencil	123456789	000A000227	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Electrical Level One	Paper/Pencil	123456789	000A000228	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Electronic Systems Technician V2	Paper/Pencil	123456789	000A000229	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	EST Installer	Paper/Pencil	123456789	000A000230	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Field Operations	Paper/Pencil	123456789	000A000231	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Finish Carpentry	Paper/Pencil	123456789	000A000232	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Form Carpentry	Paper/Pencil	123456789	000A000233	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Frame Carpentry	Paper/Pencil	123456789	000A000234	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Gas Maintenance Specialty	Paper/Pencil	123456789	000A000235	Key Created	3/27/2008 17:14	NCCER	137738
NCCER	Gas Pipeline Operations	Paper/Pencil	123456789	000A000236	Key Created	3/27/2008 17:14	NCCER	137738



**PERFORMANCE VERIFICATION FORM
INDUSTRIAL INSULATOR PVINSUL19**

Candidate information		
Last Name	First Name	SSN or SGN
Employer/Company Name	State	Code
Evaluator		
Last Name	First Name	SSN or SGN

TASK NUMBER	SPECIFIC DUTIES/TASKS	DATE	START TIME	END TIME
01	Blueprint Reading (Module 19309)			
02	Pipe Specifications (Module 19105)			
03	Layout and Fabricate (Module 19310)			
04	Jacketing for Vessels and Equipment (Module 19311)			
05	Install Cold Insulation and Jacketing (Modules 19303 and 19310)			
06	Install Hot Insulation and Jacketing (Modules 19303 and 19310)			
07	Cement and Fabric with Mastic (Module 19208)			
08	Safety (Module 00101)			

Consent/Release: I, the undersigned, do hereby authorize the National Center for Construction Education and Research (NCCER) to release the information and results attained through the administration of the National Craft Assessment and Certification Program (NCACP) to the organization referenced below, and acknowledge that the employer noted above is my present employer.

ACCREDITED ASSESSMENT CENTER: _____

PARTICIPANT: _____ **SIGNATURE** _____ DATE: _____

PERFORMANCE EVALUATOR: _____ **SIGNATURE** _____ DATE: _____

ADMINISTRATOR: _____ **SIGNATURE** _____ DATE: _____

Last Updated: June 8, 2011
Return Completed Form To:
NCCER Registry •
13614 Progress Blvd • Alachua, FL 32615
1-888-622-3720

APPENDIX A

The following documents may be reproduced for use.

Suitable for Posting in Testing Room

Assessment Center Rules

Which Calculator May Be Used During Assessments?

NCCER Retest Policy

For Use by AAC Staff

Security Statement

Checklist for the Assessment Location

Sample Proctor Script for Paper Assessment Sessions

Sample Proctor Script for Spanish Paper Assessment Sessions

Sample Proctor Script for Computer Assessment Sessions

Sample Proctor Script for Spanish Computer Assessment Sessions

ASSESSMENT CENTER RULES

NO FOOD

NO DRINKS

NO TOBACCO PRODUCTS

**NO CELL PHONES, PDAs, MUSIC
PLAYERS, PAGERS, OR OTHER
ELECTRONIC DEVICES**

NO OUTSIDE PRINTED MATERIALS
(Except the Pipefitters' Bluebook when specifically allowed)

NO TALKING DURING TESTING

(Other items may be prohibited by the site)

Which Calculator May Be Used During Assessments?



Basic Calculator

YES



Scientific Calculator

NO



Pipe Trades Pro Calculator
(or other specialty calculator)

NO

NCCER RETEST POLICY

In order to ensure the integrity of the NCACP, the following retest policy applies to all participants:

- If initial assessment score is within 10 points of the cut score, the participant can retest on the same assessment title in 2 days
- If initial assessment score is not within 10 points of the cut score, the participant can retest on the same assessment title in 30 days
- Subsequent attempts (after 2) on the same assessment title must be at least 90 days apart
- No more than four attempts are allowed within a 12 month period on the same assessment title
- Minimum two-day waiting period to retest on any assessment that exceeds the cut score

NOTE: Eligibility for retesting starts over 12 months after the last assessment attempt (per assessment title).

All versions of an assessment title, whether revisions or translations, are counted as the same assessment.

The AAC Primary Administrator is responsible for verification of compliance with this policy.

If a retest is mandated by NCCER or law, the retest policy begins again.

Exceptions to this policy **MUST** be approved **IN ADVANCE** by NCCER. Failure to follow this policy may result in cancelling of assessment score and additional disciplinary action.

Security Statement

All participants in the Craft Certification Program are responsible for maintaining the integrity of the Program and the confidentiality of the contents of the assessments in their possession.

I hereby acknowledge that I understand the following:

- Participants may not remove assessment materials or copy them in any form.
- Participants may not assist others or receive assistance during the assessment from anyone other than the proctor, who may not comment on assessment content.
- Participants may not use any materials or devices prohibited by NCCER or the assessment center.
- Participants may not transmit assessment questions in any form during or after the assessment session.

Failure to uphold this responsibility may result in penalties imposed by NCCER/Edexcel up to and including discharge from the assessment session, termination of certification, disqualification without retest, **barring from all testing for five years**, and financial restitution associated with replacing breached assessments. By signing below, I (the participant) verify that I understand and accept my responsibilities and liabilities under the Program.

Participant's Signature

This statement appears as part of both paper and computer based assessments. It is on the inside cover (or back of demographic page) of paper assessment booklets, and participants must sign it before starting the assessment. The AAC must keep these signed statements on file and send them to NCCER if a participant violates the security policy. On computer based assessments, the statement appears on the screen before the assessment begins, and participants must click on the "I accept" button before they may continue.

ASSESSMENT ROOM SETUP

- Assessment area for participant
 - No more than 2 participants per 6 ft table
 - No more than 3 participants per 8 ft table
 - Surface space enough to accommodate computer/assessment booklet, calculator and approved NCCER reference materials (if applicable).
 - Dividers between computer stations or privacy screens on each computer monitor with at least three feet between monitors. Participants should not be able to see other participant's screens. NOTE: All computer-based assessments must be delivered using a dedicated computer that is property of the AAC. If the computer is not the property of the AAC, it is the Primary Administrator's responsibility to ensure that the computer(s) is secure for NCCER testing.
- Remove posters, charts, and educational materials that may be distracting to participants and/or applicable to the assessment
- Post prohibited items sign
- Post NCCER Anti-Cheating poster
- Face all participants in the same direction (if administering paper assessments)
- Provide adequate space between rows for walking
- Setup proctor station
- Position clock so all participants can view
- Ensure appropriate number of approved reference materials are available for each participant
- Ensure adequate lighting and temperature control
- Isolated from noisy areas and room door is closed (recommend posting sign on assessment door stating "Assessment Session in Progress")
- Ensure restroom is within close proximity
- Ensure emergency exit(s) are identified
- Ensure participant ADA requirements are met (if applicable)

NOTE: In addition to the appropriate number of proctors (Recommend no more than 15 participants per proctor, but allow up to 30 participants per proctor), NCCER recommends video surveillance of assessment sessions.

Proctor Script for Paper Assessment Sessions

Good morning/afternoon. My name is *[your name]*.

On behalf of NCCER and *[Assessment Center or company name]* I want to welcome you to this assessment session and wish you success in your efforts today. If at any time during the following instructions you have a question, please raise your hand and I will assist you.

Prior to distributing the assessments I want to describe the assessment process that you will go through today. I will begin by describing the general assessment rules that govern the assessment event, which you must follow in order to be allowed to finish your assessment.

At this time, if you still have any in your possession, please turn off all beepers, cell phones, two-way radios, PDAs (palm type computers) or other alarm devices and place them under your chair to ensure they do not distract others during the assessment process.

Each of you is authorized to use only those reference materials that have been approved by NCCER for your particular assessment. If you have a question about any of your reference materials, please raise your hand. *[Pause]*.

Each of you is responsible for your own references. You will not be allowed to share reference materials of any kind during the assessment session. There is to be no talking or comparing materials between participants. All non-assessment approved materials should be *[indicate location, such as in a cubby or under the seat]*.

The following procedures will be observed at all times during the assessment session. No tobacco, eating, or drinking is permitted. If during this session you need to use the restroom, please raise your hand. I will collect your assessment materials and return them to you when you return. Only one person at a time will be permitted to leave the room. While on a break, you are not permitted to talk with anyone outside the assessment room. You will not be granted any additional time for taking your assessment for time spent outside the assessment room. Therefore, make your breaks as short as possible. Restrooms are located *[give location directions]*.

When you finish the assessment, raise your hand and I will collect your assessment materials. Once all materials have been accounted for, you will be permitted to leave the assessment room.

[Insert your Assessment Center's or company's preferred score reporting method, stating when and what the participant will receive in terms of assessment results.]

In a moment, I will distribute your assessment booklets. Leave the assessment alone in front of you and do not open it until I have distributed all assessments and you are told to open the booklet.

[At this time you should distribute the appropriate assessments one at a time to the participants. Do not have the participants pass booklets across rows. Once each participant has received an assessment booklet, continue with the instructions as follows.]

Look at the name of the assessment and verify that you have the correct assessment. If you do not have the correct assessment, raise your hand so I may give you the correct booklet. Print and sign your name on the cover of your assessment booklet. *[Pause]*

Now locate the demographic sheet. Be careful and ensure the number on the demographic sheet matches the number on the assessment booklet.

Listen to the instructions carefully when filling out the information on your demographic sheet. This information must be filled in properly for correct processing of your assessment. When filling out the demographic sheet, use a pencil so that you can erase any unwanted marks.

[Review how numbers, letters, and demographic answers are completed on this form to better understand how to properly instruct completion of the demographic sheet. As you read the following instructions on completing this form, please walk through the Assessment Site to verify that participants are correctly completing this form.]

Sections that Must be Completed Correctly—VERY IMPORTANT

First, enter today's date, [*provide month, day, year*] at the top of the demographic sheet. In the upper left of the page, please find the space labeled First Name. Please print your first name, placing one letter of your name in each box. Upon completing the entry of your name in the boxes, darken in the corresponding bubble below each letter. If you are entering multiple names in either the first or the last name sections, please leave a blank space in the box and the corresponding bubble located below.

In the upper right, in the space labeled Last Name, print your last name, one letter in each box. Darken in the corresponding bubble below each letter. If you use a suffix with your name, darken the appropriate bubble. If you do not, bubble next to "none."

In the middle section of the demographic sheet, enter your social security number in the spaces provided by entering one number in each box. In the bubbles below each box, bubble in the corresponding numbers in the spaces provided.

In the next section, titled PIN, enter a four-digit number that you wish to use as a Personal Identification Number throughout this program. This number will be required from you in order for you to access scores, reports, and other confidential information. Choose a number you are not likely to forget. DO NOT share this number with anyone. For ease of remembering, I suggest using the last four digits of your social security number or the month and day of your birthday. You will need your social security number and PIN to access your results at www.nccer.org.

For the Site ZIP Code, enter the following number, one number in each box _____. Then, darken in the corresponding bubble below each space. [*The site ZIP code is the ZIPcode of the Assessment Site. Verify it in advance so that you can provide participants with this information.*]

In the next section, Examiner ID, enter the following number, starting with the box on the left _____ [*The examiner ID is the NCCER card number for you, the person administering the assessment—if you do not know your card number, consult with your Primary Administrator.*]

Optional Sections, depending on your Assessment Center's needs

The next section is titled Index. If you are using this Index field, please give instructions for completing this section. The Index field is provided solely for the purpose of capturing additional information about the Sponsors or Clients. If you decide to use this field, please establish your own internal policy so that you are consistent. The value of this field is to allow you to sort and generate reports. If you are not using this field, direct the participants to skip this section and to move the next section.

The next section is titled Tested For. In some cases, an Assessment Center may test employees of another Assessment Center. Please enter the site code from your employer so that they may access test results if this is the case (zip code.)

Other Information

In the lower section of the sheet, there are several questions to answer and then a box where you must sign your name.

Formal Education Completed: Fill in the bubble next to the highest level you achieved.

Craft Training: If you have received training for the craft on which you are being assessed, darken the bubble next to the type of training provider. Then darken next to Y for yes or N for no, indicating whether or not you completed the training program.

Years in Craft: Indicate how many years of industry trade experience you possess for the trade *in which you are being assessed*. If you have fewer than 10 years of experience, please enter a leading zero (0) in the first square and enter the second digit in the second box. For example, if you have eight years of experience, enter 08. Then darken in the bubbles provided below.

Gender and Race: Darken the appropriate bubbles.

Finally, read the statement in the last box and sign on the line below it.

Doublecheck that you have bubbled in all spaces carefully and correctly. If you are unsure that you have dark-

ened in the information properly, raise your hand and I will come by to assist you.

Now turn to the Answer Sheet.

At the bottom you will see a Release Statement, which allows your Assessment results to be released to the Assessment Center by NCCER. Please read this statement now. *[Pause]* Are there any questions before we continue?

All answers must be recorded on your answer sheet. You will not be given credit for any questions that have been answered incorrectly or left blank. Neither will you be given credit for answers that are written in the assessment booklet. You will not be given credit for any questions that have more than one answer marked. If you do not know the answer to a question, it is to your advantage to guess, since there is no penalty for a wrong answer. If you have to change an answer, be sure to erase it completely without damaging the answer sheet. Do not make stray marks on either answer sheet.

During the assessment, you may find that you have a question or concern about a particular assessment question. Because of the nature of the assessment process, we are unable to answer questions of a technical nature during the assessment process. However, your concerns are important to us and we would like to know what they are. Therefore, if you have a comment about any question on the assessment or about the assessment itself, please raise your hand for assistance. I will bring you a Question/Comment Form upon which you can document your concerns. When completing the form, please read the instructions on the form and then be specific when commenting about an assessment question. You must complete all comments within the time frame allotted for assessment since all assessment booklets will be collected immediately once time is called.

I will collect the comment forms at the end of the assessment process. All comments will be forwarded to our testing company and NCCER where they will be evaluated for merit. Any adjustments made as a result of your comments will be reflected in subsequent assessment scores.

During the assessment, no scratch paper is provided. Write in your assessment booklet if you need to do any writing.

You will not be permitted to leave the room until all assessment materials given to you have been accounted for and collected.

Retesting Policy

A retest on the same assessment may be taken following a 2-day waiting period if the score of the initial assessment was within 10 points of the established cut score. This rule only applies to the second time you take a specific assessment.

If you do not score within 10 points of the cut score, you must wait 30 days from the date of the initial assessment before reassessing. If you do not attain the cut score on the second attempt, it is strongly recommended that you attend some type of upgrade training based on the training prescription you will receive.

If you take the same assessment twice without passing it, you must wait a minimum of 90 days before the assessment can be taken again. Each subsequent reassessment has a minimum 90-day waiting period. In addition, the same assessment may not be taken more than four times within a 12-month period.

Taking a previous version or a version in another language counts when calculating when you may retest, no matter how long ago the assessment was taken.

Begin the Assessment

Please turn the front page of the assessment booklet and read and sign the liability statement on the back of that page.

You may begin now.

Proctor Script For Spanish Paper Assessments

Buen día/buenas tardes. Mi nombre es _____.

En nombre del *National Center for Construction Education and Research* y [*nombre del Centro de Prueba o compañía*], les doy la bienvenida a esta sesión de prueba y les deseo mucho éxito en sus esfuerzos de hoy. En caso de preguntas, en cualquier momento durante las siguientes instrucciones, levanten la mano y los ayudaré.

Antes de repartir las pruebas, describiré el proceso de prueba que se seguirá hoy. Comenzaré por describir las reglas generales de prueba que rigen la sesión, las cuales deberán cumplir para poder terminar su prueba.

Ahora les pido que apaguen sus localizadores (“beepers”), teléfonos celulares, radios y PDA (computadoras tipo Palm) u otros aparatos de alarma y los ubiquen debajo de sus asientos para asegurarse de que no distraigan a otros durante el proceso de prueba.

Cada uno de ustedes tiene autorización para usar sólo los materiales de referencia que NCCER ha aprobado para su prueba específica. Si tienen alguna pregunta sobre cualquiera de los materiales de referencia, por favor, levanten la mano. [*Pausa*].

Cada uno de ustedes es responsable de su propio material de referencia. Se les prohíbe compartir los materiales de referencia de cualquier tipo durante la sesión de prueba. Los participantes no deben hablar entre sí ni comparar materiales. Por favor, ahora, coloquen debajo del asiento todos los materiales no aprobados para la prueba.

Los siguientes procedimientos deberán respetarse en todo momento durante la sesión de prueba. Se prohíbe comer, beber y consumir tabaco. Si, durante la sesión, necesitan ir al baño, levanten la mano. Recogeré sus materiales de prueba y se los devolveré cuando vuelvan. Sólo una persona por vez podrá salir del salón. Durante el descanso, no pueden hablar con nadie fuera del salón de prueba. No se les concederá tiempo adicional para terminar la prueba por el tiempo perdido fuera del salón. Por lo tanto, les recomiendo tomarse descansos breves. Los baños están ubicados [*indicar ubicación*].

Al finalizar la sesión de prueba, levanten la mano y pasaré a recoger los materiales de prueba.

Una vez que se hayan entregado todos los materiales, podrán salir del salón.

[*Introducir el método de presentación de calificaciones que utiliza su Centro de Prueba o compañía y mencione cuándo y qué recibirá el participante en términos de resultados de la prueba*].

En unos momentos, repartiré los cuadernos de prueba. Pero antes de hacerlo, les voy a pedir que dejen la prueba frente a ustedes y no la abran hasta que haya distribuido todas las pruebas y les diga que abran el cuaderno.

[*En este momento, usted deberá repartir las pruebas correspondientes, una a la vez, a los participantes. No haga que los participantes repartan los cuadernos a los de su fila. Una vez que todos los participantes hayan recibido un cuaderno de prueba, prosiga con las instrucciones según se describe a continuación*].

Observen el nombre de la prueba y asegúrense de haber recibido la prueba correcta. Si no tienen la prueba correcta, levanten la mano para que pueda darles el cuaderno correspondiente. Por favor, firmen y escriban su nombre en letra de molde en la portada del cuaderno. [*Pausa*]

Ubiquen la hoja de respuestas. Asegúrense de que el número de la hoja de respuestas coincida con el número del cuaderno de prueba.

Presten mucha atención a las instrucciones a la hora de completar la información en la hoja de respuestas. Esta información debe completarse en forma adecuada para el procesamiento correcto de su prueba. Tengan en cuenta que la hoja de respuestas tiene dos páginas. Una hoja es para información demográfica y del candidato, mientras que la otra es la hoja de respuestas.

Cuando completen la hoja de respuestas, utilicen un lápiz para poder borrar las marcas no deseadas.

[*Fíjese cómo completar los números, las letras y las respuestas demográficas en este formulario para com-*

prender mejor cómo explicar correctamente la forma de completar la hoja de respuestas. Mientras lee las siguientes instrucciones sobre cómo completar este formulario, verifique la sección del “Sitio de Prueba” para asegurarse de que los participantes estén completando este formulario de manera correcta].

Secciones que Deben ser Completadas Correctamente — MUY IMPORTANTES

Primero, **escriban la fecha de hoy** [“Assessment Date”, ___/___/_____, en la parte superior de la hoja de respuestas demográfica. En el margen superior izquierdo de la primera página de la hoja de respuestas, encontrarán el espacio para el Nombre [“First Name”]. Escriban allí su nombre en letra de molde, con una letra en cada casillero. Una vez escrito el nombre en los casilleros, pinten la burbuja correspondiente debajo de cada letra. En caso de que escriban varios nombres en las secciones de nombre o apellido, dejen vacío el casillero del espacio, así como la burbuja correspondiente a dicho casillero.

En el margen superior derecho, en el espacio para el **Apellido** [“Last Name”], escriban su apellido en letra de molde, con una letra en cada casillero. Pinten la burbuja correspondiente debajo de cada letra. En caso de que el nombre incluya un **sufijo** [“suffix”], escríbanlo en letra de molde en el espacio adecuado y marquen la burbuja del casillero correspondiente.

En la sección de abajo izquierda de la hoja de respuestas, ubiquen la sección para el **Número del Seguro Social** [“Social Security Number”]. Escriban su número del seguro social en los espacios que se proveen para tal fin, escribiendo un número en cada casillero (los participantes que se nieguen a ingresar su número del seguro social DEBEN utilizar el número de identificación de 9 dígitos que el Centro de Prueba haya obtenido del Registro de NCCER). En las burbujas debajo de cada casillero, marquen los números correspondientes en los espacios provistos.

En la siguiente sección, llamada **PIN**, escriban el número de cuatro dígitos que deseen utilizar como Número de Identificación Personal a lo largo de este programa. Deberán dar este número para poder ver calificaciones, informes y otra información confidencial. Elijan un número que puedan recordar fácilmente en el futuro. NO den este número a nadie. Para recordarlo mejor, recomiendo utilizar los últimos cuatro dígitos de su número del seguro social o el día y mes de su cumpleaños. Necesitarán su número del seguro social y PIN para ver los resultados en www.nccer.org.

Vayan a la siguiente sección, **Código del Sitio** [“Site Code”]. Escriban el siguiente número, un número en cada casillero: _____. Luego, pinten la burbuja correspondiente debajo de cada espacio del Código del Sitio.

[El código del sitio es el Código Postal del Sitio de Prueba. Verifique con antelación el Código Postal del Sitio de Prueba de modo que pueda dar esta información a los participantes].

En la siguiente sección, Numero de Identificación del Examinador [“Examiner ID”], entre los siguientes número, comenzando con la caja a la izquierda _____ [el Examinador ID es el número de tarjeta NCCER para usted, la persona que administra la prueba — si usted no sabe su número de tarjeta, consulte con su Administrador Primario].

Secciones Opcionales, segun las necesidades de su Centro de Evaluación

La siguiente sección se llama **Índice** [“Index”].

Si usted está utilizando la sección del Índice, indíqueles cómo completar esta sección. El campo Índice se da sólo para tener la información adicional sobre los Patrocinadores o Clientes. Si decide usar este campo, defina su procedimiento interno de modo que su uso sea consecuente. Este campo es importante por que da la posibilidad de clasificar y generar informes. Si decide no utilizar este campo, dígales a los participantes que salten esta sección y pasen directamente a la sección siguiente.

La siguiente sección se llama **Evaluado para** [“Tested For”]. En algunos casos, un Centro de Prueba puede evaluar empleados de otro Centro de Prueba. Escriban el código del sitio de su empleador para que puedan ver los resultados de la prueba si esto fuera así (código postal).

Otra Información

En la sección más baja de la hoja, hay varias preguntas para contestar y luego una caja donde usted debe firmar su nombre.

Educación Formal Completada: Oscurezca la burbuja al lado del nivel más alto que usted logró.

Entrenamiento en la Industria: Si usted ha recibido el entrenamiento en la industria en el cual usted está siendo examinado. Oscurezca la burbuja al lado del tipo de entrenamiento proporcionado. Luego oscurezca al lado de S para sí [“yes”] o N para no [“no”], indicando si usted completó el programa de entrenamiento.

Años en la Industria: Esta sección es para que ustedes puedan decirnos cuántos años de experiencia tienen en la industria en la que se les está evaluando. Si tienen menos de 10 años [“years”] de experiencia, escriban cero (0) en el primer casillero y el segundo dígito en el segundo casillero. Por ejemplo, si tienen ocho años de experiencia, escriban 08. Luego, pinten las burbujas debajo.

Sexo [“Gender”] y Raza [“Race”]: Oscurezcan las burbujas correspondientes.

Asegúrense de haber marcado todos los espacios con cuidado y de haber oscurecido las burbujas correctas. Tómense un momento para verificar que toda la información marcada concuerde con lo que está escrito más arriba. Si no están seguros de haber marcado bien la información, levanten la mano y yo me acercaré para ayudarlos.

Diríjase a la Página 2 de la Hoja de Respuestas.

En la parte inferior, verán una Autorización de Divulgación [“Release Statement”], la cual permite a NCCER divulgar los resultados de su prueba al Centro de Prueba. Lean ahora esta autorización. [Pausa] ¿Alguna pregunta antes de continuar?

Todas las respuestas deben registrarse en la hoja de respuestas. No se les dará crédito por ninguna pregunta que respondan de forma incorrecta o dejen en blanco. Tampoco se les dará crédito por las respuestas que se escriban en el cuaderno de prueba. No se les dará crédito por las preguntas que tengan más de una respuesta marcada. Si no saben la respuesta a una pregunta, tienen la ventaja de poder adivinar, ya que no se penalizan las respuestas incorrectas. Si deben cambiar una respuesta, asegúrense de borrarla por completo sin dañar la hoja de respuestas. No hagan marcas aisladas en ninguna de las hojas de respuestas.

Durante la prueba, es posible que les surjan preguntas o comentarios sobre una cuestión particular de la prueba. Dada la naturaleza del proceso de prueba, no podemos responder preguntas técnicas durante la prueba. Sin embargo, sus comentarios nos importan y queremos conocerlas. Por lo tanto, si tienen algún comentario sobre cualquier pregunta de la prueba o sobre la prueba en sí, levanten la mano para recibir ayuda. Yo les entregaré un Formulario de Comentarios para que los documenten. Al completar el formulario, lean las instrucciones de éste y luego traten de ser lo más específicos posible cuando incluyan comentarios sobre una pregunta de este examen. Deben completar todos los comentarios en el plazo designado para la prueba, ya que todos los cuadernos de prueba se recogerán de inmediato una vez que se informe que se ha terminado el tiempo.

Yo los recogeré al final del proceso de prueba. Todos los comentarios se reenviarán a NCCER, donde se les evaluará según su importancia. Cualquier cambio como resultado de sus comentarios se reflejará en las calificaciones de las pruebas.

Durante la prueba, no se permite el uso de papel borrador. Si deben escribir algo, háganlo en el cuaderno de prueba.

Está prohibido abandonar el salón hasta que un Supervisor haya recogido todos los materiales de prueba que se les haya entregado.

Póliza para Reexaminar

En caso de que la calificación de la prueba se encontrara dentro de los 10 puntos por debajo de la calificación establecida para aprobarla, se puede volver a tomar la misma prueba luego de 2 días.

Los participantes cuyas calificaciones no estuvieran dentro del margen de 10 puntos con respecto a la calificación establecida para pasar la prueba, deberán esperar 30 días a partir de la fecha de la prueba inicial para poder volver a tomarla. En caso de que un participante no pase la prueba en el segundo intento, se le recomienda fuertemente que reciba algún tipo de entrenamiento para subir el nivel en base a las recomendaciones de estudio.

La persona que haya tomado la prueba dos (2) veces y no haya pasado, deberá esperar al menos 90 días para poder volver a tomarla. Para poder tomar la prueba de nuevo, deben transcurrir por lo menos 90 días. Si pasó la prueba pero desea tomarla de nuevo, existe un período de espera mínimo de 2 días para volver a tomarla.

La misma prueba no se puede tomar más de cuatro veces en un plazo de 12 meses.

Cada centro de prueba acreditado es responsable de verificar el cumplimiento de esta regla.

Las excepciones a esta regla deberán ser aprobadas con anticipación por NCCER.

En caso de que un participante presentara el Formulario 701A de Comentarios/Preguntas (en el que se documentaran comentarios o errores en una prueba) y NCCER/Prov considerara válido dicho reclamo, el participante tendrá las siguientes opciones:

- Volver a tomar la prueba
- Hacer que las respuestas de la prueba inicial se ajusten a la calificación para que se reflejen las correcciones

Comience la Prueba

Den vuelta la primera página del cuaderno de prueba, lean la declaración de responsabilidad en la parte de atrás de esa página y firmenla. Buena suerte. Pueden empezar.

Proctor Script for Computer Assessment Sessions

Good morning /afternoon, my name is _____ and I want to welcome each of you on behalf of the National Center for Construction Education and Research. Today you will be participating in an assessment process which is one measure of the knowledge you have in your particular craft or technical field. I want to wish each of you success in that process today.

The assessment you will be taking is administered online through Internet connections which have been set up for you. During the assessment registration, it is very important you follow along with me step by step. Do not try to work ahead because everyone must be properly logged in before anyone can begin the actual assessment.

If you still have any in your possession, be sure that all cell phones, beepers, PDAs (hand-held palm type computers), two-way radios, and any other alarm devices are turned off and placed [state where your AAC wants these to go] until you leave the assessment area. Please stop me if at any time you do not understand any part of the registration process.

The following information that you are going to enter is very important. It is the information used to ensure that you are given proper credit for your exam today. Please fill in each of the following:

When prompted, enter your name and social security number. After verifying that your name and social security number are correct, left click "Next Step."

If this is the first time you are taking an NCCER assessment on the computer, you will be asked a few demographic questions.

For each question, except Years in Craft, select an answer from the drop down menu.

For Years of Craft, type in the number that applies to the craft for which you are being assessed.

When everyone is done filling out the information, we will go to the next step. Are there any questions so far?

Everyone please left click "Next Step". This next page is to verify what assessment you will be taking as well as if there are any graphics required. [Check if there are graphics and show how to access them if needed.] If no assessment has been scheduled for you, the system will ask for an exam key, site code, and index code. Raise your hand if you are being prompted for an exam key. [Proctor should input exam key and site code if exam was not pre-scheduled.] You will be permitted a calculator [except for the Core assessment], scratch paper, and a pencil or pen.

Is everyone ready to continue? Then click "Next Step." This page is a confidentiality agreement that you need to read. When you have read through it, and if you agree to abide by the agreement, please left click "I Accept" and wait for further instruction. If you do not click "I Accept," you will not be able to continue the assessment.

On the next screen, at the top where it says "PIN," left click inside the box and type in a four-digit number that you will not forget. I recommend the last four digits of your social security number or the month and day of your birth. Please be aware that you will need your social security number and PIN to access your assessment results from the website.

Please scroll down the page for the sample question of the assessment. At the top left it says JOHN SMITH (upper right hand corner) is on question 1 out of 10. Question 1 is "What is the State Capital of Florida?" He may select A, B, C, or D. If he were to select D – Miami, the answer would turn bold and highlighted. If he were to change his mind and select B – Tallahassee, all he would have to do is left click B and B would turn bold and highlighted. Changing an answer is that easy. Once he has answered the question, on the right hand side where it says "Unanswered Questions" it would state that he now has 9 unanswered questions. Above "Unanswered Questions", where it says "Time Remaining" the program performs a minute-by-minute countdown of the remaining time.

You may choose to mark a question you wish to return to later. You must use "Show Question List" to go back to marked questions.

To make a comment about a question that you have reason to believe is in error, use the "Make Comment" feature. [This is an electronic version of a Form 701A.] Click "Next" for the next question and "Previous" to go back to the previous question. Are there any questions on how to use the computer terminal in taking this assessment?

Retesting Policy

A retest on the same assessment may be taken following a 2-day waiting period if this is the first time you have taken this assessment and if your score is within 10 points of the established cut score.

If you do not score within 10 points of the cut score on your first attempt, you must wait 30 days before re-assessing. If you do not attain the cut score on the second attempt, it is strongly recommended that you attend some type of upgrade training based on the training prescription you receive.

If you take the same assessment twice without passing it, you must wait a minimum of 90 days before retesting. Each subsequent reassessment has a minimum 90-day waiting period, and the same assessment may not be taken more than four times within a 12-month period.

Taking a previous version or a version in another language of the same assessment counts when calculating when you may retest. It also does not matter how long ago the first attempt was made.

I will announce when you have thirty and fifteen minutes remaining for your assessment.

When you answer the final question, before you click on End Test, raise your hand so I may collect all pencils, calculators, and scratch paper. After you have submitted your assessment for scoring, by clicking on the "End Test" button, you may leave the test site. [If your center allows them to wait and check their own score, give appropriate instructions. Otherwise, explain how and when they will find out their scores.]

If you have questions about the process or trouble with your workstation, raise your hand and I will assist you as quickly as possible. I will NOT answer questions related to the content of the assessment.

At this time, please click "Start Exam." Your Time Has Begun.

Proctor Script in Spanish for Computer Assessments

Buenos días / Buenas tardes, mi nombre es _____ y les doy la bienvenida de parte del Nacional Center for Construction Education & Research. Hoy participarán en una prueba que medirá su conocimiento en su oficio o área técnica. Le deseo mucho éxito en esta prueba.

La prueba que estará tomando se administra a través del Internet, y todo se ha instalado para usted.

Es bien importante que llene la información de registro paso a paso, a medida que yo le dé las instrucciones. No se adelante, ya que todos los participantes deben estar inscritos adecuadamente a la misma vez para comenzar la prueba.

Por favor tomen asiento en su estación indicada. Aseguren que todos los celulares, beepers,

radios, alarmas, o cualquier aparato electrónico estén apagados y guardados debajo de su asiento hasta que salga del área de pruebas. Por favor pregunten si tienen alguna pregunta del proceso del registro.

La siguiente información que va a escribir es muy importante. Esta es la información necesaria para que se le dé crédito por su examen hoy. Favor de llenar todo lo siguiente:

Verifiquen que su nombre y número de seguro social estén correctos, luego hagan clic en Paso

Siguiente [“Next Step”]

Educación Formal Completada: Oscurezca la burbuja al lado del nivel más alto que usted logró.

Entrenamiento en la Industria: Si usted ha recibido el entrenamiento en la industria en el cual usted está siendo examinado. Oscurezca la burbuja al lado del tipo de entrenamiento proporcionado. Luego oscurezca al lado de S para sí [“yes”] o N para no [“no”], indicando si usted completó el programa de entrenamiento.

Años en la Industria: Esta sección es para que ustedes puedan decirnos cuántos años de experiencia tienen en la industria en la que se les está evaluando. Si tienen menos de 10 años [“years”] de experiencia, escriban cero (0) en el primer casillero y el segundo dígito en el segundo casillero. Por ejemplo, si tienen ocho años de experiencia, escriban 08. Luego, pinten las burbujas debajo.

Sexo [“Gender”] y Raza [“Race”]: Oscurezcan las burbujas correspondientes.

Cuando todo el mundo haya terminado de llenar toda esta información, iremos al próximo paso.

[Pausa.] ¿Hay alguna pregunta hasta ahora?

Por favor opriman “Next Step” con el botón izquierdo del “mouse”. La próxima página será para verificar cual prueba usted está tomando y si hay imágenes requeridas. Verifique aquí si hay imágenes y de ser necesario, explique como se obtienen. Si no se le ha programado para que tome la prueba, el sistema le va a pedir el código del examen [“exam key”], código del lugar [“site code”] y código del índice [“index code”]. Levante su mano si el sistema le pide el código del examen [“exam key”]. El/la supervisor/a del examen debe entrar el código del examen [“exam key”] y el código del lugar [“site code”] si no se programó anteriormente. Se permite el uso de una CALCULADORA, PAPEL y LÁPIZ O PLUMA.

Asegúrese que todos/as estén en su lugar indicado y listos para continuar. Luego pida a los/las participantes que hagan clic en Próximo Paso [“Next Step”]. Esta página es una condición de seguridad que necesitan leer. Cuando la hayan leído y si están de acuerdo con seguir estas condiciones, por favor hagan clic en “Acepto” [“I Accept”] y esperen las próximas instrucciones.

Asegure que todos/as hayan seguido estos pasos y diga lo siguiente. En la parte de arriba de esta página, donde dice “PIN”, haga clic en la caja azul y escriba un número de cuatro dígitos que sea fácil de recordar. Le recomiendo los últimos cuatro dígitos de su número de seguro social o el mes y día de su fecha de nacimiento. Recuerde que va a necesitar su número de seguro social y su número “PIN” para ver sus resultados en www.nccer.org y en www.provexam.com.

Continúen hacia abajo en la página para ver un ejemplo de una pregunta [“Sample Question”].

En la parte de arriba a la izquierda dice “John Smith” y en la parte de arriba derecha se indica que esta es la pregunta 1 de 10. La pregunta número 1 es “¿Cuál es la capital del estado de Florida?”

Puede seleccionar A, B, C, o D. Si selecciona D – Miami, la opción se verá en color amarillo y con las letras más

oscuras. Si decide cambiar su respuesta y seleccionar B – Tallahassee, sólo tiene que hacer clic en la opción deseada y verá que ésta se verá de color amarillo y con letras oscuras.

Cambiar su respuesta es así de fácil. Una vez haya contestado la pregunta, en el lado derecho verá que se le indica que quedan 9 preguntas por contestar ["Unanswered Questions"]. Justo arriba se le indica el tiempo que le queda ["Time Remaining"] en minutos. También explique la opción de marcar la pregunta. Los participantes deben ir a "Enseñar la lista de preguntas" ["Show Question List"] para volver a ver las preguntas que marquen. Para hacer algún comentario de alguna pregunta que piensa que tenga algún error, use la opción de "Comentar" ["Make Comment"] en estos exámenes administrados por computadora. Esta es la versión electrónica de la forma 701A. Haga clic en "Próxima" ["Next"] para la próxima pregunta y "Anterior" ["Previous"] para la pregunta anterior. ¿Hay preguntas sobre cómo usar la computadora?

Política de Repetición de la Prueba

Un nueva prueba sobre la misma evaluación se puede tomar a 2 días después de un período de espera si esta es la primera vez que esta tomado esta evaluación y si su puntuación esta entre los 10 puntos de la puntuación del corte establecido

Si usted no obtiene una puntuación entre los 10 puntos del resultado del corte establecido en su primera prueba, usted debe esperar 30 días antes de repetir la evaluación. Si usted no alcanza el resultado del corte en la segunda repetición de la prueba, se recomienda que usted asista a algún tipo de entrenamiento basado en las recomendaciones que haya recibido.

Si usted toma la misma evaluación dos veces sin pasarla, usted debe esperar un mínimo de 90 días antes de reexaminar. Cada nueva evaluación posterior tiene un período mínimo de 90 días de espera, y la misma evaluación no puede tomarse más de cuatro veces dentro de un período de 12 meses.

Tomar una versión previa o una versión en otro idioma de la misma evaluación cuentan al calcular cuando usted puede reexaminar. Por lo tanto, no importa cuánto tiempo atrás usted realizó el primer intento de la prueba.

Anunciaré cuando le quede TREINTA MINUTOS Y LUEGO CUANDO LE QUEDE QUINCE MINUTOS PARA TERMINAR EL EXAMEN.

Antes que someta su examen para obtener los resultados, levante su mano para que yo vaya a recoger todos los lápices, papeles y calculadoras. Luego que haya sometido su examen, puede salir del área cuando oprima "Terminar Examen" ["End Test"].

Le deseo mucho éxito. Si tiene alguna pregunta sobre el proceso o problemas con su computadora, levante su mano y le ayudaré lo antes posible. NO contestaré preguntas relacionadas al contenido del examen. Buena suerte. Ahora hagan clic en "Empezar el Examen"

["Start Exam"]. HAN EMPEZADO SU EXAMEN.

APPENDIX B

ARKIV

This section gives a quick reference to the Arkiv system for some of the most frequently asked questions.

PRINTING ASSESSMENT INVENTORY LOG (from within Arkiv)

The Primary Administrator can verify assessment inventory activity (including Key Created, Scheduled Not Started, and In Progress). This is a great tool to print and verify assessment inventory as listed in Arkiv against the AAC assessment inventory log (503A). The assessment inventory spreadsheet can be compiled by selecting:

- My Inventory
- Assessment Inventory Log
- Enter AAC organization name
- Select "include sub-accounts"
- Make sure the following check-boxes are checked
 - Key Created
 - Scheduled, Not Started
 - In Progress
- Create Spreadsheet

This spreadsheet will show all available assessment inventory.

EXPIRED INVENTORY

It is the Primary Administrator's responsibility to keep track of expired assessment inventory. For computer-based assessment inventory, the status is automatically changed (by the Arkiv system) to expired. For paper assessment inventory, it is the Primary Administrator's responsibility to return the expired assessment booklets to NCCER within 30 days of expiration date (per Section VIII, 1.5.0 Expiration of Assessments). The Primary Administrator must appropriately mark their expired inventory on their Assessment Inventory Log/Spreadsheet (503A)

The Primary Administrator can verify expiring inventory by selecting:

- My Inventory
- Find Inventory
 - Select "Session Status" of "Expired"

PRE-ASSIGN COMPUTER BASED ASSESSMENTS

Prior to administering an assessment, administrators and coordinators can assign assessments to individuals using the Arkiv system. Assigning assessments may provide for a more streamlined assessment session. This process will put the assessment in a "Scheduled, Not Started" status. Assessments can be assigned by selecting:

- My Inventory
- Assign Inventory
 - Select the site from the drop-down menu where the inventory is located
 - Select "Find Inventory"
- Find the assessment title to assign from the "Existing Inventory" table
 - Select "Pre-Assign Keys" tab
 - Input Candidate ID, First Name, Last Name, and the Postal Code for where the assessment session will take place
 - Select "Check Retest Eligibility"
 - Select "Assign Key"

Once an assessment is pre-assigned, the proctor simply enters their Examiner ID, Candidate SSN/SGN and Candidate Last name to launch the assessment.

RESETTING EXAM KEYS

If an assessment is assigned by mistake, administrators and coordinators can reset that exam key to a status of "Key Created". To reset an exam key select:

- My Inventory
- Find/Reset Keys
- Type-in the exam key of the assigned assessment
- Select "Find Assigned Key"
- After the assigned assessment appears, select "Reset Key"

RESETTING USER PASSWORDS

Primary administrators are responsible for resetting Arkiv passwords for any administrators, coordinators, and proctors affiliated with their AAC. Arkiv passwords can be reset by selecting:

- Account Management
- Accounts
 - o Select the account where the user is located

- Select “View Account Details”
- Select “Users (Contacts)”
 - Under “Contact Details”, select the user
 - Check the “Add/Edit Contacts” box
 - Select “Save”
- Select “Add User/Responsibilities”
 - Type in a new password for the user and type the same password in the “Verify Password” box below.
 - Check the “Enabled” box
 - Select “Return”
- Select “Save”

RETRIEVING SCORE REPORTS/TRAINING PRESCRIPTIONS

There are two reports that Primary Administrators, Coordinators and Proctors may access within Arkiv:

1. Candidate Score Report – Provides overall assessment results including, score, result, assessment topic areas and where participant scored for each topic area in relation to cut-score. A score report should be provided to every candidate after completion of an assessment.
 - Select “Candidates”
 - Select “Reports”
 - Report Type automatically defaults to “Candidate Scores”
 - Choose the account where the assessment was administered from the drop-down menu
 - Leave “assessment title” field blank
 - Use the date range options to narrow the search
 - Select “Submit”
 - Select “Get Score Report” for individual
2. Training Prescription – Reflects assessment topic area(s) where participant fell below the cut-score. These topic areas are directly correlated to NCCER training module(s) to help direct training efforts.
 - Follow the steps above for the Candidate Score Report, but select “Get Training Prescription” as the final step.

DETERMINING RETEST ELIGIBILITY

It is the responsibility of the administrator/coordinator/proctor to verify participant retest eligibility before launching/administering any assessment. Retest eligibility date can be verified using:

Prov’s website (www.provexam.com) by selecting:

- Check retake date
- Enter participants SSN/SGN
- Enter Assessment Title
- Next Retake Date

Arkiv by selecting:

- Check Retest Date
- Enter participants SSN/SGN
- Enter Assessment Title
- Next Retake Date

The retest eligibility function also appears when using the “Assign Keys” or “Give Tests” functions in Arkiv.

NOTE: If the person has never taken the selected assessment or is within the retest policy guidelines, the current date will be shown. Otherwise, the next available testing date will be displayed.

Checking Status of Assessment Question/Comment Form

The Primary Administrator has the ability to track the status of Assessment Question/Comment Forms from within the Arkiv system by selecting:

- Test Documents
- 701 Comment Search
- Enter Exam Key
- Select Account - Choose Assessment Center from drop down menu
- Comment Status – Select “reviewed” from drop down menu
- Find Comments

CONTACTS

NCCER

13614 Progress Blvd.

Alachua, FL 32615

386-518-6500 (main phone)

888-622-3720 (toll-free)

386-518-6303 (main fax)

386-518-6255 (registry fax)

Who to Contact:

Please refer to the list of NCCER departments for assistance with the following. If you are not sure who to contact, call Customer Service at 888-622-3720.

Registry

Wallet cards

Transcripts

Certificates

ANR functions and access

Processing of submitted forms

Special instructor certifications (e.g. Your Role in the Green Environment)

Safety instructor certification

Accreditation

Application and Self-Assessment Forms

Accredited Training Education Facility (ATEF)

Accredited Training Unit (ATU)

Annual Report

Certifying Instructors

Sponsor Representative

Training Unit (TU) and TU Representative

Changes in ATS/AAC name, contact information, or staff

Assessment

Administering Assessments

Primary Administrator Responsibilities

Certifying Coordinators, Proctors, and Performance Evaluators

National Construction Career Tests (NCCT)

Arkiv

Retest Policy

Certification Programs

Applying for endorsement

Practical examiner training

Mobile Crane Operator

Rigger/Signal Person

Tower Crane Operator

Marketing

Logo Usage

Collateral

Build Your Future Campaign

eStore

Administration and Customer Service

Registering for NCCER training programs

Ordering instructor/PE kits

General questions about NCCER training and assessing

Materials shipment

Product Development and Revision

Curriculum Feedback

Module Tests

Assessment Content

NCCER Connect® and eText

Pearson

Ordering textbooks, modules, and related training items

Catalog of NCCER Curriculum

800-720-3870 (customer service)

Instructor Resource Center/module tests (888-433-8435)

Prov

Technical issues with Arkiv

Problems with assessment scoring

866-720-7768 (main number)

888-741-2962 (scoring fax)

faxin2@provexam.com (scoring email address)

ISNetworld

Pipeline operator qualifications

Owner requirements

214-303-4900 (main number)

800-976-1303 (toll-free number)

customerservice@isn.com (email)

