

NACAS Certification Commission

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Section 100

NACAS CERTIFICATION PROGRAM

101 – Certification Purpose

The purpose of the Certified Auxiliary Services Professional (CASP) program is to identify and recognize auxiliary service professionals who demonstrate fulfillment of CASP requirements.

102 – Authority

NACAS is a legally incorporated business governed by its Board of Directors. The Board of Directors grants authority to the NACAS Certification Commission (Commission) to independently make essential certification decisions related to standards, policies, and procedures of the certification.

Insofar as the NACAS Board of Directors is legally responsible for governing NACAS, it maintains the right to intervene in the administration of the certification program to ensure the integrity of the program is upheld and is in compliance with the standards set forth from the Board of Directors in regard to regulatory, statutory, fiduciary, or contractual expectations or requirements. Such intervention shall occur in such a way that assures the integrity of the certification process and assures fair and equitable treatment of all persons involved in certification.

Section 200

MANAGEMENT SYSTEM

201 – Scope

This Manual outlines the Commission’s management system developed and modeled in part from the ISO/IEC 17024 Conformity assessment – general requirements for bodies operating certification of personnel for the following program:

- Certified Auxiliary Services Professional (CASP)

202 – Administration

The certification staff are responsible for overall maintenance and updating of the *Certification Policy Manual (CP Manual)*.

203 – Changes to Policies

Historical versions of the CASP manual are retained by the central office to track changes made.

204 – Personnel Training and Documentation

All personnel (paid, contracted or volunteer) with specific responsibilities shall be trained on the appropriate sections within 30 calendar days of being appointed or hired.

When a change is made to the *CP Manual*, personnel whose responsibilities are impacted by the change shall be trained on the appropriate sections within thirty (30) calendar days of adoption of the change.

All personnel training required by the *CP Manual* shall be documented and records of such training shall be kept in the *Certification Policy Manual Modification and Training Log*.

205 – Standards

While the Commission’s goal is not to pursue accreditation from any accrediting entity, the Commission has adopted the following standards as general guides to be followed when financially possible.

- *Standards for the Accreditation of Certification Programs* (2021), National Certification Commission for Certifying Agencies of the National Organization for Competency Assurance.
- *Standard for Educational and Psychological Testing* (2014), American Educational Research Association, American Psychological Association and the National Council on Measurement in Education.
- *Code of Fair Testing Practices in Education* (2004), American Educational Research Association, American Psychological Association and the National Council on Measurement in Education.

Where interpretation of these standards is needed for use by the Commission, such interpretation shall be made by persons with expertise in the particular standard or standards. Where necessary, the interpretation shall be approved by the Exam Committee and published by the Commission.

Section 300

CERTIFICATION GOVERNING BOARD

301 – Purpose

The Commission's purpose is to establish the governing rules and regulations related to the CASP program, conduct the programs, make determinations regarding eligibility and all essential certification decisions, and provides mediation and interpretations for the program, as needed by staff, consultants and other volunteer groups.

302 – Composition

The Commission shall consist of a Chair, Past Chair, Vice Chair, Exam Committee Chair, and no less than six (6) and up to eleven (11) additional members. The Commission shall be comprised of members with the skills required to maintain the program while including a broad representation and appropriate regional representation of the membership, as determined by the Commission in collaboration with the Staff Liaison.

303 – Responsibilities

Responsibilities of the Commission and its members shall include:

- Attend Commission meetings and serve on sub-committees and/or in roles as requested.
- Develop, monitor and revise as needed the *CP Manual* and related control documents, including recertification policies and practices.
- Approve recommendations regarding eligibility criteria, certification assessment, examination content, examination scaled cut-points, exam and item performance standards, and other essential certification decisions.
- In conjunction with the NACAS Board, assure financial continuity of the certification program.
- Ensure sufficient and qualified personnel to operate the certification program.
- Ensure minutes of all Commission meetings and decisions are maintained.
- Make determinations on appeals submitted by NACAS certification applicants, candidates, or certificants.
- Hear questions or concerns of others regarding the certification program or certificants.

304 – Nomination of Commission Members

The immediate Past Chair shall chair the Nominating Committee and appoint two (2) additional members of the Certification Commission as members.

It shall be the intent of all nominating committees to seek broad representation from auxiliary stakeholders.

It shall be the duty of this committee to nominate candidates for the positions to be filled at the next annual meeting of the Commission.

The Nominating Committee shall report its recommendations to the Commission at the annual meeting. Nominees will be elected by a majority vote of the Commission.

305 – Eligibility

- Only CASP certificants are eligible.
- All NACAS members and strategic partners (CHEMA Members & Business Partners) are eligible to become members of the Certification Commission, so long as other eligibility requirements are met.

306 – Term of Commission Members

The term of Commission members shall be three years and shall commence upon installation at the annual meeting.

307 – Term of Service

No member shall have service of more than two (2) consecutive three-year terms on the NACAS Certification Commission, except in cases where the member was appointed to fill an unexpired term. After serving two (2) complete three-year terms, such person shall be ineligible to serve as a member again for one year.

Members of the Commission shall serve until the installation of the new members at the annual meeting. Any member may serve the Commission multiple times, providing at least one year lapse in service.

308 – Commission Member Orientation

All new members of the Commission shall receive an orientation to the operations of the Commission by the Chair. In addition to a review of the *CP Manual*, a summary of recent actions of the Commission will be provided.

309 – Resignation and Removal from the Certification Commission

- Any Member may resign from the Commission at any time by giving written notice to the Chair and, unless specified therein, the acceptance of such resignation shall not be necessary to make it effective.
- In order to remove a Commission Member from office, for cause, a written request signed by three Commission Members must be presented in writing to the NACAS staff liaison.
- The NACAS office will provide a copy of the request for removal to all Commission Members including the member subject to removal within ten (10) days of the receipt of the request and must cause the item to be placed on the agenda of the next scheduled Commission meeting.
- On receipt of the request for removal, seven (7) or more Commission Members may request, in writing to the Chair, that a special Commission meeting be held to address the issue. If such a request is made, the Chair must call a special meeting within thirty (30) days to consider the removal.
- The Commission Member in question will be provided due process.
- Removal requires a vote of two-thirds of the Commission Members present.

310 – Compensation

Commission Members shall receive no compensation for their services.

311 – Vacancy

If a member of the Commission vacates their position, the Chair may appoint a new member to complete the remainder of the vacated position's term. Appointments by the Chair are subject to the approval of the Commission.

312 – Volunteer Agreements

Commission members shall sign the *Volunteer Agreement* covering confidentiality, security and conflicts of interest prior to accepting their appointment.

313 – Annual Report

The NACAS central office liason shall distribute an Annual Report to the NACAS Board. The report shall provide a review of both financial performance and program results for the prior year.

Section 400 OFFICERS

401 – Commission Officers

The officers of the Commission shall consist of the following:

- Chair
- Vice Chair
- Exam Committee Chair
- Immediate Past Chair

402 – Nomination of Officers

The immediate Past Chair shall chair the Nominating Committee and appoint two (2) additional members of the Certification Commission as members.

It shall be the duty of this committee to nominate candidates for the offices to be filled at the next annual meeting of the Commission.

The Nominating Committee shall report their recommendations to the Commission at the annual meeting. Officers will be elected by a majority vote of the Commission.

403 – Terms of Office

- The term of office for all officers shall be for one year and shall commence upon their election at the annual meeting.

Section 500

DUTIES OF COMMISSION MEMBERS

501 – Chair

It shall be the duty of the Chair to preside at all meetings and enforce all rules and regulations relating to the administration of the Commission. The Chair shall appoint all Chairs to the Standing Committees and to the Special Committees and also those members as required, subject to the approval of the Commission. The Chair (in collaboration with the Staff Liaison) shall set the date and place of necessary Commission meetings, one of which shall be held at the site of the NACAS Annual Conference.

502 – Vice Chair

The Vice Chair shall serve on the Commission and shall assume such duties as may be assigned by the Chair. The Vice Chair shall prepare to assume the office of the Chair upon election to that office. Upon the resignation, removal from office, or inability to act, of the Chair, the Vice Chair shall assume the office of the Chair.

503 – Immediate Past Chair

The Immediate Past Chair shall serve on the Commission, shall chair the Nominating Committee, and shall assume duties as directed by the Chair or Commission. The Immediate Past Chair shall also lead annual review of the CP Manual.

504 –Commission Members

Commission members will be elected for terms that are staggered such that their terms expire in different years. Commission members serve a variety of duties in supporting the work of the Commission and in providing overall oversight of the certification program, necessary policy and procedure revisions, and general administration of the certification program.

505 – Exam Committee Chair

The Exam Committee Chair shall concurrently serve as the Chair of the Subject Matter Expert Committee. The Exam Committee Chair shall preside at all meetings of the Exam and Subject Matter Expert Committees, shall see that orders and resolutions of the Exam Committees are carried out, shall represent the Committees to the Commission, and have primary responsibility for carrying out the functions of the Committees.

Section 550

COMMISSION EXECUTIVE COMMITTEE

551 – Delegated Authority

An Executive Committee of the Commission shall be established to function on the Commission's behalf between meetings of the full Commission.

- The Executive Committee shall have the same power and authority as the Commission.
- The Executive Committee shall consist of the following:
 - a. Chair
 - b. Vice Chair
 - c. Exam Committee Chair
 - d. Immediate Past Chair
- The time and place of meetings of the Executive Committee shall be set by the Chair (in collaboration with the Staff Liaison), or at the request of three or more committee members.
- Actions taken by the Executive Committee shall be reported at the next meeting of the Commission.

Section 600 MEETINGS

601 – Regular Meetings

The time and place of regular meetings of the Commission shall be set by the Chair in collaboration with the Staff Liaison.

602 – Annual Meeting

An annual meeting of the Commission shall be held at a time and place to be fixed by the Chair and/or the Commission, provided that such meeting shall be held during the NACAS Annual Conference. The annual meeting can be held virtually if determined by the Chair and/or the Commission.

603 – Special Meetings

Special meetings of the Commission may be called by the Chair (in collaboration with the Staff Liaison), or a majority of the members, to be held on such date and at such time as shall be designated in the notice of meeting.

604 – Notice of Meetings

Notice of any meeting of the Commission, other than special meetings, shall be given not less than seven (7) days prior thereto by written notice delivered to each Commission member by electronic mail. Notice of special meetings shall be delivered at least twenty-four (24) hours before the date and time thereof. The business to be transacted at any regular or special meeting of the Commission shall be specified seven (7) days prior whenever possible.

605 – Quorum and Manner of Acting

One-half of the number of voting Commission Members in office shall constitute a quorum of the Commission for the transaction of business. A meeting at which a quorum is initially present may continue to transact business notwithstanding the withdrawal of a Commission Member or Members, if any action is approved by at least a majority of the required quorum for that meeting.

606 – Proxy Voting

Proxy voting by Commission Members is not permitted.

607 – Video Conferencing

All Commission meetings, and committees of the Commission meetings, will be held via video conferencing with the exception of the in person Commission meeting(s) at the Annual Meeting.

608– Meeting Minutes

Minutes are to record actions taken at each Commission and sub-Commission (Committee) meeting. Motions made at the meetings and any back-up material referred to by action items must be attached to the minutes and filed according to NACAS records management procedures.

Draft minutes will be approved at the subsequent meeting of the Commission. Minutes shall not be published or distributed prior to approval by the Commission.

Section 700 COMMITTEES

701 – Standing Committees

The Commission may appoint one or more standing committees and delegate to such committees any of the authority of the Commission, except with respect to:

1. The filling of vacancies on the Commission or on any committee;
2. The appointment of other committees of the Commission or the members thereof.

Any such committee must be created by resolution adopted by a majority of the Commission Members then in office, provided a quorum is present.

The makeup and specific duties of the Standing Committees shall be governed by the Commission by stated policy or amendments to the existing Policy Manual.

702 – Special/Technical Committees

The Chair may appoint Special (or Technical) committees at any time in any number for any purpose consistent with realizing or seeking to realize any purpose of the Commission. These committees shall be constituted to a term of relatively short duration to accomplish a single task and are not continuous or Standing Committees.

703 – Committee Structure

- The Standing Committees shall be:
 - Exam Committee
 - Subject Matter Expert Committee
 - Nominating Committee
- Examples of Special/Technical Committees:
 - Appeals Panel
 - Disciplinary Review Panel

Section 750

COMMITTEE GUIDELINES

751 – Exam Committee

There shall be an Exam Committee for each certification program offered by NACAS.

752 – Exam Committee Purpose and Responsibilities

The primary purpose of the Exam Committee is to develop and approve the scheme for the certification program. Specific responsibilities include:

- Attending Committee meetings and serve on sub-committees and/or in roles as requested
- Recommending requirements for certification eligibility, examination and recertification
- Defining the scope of the exam
- Defining the exam content outline
- Ensuring that changes to the assessment schedule are communicated to the Commission and to the NACAS Board
- Perform other duties as assigned by the Commission

753 – Exam Committee Composition

Each Exam Committee shall consist of a minimum of five (5) voting members. Membership on the Commission is not required to be a member of the Exam Committee. Members may include any of the various stakeholders of the industry segment being certified.

754 – Appointment to an Exam Committee

Members serve on the Exam Committee on an ad hoc basis.

755 – Exam Committee Officers

The Exam Committee shall have a Chair appointed on an annual basis by the Chair of the Commission, subject to approval of the Commission. The Committee Chair shall preside at all meetings of the Exam Committee, shall see that actions of the Exam Committee are carried out, shall represent the Exam Committee on the Commission, and have primary responsibility for reporting on the committee's work and communicating recommendations to the Commission. Additionally, the Exam Committee Chair shall concurrently serve as the Chair of the Subject Matter Expert Committee. The Exam Committee Chair shall serve as a Commission member during the term of their appointment.

An Exam Committee Vice Chair shall be elected from the Certification Committee membership to assist the Exam Committee Chair, with the intent that the Exam Committee Vice Chair shall succeed into the Exam Committee Chair position in the following year. The Exam Committee Vice Chair must be an existing member of the Certification Commission.

756 – Exam Committee Vacancy

If a member of the Exam Committee vacates their position, the Chair of the Commission may appoint a new member to complete the remainder of the vacated position's term. Appointments by the Chair are subject to the approval of the Commission.

757 – Exam Committee Meetings

The Exam Committee Chair shall formulate an agenda for each meeting. The time and place of meetings shall be set by the Exam Committee Chair.

761–Subject Matter Expert Committee

The Commission shall appoint a Subject Matter Expert Committee to assist the Exam Committee with developing exam questions and the broader exam development process for certification exams.

762 – Subject Matter Expert Committee Purpose and Responsibilities

The primary purpose of the Subject Matter Expert Committee is to assist the Commission in the development of the certification examination. Specific responsibilities include:

- Develop potential exam questions based on criteria established by the commission related to numbers of questions developed within specified timeframes
- Discuss and edit prospective questions (vetting)
- Recommend exam items
- Participate in “Beta test” exams
- Recommend the exam cut-point to the Commission

763 – Subject Matter Expert Committee Composition

Each Subject Matter Expert (SME) Committee shall consist of an appropriate number of subject matter experts with expertise in the various knowledge domains covered in the certification examination. The SME Committee will not exceed twenty members. Membership in the SME Committee may include any of the various stakeholders of the industry segment being certified.

- Preference shall be given to program certificants.
- All NACAS members and strategic partners (CHEMA Members & Business Partners).

764 – Appointment and Term of Subject Matter Expert Committee Members

Members of the Subject Matter Expert Committee shall be appointed by the Commission for a one-year term to commence at the NACAS Annual conference. Subject Matter Expert Committee members will be eligible to serve up to three one-year terms consecutively. Any member may serve on the Subject Matter Expert Committee multiple times, providing at least a one-year lapse after serving three consecutive one-year terms.

765 – Subject Matter Expert Committee Officers

The Chair of the Exam Committee shall concurrently serve as chair of the Subject Matter Expert Committee. The Subject Matter Expert Committee Chair shall preside at all meetings of the Subject Matter Expert Committee, shall see that actions of the Committee are carried out, shall represent the Committee on the Commission, and have primary responsibility for reporting on the committee's work and communicating recommendations to the Commission. The Exam Committee/Subject Matter Expert Chair shall serve as a Commission member during the term of their appointment.

766 – Subject Matter Expert Committee Vacancy

If a member of the Subject Matter Expert Committee vacates their position, the Chair of the Commission may appoint a new member to complete the remainder of the vacated position's term. Appointments by the Chair of the Commission are subject to the approval of the Commission.

767 – Subject Matter Expert Committee Meetings

The Subject Matter Expert Committee shall meet as often as necessary to accomplish its responsibilities. The Subject Matter Expert Committee Chair shall formulate an agenda for each meeting. The time and place of meetings shall be set by the Subject Matter Expert Committee Chair.

Section 800

TEST ADMINISTRATION

801 – Test Administration

- The CASP examinations will be administered at least twice per year (December testing period and June testing period).
- Candidates will be notified of the examination period prior to the examination.
- Candidates will be notified of the examination results immediately after completing the exam, and will receive a detailed report of their exam results within 30 days of the test administration.

802 – Confirmation of Examination Dates/Location

Within ten business days of receipt of a candidate's completed application (which includes transcripts), NACAS will notify candidates of application acceptance. No less than fifteen days prior to exam sitting, the NACAS testing provider will provide an authorization letter to candidates confirming virtual exam time.

803 – Language

The examination is offered in English only.

804 – Examination Irregularities

Any problems, suspected instances of cheating, alleged inappropriate examination administration, environmental testing conditions severe enough to cause disruption of the process, or other irregularities related to test administration should be addressed to the virtual proctor or to NACAS staff. All such matters will be reported, investigated, and subject to further action based upon policies and procedures adopted by the Commission. Cheating or other violations of the Code of Ethics and Professional Conduct or matters that may constitute grounds for disciplinary action will be handled under the Disciplinary procedures adopted by the Commission, but other issues in the nature of examination irregularities are not subject to appeal.

805 – Retesting

CASP Candidates will be entitled to sit for two exams with each application fee. Candidates will need to pass the exam within two years of application acceptance. If not passed within two years, candidates will be required to reapply and pay another application fee.

806 – Failure to Take the Examination

If a candidate is unable to attend a scheduled examination, a request for withdrawal or change of date must be made in writing to the Commission no later than thirty (30) days prior to the scheduled exam. This will be considered an excused absence.

If a candidate missed the examination due to emergency or hardship such as serious illness of either the candidate or an immediate family member; death in the immediate family; disabling traffic accident; court appearance or jury duty; or military duty, he or she will be permitted to reschedule the examination at no additional charge and will not be required to meet any additional eligibility requirements. All candidates seeking excused absences must submit written verification and supporting documentation of the situation to the Commission within 14 days of the original examination date. Approvals will be made on a case-by-case basis.

If there is no excused absence, a rescheduling fee will be charged. To apply for a future examination date, the candidate must request a future exam date in writing, pay all applicable fees, and meet all eligibility requirements in effect at the time of reapplication.

807 – Refund of Fees

Application, renewal, and other fees must be pre-paid and are not refundable.

808 – Deadlines

Deadlines set by the Commission are in the respective time zone of candidates and/or CASPs.

809 – Late Arrival Candidates

If any candidate arrives at the virtual examination after the designated exam time, the candidate cannot sit for the examination.

810 – Inclement Weather or Other Circumstances Preventing Testing – Testing Window

If the exam is unable to be administered or if any candidate is unable to arrive at a designated exam time because of inclement weather, terrorist acts, internet outages, a natural disaster, or other unforeseen emergencies beyond control of the candidate, as determined by the Commission, the candidate may receive an extended testing window (to be determined on an individual basis) and will be allowed to reschedule the examination without being charged a re-examination fee.

811 – Handling of Tests

NACAS will take all available precautions to ensure the appropriate and secure handling of completed tests alongside the third party virtual exam delivery provider. In the case of a power outage mid exam the candidate will be able to either a) attempt to reconnect and pick up where they left off, or b) reschedule if they're unable to reconnect and then proceed from where they left off or start from the beginning. In the case that a candidate cannot reconnect due to a power outage, they will not be charged for the testing session and will be able to reschedule at no cost.

812 – Requests for Accommodations

Reasonable accommodations shall be provided to applicants with a disability (as defined by Title III of the Americans with Disabilities Act) who submit with their certification application, a written explanation of their needs along with appropriate documentation.

813 – Test Admission Procedures

Candidates must report to the virtual site at the designated exam time. The total testing time is three half hours. Additional time has been allowed for instructions. Total testing timeframe will be approximately three and one half hours. The testing administrator will provide appropriate log-in information to candidates no less than seven (7) business days prior to test administration.

814 – Testing Rules

The following are the rules and instructions enforced at all test administrations:

Rules:

- Alone in room
- Clear Desk and Area
- Connected to a powersource
- No headphones
- No dual monitors
- No leaving seat
- No talking (except to virtual proctor)
- Webcam, speakers, and microphone must remain on throughout the test
- The virtual proctor must be able to see you for the duration of the test
 - With this in mind, and to ensure the test is AI proof, the virtual proctor will assist the candidate in using their cell phone as a second camera of the candidate during the test

Instructions:

- You will have 3 hours to complete the exam. A timer is provided in the upper left of the screen to keep track of your remaining time. There are a total of 150 exam questions, and you will have the opportunity to take a break. Please notify your proctor when you would like to take the break. Please note, your computer screen and your surroundings will be monitored. Below are some tips to taking the CASP Exam:
- To answer each question, select the radio button next to the chosen answer. You can freely change your answer to another option, but once you select an answer, you cannot unselect and provide “no answer” for the question. You are encouraged to answer all questions since all unanswered questions will be counted as incorrect.
- Select your answers according to the directions provided. If you are uncertain about a question, you can mark it for review by selecting the FLAG button to revisit the marked questions.
- If you need to use a calculator for a question, select the Calculator tool in the upper left hand corner of your screen.

- You may use the Scratch Pad tool in the upper left corner of your screen. This can be used in place of a notepad, paper and pen
- Once you have answered each item, you may submit your questions by selecting Submit Exam. The system will ask if you are sure, select Yes, Submit Now.
- The Virtual proctor is not authorized to help candidates with reading or comprehending exam questions. Only procedural questions can and will be answered.
- Upon completion of the exam, the system will provide you with a pass/fail result. You will receive additional communications from NACAS regarding your detailed score report at a later date. If appropriate, you will receive communications from NACAS regarding retesting.

815 – Violating Testing Rules

During the exam, if the virtual proctor observes the candidate engaging in any misconduct or violating any testing rules, the virtual proctor may issue a warning or terminate the exam testing depending on the severity of the violation. If a warning was issued or an exam testing terminated, the misconduct will be logged and passed to the NACAS Staff Liaison. Certification Commission members will then decide on prudent next steps depending on the severity of the logged misconduct.

816 – Misconduct at the Examination

It is improper for examination candidates to engage in any of the following activities:

- Failure to observe any rules of conduct as outlined by the virtual proctor.
- Copying or otherwise recording or transmitting to others any examination questions and/or answers or other aspects of the nature or content of the examination.
- Bringing any unauthorized answering agent of any nature (e.g., books, notes) to the examination.
- Offering, soliciting assistance from, or assisting other candidates, or those responsible for the administration of the examination.
- Engaging in any other conduct or inappropriate behavior which is injurious to the integrity of the examination or to any of its participants.

Section 850

CERTIFICATE ISSUANCE AND USE

851 – Certificate Issuance Criteria

A non-transferable certificate shall be issued only to individuals found to meet all certification requirements. No other factors shall be used to determine an individual's qualification to earn the certification.

852 – Certificate

A certificate shall be issued to all certificants, and shall include the following:

- 1) certificant's name
- 2) certification scope
- 3) NACAS Certification Commission as the certification issuer
- 4) signature of the Commission chair
- 5) signature of the current NACAS President
- 6) certification effective date

853 – Ownership of the Designation and Logo

The certification designation and logo are the property of NACAS. Permission to use the certification designation is granted to certified persons at the discretion of the Commission, for permissible uses only.

854 – Persons Authorized to Use the Designation

Use of the certification designation is limited to those persons who have been granted the certification by the Commission and who satisfy all maintenance and recertification requirements established by the Commission.

Use of the designation by individuals who have not been granted and maintained the certification is expressly prohibited.

855 – Non-assignability and Non-transferability of Designation

Permission to use the certification designation is limited to the certified person, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

856 – Designation Use

Those persons who have been granted permission to use the CASP designation shall do so pursuant to the guidelines established by the Commission.

An individual who has been granted the Certified Auxiliary Services Professional designation may list the certification on stationery, websites, business cards, and other promotional materials as:

First name, Last name, CASP

Should the certification be suspended or withdrawn for any reason, the individual must immediately cease the use of the certification designation and acronym on stationery, websites, business cards, and any and all promotional materials.

857 –Suspension or Revocation of Permission to Use Designation

The Commission retains the right, at its sole discretion, to suspend or revoke any person's permission to use its certification designation. In most circumstances, when the Commission is informed that a person is misusing the certification designation, the Commission will provide the person notice of the misuse and a reasonable opportunity to comply with the Commission's guidelines. However, the Commission retains the right to suspend or revoke privileges without notice and an opportunity to correct, particularly when the violation is of a gross nature and more immediate action is necessary to stop misuse.

Actions by the Commission to suspend or revoke use of the certification designation shall be communicated in writing to the person whose privileges are being suspended or revoked and to all other persons affected by the decision. Should any person continue use of the certification designation after notice of suspension or revocation, the Commission shall seek full equitable and/or legal remedies through a court of competent jurisdiction.

Section 900

APPEALS POLICIES & PROCEDURES

901 – Appeals Panel

When required, an Appeals Panel shall be formed to review formal requests for reconsideration of an adverse decision related to an individual's attempt at certification.

902 – Definition

An appeal is a formal request for reconsideration of an adverse decision made by the Commission or its representatives related to an individual's attempt at certification.

903 – Appeal Submission

An appeal must be made in writing to the Commission within 30 days of receiving the determination. The written appeal must include the stated appeal, the reason for the appeal (including relevant supporting materials), and the appellant's daytime work number and email address.

904 – Appeal Consideration

The appeal shall be considered by the Appeals Panel within 45 days. The function of the Appeals Panel in a given case is to review the decision being appealed based on the information available to the Commission or its representative at the time of the determination. Members of the Appeals Panel shall recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest. The Appeals Panel shall notify the Commission and the appellant of the decision within 14 days from the Appeals Panel determination.

905 – Appeal Determination Impacting Others

Should the Appeals Panel grant an appeal on an issue that impacts the eligibility status or examination scores of other candidates, a review or rescoring of all those potentially impacted shall automatically be conducted. Certification staff shall notify the individuals of the review or rescoring and final decision within 60 days of the decision.

906 – Second Level of Appeal

The appellant has 30 days from receipt of the Appeals Panel determination to file a written appeal with the Commission. The written appeal must include the stated appeal, the reason for the appeal (including relevant supporting materials), and the appellant's daytime work phone number and email address. .

907 – Second Level of Appeal Review

The appeal shall be considered at the next regularly scheduled meeting of the Commission. Members of the Commission shall recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest.

The Commission shall review only whether the determination of the Appeals Panel was inappropriate because of 1) material errors of fact or 2) failure of the Appeals Panel to conform to the published criteria, policies or procedures. Only facts leading up to and including the time of the Appeals Panel determination shall be considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. The Commission's determination shall be final.

The Commission's staff liaison shall notify the appellant of the decision within 14 days of the determination.

908 – Process Appeal Review

The appellant may appeal the Commission's decision to the NACAS Board only on grounds that the Commission did not follow its established policies and procedures. Appeals outside of that scope will not be considered.

Section 1000

CONCERNS & COMPLAINTS

1001 – Resolution of Concerns

Individuals with concerns regarding the assessments, personnel or other elements of the certification program are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

1002 – Submission of Complaints

A complaint shall be submitted in writing to casp@nacas.org which will be directed to the designated Certification Staff Liaison who will respond within 90 days of the incident's occurrence. The submission shall include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Dissatisfaction based on hearsay shall not be considered as a complaint. Anonymous complaints will not be considered.

1003 – Determination of Involvement

A complaint shall be reviewed by the designated Certification Staff Liaison to determine if it can be addressed by NACAS staff or if it warrants the involvement of the Commission.

1004 – Staff Review

If a complaint is found to be addressable by NACAS staff, the designated Certification Staff Liaison will refer the complaint to a suitable NACAS staff member considering matters of confidentiality, conflict of interest and impartiality. The responsible NACAS staff member shall take action to resolve the issue and communicate the resolution to the complainant within a period of no longer than 30 days. Should the resolution not be deemed satisfactory by the complainant, he or she may request that the complaint be reviewed by the Commission.

1005 –Commission Review

If a complaint cannot be addressed by NACAS staff, the Commission Chair is notified and the complaint shall be reviewed by the Commission and a decision shall be communicated to the complainant within a period of no longer than 30 days. All decisions by the Commission are final.

1006 – Complaints Tracking

All complaints and dispositions shall be recorded in the Complaints Register, which shall be maintained by the Certification Staff Liaison. The Complaints Register shall be reviewed periodically, at a minimum as part of the annual audit, to identify the need for corrective or preventive action.

1020 – Complaints Against Certificants

Individuals may file a complaint against a NACAS certificant. The written complaint must include the stated complaint, relevant supporting materials, and the complainant's contact information.

1021 – Acceptance as a Complaint

The complaint shall be reviewed by the designated Certification Staff Liaison to ascertain if the criteria for acceptance of a complaint are met. The acceptance criteria are as follows:

1. Complainant must have personal knowledge of the alleged violation or misbehavior or must supply relevant and reliable documentation.
2. Complainant must demonstrate by documentation and factual evidence that the complaint involves an issue or issues directly related to the certification standards or Code of Ethics and Professional Conduct. Matters not related to the criteria set forth will not be considered.
3. The complaint will not be processed if the certification records show the named person is no longer certified or is not a certification applicant, unless the complaint is related to such person representing him or herself as having a current certification.

Accepted complaints will be processed by the Certification Staff Liaison for the purpose of attempting to resolve the complaint informally. If resolution by the Staff Liaison is not possible, a Disciplinary Review Panel will be appointed by the Commission Chair to review and, if warranted, investigate the complainant's statements in accordance with established policies and procedures. This panel needs a majority of its members present to make recommendations to the Commission.

1022 – Meeting of the Disciplinary Review Panel

The Review Panel shall meet within 90 days of the date on which the complaint is received or on a date mutually acceptable to the individual and the Review Panel. The individual may appear before the Panel through electronic virtual means to make an oral and/or written presentation and to respond to questions from the Panel. The proceeding will be conducted on an informal basis. The Review Panel may request the assistance of counsel to provide guidance in the interpretation and resolution of legal or procedural issues that may arise in the context of a complaint.

1023 – Documents to be Considered by the Disciplinary Review Panel

The issues addressed by the Review Panel shall be limited to those included in the complaint. All Panel members, the candidate/certificant, and legal counsel (if applicable) shall be furnished with all of the documents to be reviewed by the Review Panel.

1024 – Panel Recommendation

A written report of the Review Panel, including the recommendation and reasons for such, shall be prepared within 30 days and provided to the Commission.

1025 – Certification Commission Review, Determination and Communication

At its next regularly scheduled meeting, the Commission will review the recommendation from the Disciplinary Review Panel, and may accept, reject, or modify the recommendation with respect to the determination of violation or the recommended disciplinary action to be imposed.

The final determination will be communicated by written notice within 30 days of the determination to the candidate/certificant and the complainant. If by determination of the Commission, the nature of the situation warrants, the final determination may also be communicated by written notice to the candidate/certificant employer or licensing agency.

1026 – Appealing a Disciplinary Determination

If the determination is unsatisfactory to the complainant, applicant or certificant, the individual may file an appeal in accordance with established appeals policies and procedures (Second Level of Appeal – Section 906).

Section 1050

DISCIPLINARY ACTION

1051– Disciplinary Action

The Commission is the only entity authorized to recommend to the NACAS Board to take disciplinary actions as per the outcomes of the review panel.

1052– Activities Warranting Disciplinary Action

The NACAS Board may take disciplinary action against any candidate who is found guilty of one or more of the following infractions:

- Obtaining certification or renewing a certification through the use of fraud or deceit or assisting another person to do so; or
- Violating of one or more of the provisions in the NACAS Code of Ethics and Professional Conduct; or
- A criminal conviction of a felony for acts done in connection with activities for which the certification was issued; or
- Unauthorized possession, distribution, or use of any Commission examination-related materials or assisting another person to do so; or
- Unauthorized use of any registered certification mark or logo owned by NACAS or the Commission; or
- Failing to cooperate reasonably with a Commission disciplinary investigation

1053 – Punitive Options

If the NACAS Board determines that grounds exist to take disciplinary action against a candidate or a certificant, it may take one or more of the following actions or such other action(s) as it may deem appropriate:

- Deny a candidate’s application for examination or certification, or a certificant’s application for recertification;
- Require a candidate to retake one or more examinations at a time and place to be determined by the Commission;
- Issue the individual a reprimand;
- Suspend a certificant’s certification for a period of time or until a specific condition has been met;
- Revoke a certificant’s certification.

1054– Reinstatement of Certification after Revocation

If permitted by the individual’s sanction, a request for reinstatement of certification revoked due to disciplinary actions may be submitted after a minimum of one year from the revocation determination. The request must be in writing and shall be reviewed on a case-by-case basis by the Commission.

Should it be determined that an individual whose certification has been revoked may reinstate, that individual must reapply as a new applicant, pay all associated fees, and fulfill all certification requirements including passing the exam.

Section 1100

CONFIDENTIALITY, PRIVACY & SECURITY

1101 – Privacy of Individuals and Confidentiality and Security of Individual Information

NACAS and the Commission shall safeguard the privacy of individuals, where applicable, and shall hold in confidence and in a secure manner the information obtained in the course of certification program activities at all levels of the organization, including the activities of all personnel (paid, subcontracted or volunteer) acting on its behalf. Except as required in this Policies Manual, information about a particular individual is considered confidential information and shall not be disclosed to a third party by NACAS or Commission personnel (paid, volunteer or subcontractor) without prior written consent of the individual. Where the law requires information to be disclosed to a third party, the individual shall be notified concurrently of the information provided.

1102 – Certificate Verification

Records of certificants shall be maintained according to the record control policy.

Requests for verification of progress in attaining certification shall be responded to in writing and provided only to the applicant/candidate, unless permission is granted in writing by the participant for release to others.

Requests for verification of an individual's certification status shall be responded to by phone or in writing. Only an indication of whether an individual is currently certified shall be provided.

1103 – Confidentiality and Security of Exam Instruments and Scoring Keys/Rubrics

NACAS and the Commission shall safeguard the exam instruments and scoring key/rubrics during the course of certification program activities at all levels of the organization, including all personnel (paid, subcontracted or volunteer) acting on its behalf. Personnel handling the exam instruments and scoring key/rubrics shall be provided and shall attest to reading and understanding exam secure handling procedures prior to their handling of the materials.

1104 – Identity and Test Security

Individuals taking the certification exams shall acknowledge that they understand the following through their signature on the application.

- Individuals verify that they have successfully met the program requirements. If at any time it is confirmed an individual has not met all the requirements, individuals will no longer be eligible for the certification, or will have their current certification revoked.
- The examinations and the questions contained therein are the exclusive property of NACAS and the Commission and are protected by federal copyright law. No part of the examination(s) may be copied, reproduced in part or whole by any means whatsoever, including memorization.
- Individual participation in any irregularity occurring during the examination, such as giving or obtaining unauthorized information or aid, as evidenced by an observation or subsequent

statistical analysis, may be sufficient cause to invalidate the results of the examination or the certificate issued, or other appropriate remedy.

- Individuals verify that they solely are responsible for the answers provided on the test(s) and that they were not provided assistance by other individuals.

1105 – Confidential Information

The nature, format, content and results of examinations administered by the Commission and all application materials are considered confidential information and will be treated as such in accordance with policies and procedures adopted by the Commission, unless appropriate permission is obtained or where otherwise required by law.

Further, the Commission and its testing agency stores, processes, and uses data collected from application forms and test score reports. Data is stored only to the extent necessary for processing and validating applications/examination scores and in compliance with related record retention regulations. Under no circumstances will individual data or test scores be shared with any entity outside of the Commission and its testing agency, unless permission is obtained from the candidate or certificant or unless otherwise required by law. Candidate test scores will be provided only in written form as an official Commission document.

1106 – Privileged Information

The nature, format, content and results of examinations administered by the Commission are considered privileged information.

1107 – Information Disclosure

In order to protect the confidentiality of candidate records, information about candidates and their examination results is released to third parties only under the following circumstances:

- Upon the request of a third party, the Commission will verify current certification status
- The Commission will disclose information that is required to be in compliance with state and federal laws, court orders, and military deployment information requirements without certificant authorization.
- Any additional information requested by a third party will be released only after certificant's signed authorization.

1108 – Data Compilation

The Commission may develop and publish statistical data regarding the exams; however, the identities of individual candidates will not be divulged.

APPENDIX

PROCEDURE FOR PROPOSING NEW POLICIES

AND

REVISING EXISTING POLICIES

The Chair of the NACAS Certification Commission shall appoint a subcommittee of the Certification Commission members to conduct an annual review of NACAS Certification Commission policies and recommend any additions or changes to the NACAS Certification Commission for approval. Changes to the Policy Manual shall become effective upon approval by the Commission, and shall be published electronically within thirty (30) days of adoption.

DISTRIBUTION

The Policy Manual shall be available on the NACAS website. The manual will be available for a cost of \$0.20 per page plus shipping and handling.