Guide to the Recertification Process

NCCT

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Customer Service
800-875-4404

Hours:
Monday - Friday 7:30 am - 5:00 pm cst
Saturday 9:00 am - 3:00 pm cst
Sunday - Closed

Email: Contactus@ncctinc.com

Recertification - General Information

Once a credential is earned, maintenance of that credential is achieved through recertification. Recertification with NCCT is required annually (every year).

PURPOSE

NCCT requires the continuing professional development of its certificants to ensure that individuals who hold NCCT credentials maintain an ongoing commitment to learning, keep pace with developments in the field of healthcare, and strengthen their knowledge and skills. The mandatory recertification process provides certificants with the opportunity to demonstrate the reinforcement and expansion of their knowledge and skills, retain their knowledge of current practice, and assure the public that they have met current professional standards of qualifications and knowledge for practice required to maintain certification.

RATIONALE

The one-year recertification period established for retention of active status is based on both the scope of issues that face healthcare professionals and the Board of Testing's acknowledgment that new practices, research, and information are introduced in the field with enough frequency that professional development activities should be conducted routinely. The one-year requirement is to encourage certificants to remain up-to-date with both current best practices and emerging knowledge.

The five-year time period established for the full recertification cycle is based upon the Board of Testing's acknowledgment of the frequency of substantive changes in the field in keeping with the rationale for the job analysis cycle. It is the Board of Testing's belief that an individual who fails to recertify for five consecutive years no longer retains a valid NCCT credential.

The CH requirements were selected after researching benchmarks in all disciplines tested by NCCT.

RECERTIFICATION NOTICES

Certificants are sent three reminder notifications annually to the last known verified email address. Certificants can also opt in to receive a reminder by text message one month before the active expiration date. Certificants are responsible for notifying NCCT of any changes in address, including email address and phone number. Recertification is the responsibility of each NCCT certificant. NCCT is not responsible for notices that fail to reach certificants.

RECERTIFICATION REQUIREMENTS

The annual recertification requirements are the payment of a recertification fee and the completion of continuing education (CE) contact/clock hours (CH). Certificants are also required to adhere to the Code of Ethics and to notify NCCT of any felony convictions. The Code of Ethics can be found in the *Candidate Handbook*. Failure to comply with the Code of Ethics or failure to notify NCCT of a felony conviction may result in Board of Testing sanctions up to and including the revocation of credentials.

The recertification fee amount and required CH amount for CE vary according to the number of certifications held.

Number of Certifications Held	Annual Recertification Fee Amount	Annual CH Requirement for CE
1	$ 77	14
2 or more	$104.50	19

If more than one certification is held, the annual CE CH requirement for the primary certification must be met before the requirements are met for the other certification(s). Certificants should contact NCCT in writing in the event they choose to only recertify one of their credentials.

REQUESTS TO RECERTIFY ONLY ONE CREDENTIAL

Certificants with more than one NCCT credential can request in writing to recertify only one of their credentials (e.g., an NCMA and NCPT who only wishes to recertify NCMA).

- A permanent "non-renewal" status can be requested, however, no recertification reminders will be sent unless the certificant requests to lift the non-renewal before the credential is invalid. NCCT is not responsible for notifying a certificant about a credential in a non-renewal status.

- Alternatively, a certificant who wishes to temporarily recertify only one credential must make a new request with each recertification.

RECERTIFICATION FEE BREAKDOWN

The recertification fee payment supports the following activities:

- Development of NCCT CE Courses.
- Review/audit/approval of outside CE courses and the associated administrative duties.
- Other administrative activities associated with the recertification process, such as email assistance, account review, database management, recertification notices, website upgrades, accreditation compliance, and more.
- Other professional development activities required for continued recognition of NCCT credentials.

ACTIVE EXPIRATION DATE

NCCT certifications are assigned an active expiration date one year (twelve months) from the initial certification issue date. The expiration date is noted on the certificate and ID card. In the event a certificant obtains multiple NCCT credentials, the active expiration month and day of all credentials will be moved to match the credential with the later calendar month/date. This is so all credentials for that certificant expire on the same day each year. Otherwise, the expiration month and day will always remain the same.

Once annual recertification requirements are fulfilled, the active expiration date will be moved ahead one year and an updated ID card that reflects the new active expiration date will be issued.

RECERTIFICATION PERIOD

NCCT uses the terms **validity** and **status** in connection with the recertification period.

Following initial certification, NCCT credentials are in an *active status* for one year from the certification issue date and remain *valid* for five years from the certification issue date. Recertification is required annually to maintain an active status. Valid certifications can be held in an active or inactive status. Valid certifications in an inactive status become invalid if no annual recertification requirements are fulfilled for five consecutive years. A valid certification permits the individual to claim and use the credential.

Active status - A certificant who completes the annual recertification requirements prior to the active expiration date has maintained an active status.

Inactive status - A certificant who fails to fulfill the annual recertification requirements prior to the active expiration date moves into an inactive status.

REACTIVATION OF INACTIVE STATUS

Certificants may activate a valid credential in an inactive status by completing the annual recertification requirements for all missing years. Once the requirements are fulfilled the active expiration date will be the same as if the recertifications had been completed on time. NCCT imposes no penalty or fee for reactivation of an inactive status or for recertifying after the active expiration date has passed.

FAILURE TO RECERTIFY

If a certificant fails to recertify for five consecutive years after the most recent certification/recertification issue date, the credential becomes invalid and that individual can no longer use the NCCT credentials. Recertifications will not be processed for invalid credentials. Once a credential is invalid the individual has lost recertification privileges and must reapply for certification, meet the eligibility criteria for initial certification, and pass the certification examination in order to reinstate certification. Individuals who are ineligible to retake the examination have 90 days in which to file an appeal with the Board of Testing. NCCT credentials may not be used from the invalid date until the credential is fully instated.

See the *Invalid Certification and Appeal for Reinstatement of Recertification Privileges* section of this guide for more information.

Recertification Process

The recertification process cannot be initiated until approximately 6 months prior to the active expiration date.

1. Stay aware of your annual active expiration date and keep your contact information current. NCCT sends recertification notices via email. Certificants can now opt-in to receive a text message notification one month before the active expiration date.
2. Visit *Pay Now* at www.ncctinc.com to pay the recertification fee no more than 6 months prior to the active expiration date. Ensure the payment is applied to the valid certification; contact Customer Service if it is not. Recertification fee payments may also be mailed to NCCT or completed via phone by calling Customer Service.
3. Fulfill the CE requirements. NCCT offers two methods; NCCT CE or submission of "outside CE". See the *Continuing Education Requirement* Section in this guide.
4. Once the recertification requirements are fulfilled, NCCT certification staff will review the account and update the active expiration date in 2-3 business days. NCCT will issue a recertification letter and new identification card and send them by regular mail. An electronic version of the card is available at www.ncctinc.com/profile/certifications. The certification status can be verified online using the *Verify Certification* function on the website if the certificate holder has agreed to release the information to the public. Note - full sized certificates are not issued for recertifications.

Continuing Education Requirement

The continuing education requirement can be fulfilled two ways; completion of NCCT CE or submission of eligible non-NCCT CE ("outside CE").

The full recertification fee payment is due for both methods and is non-refundable. Note - the recertification fee payment does not "purchase" CE; the payment is required to gain access to CE.

NCCT CE COURSES (OPTION 1)
CE courses are available online with payment of the recertification fee. The courses are also available individually in print upon request (additional charges apply). Individual NCCT CE courses typically range from 1-6 CH in length and require the successful completion of a test (70%) to receive recertification credit.

To select which NCCT CE courses to complete, certificants should consider the following:
- Choose course content related to the critical job competencies identified in the certification exam detailed test plan or based on daily job tasks.
- Select courses that are of interest to the certificant or will enhance the certificant's overall knowledge.
- Note that NCCT offers certification for many entry-level professions and not all CE courses are applicable to everyone.
- Credit is not given for an NCCT CE course number that has already been successfully completed.
- If completed CH amounts add up to more than needed for that recertification year, the excess CH cannot be applied to the upcoming recertification year.
- Some CE courses require internet access for the reading material.
- A contact hour (CH) is the length of time required for completion of a CE activity. A course that is 1 CH should require approximately one hour to read the course material and complete the test, a 2 CH course should require two hours, etc.. The CH value is determined using the Mergener Formula, which is based on the number of words (excluding references) and test questions, and the difficulty of the material for the target audience.

a. NCCT CE Courses Online

NCCT CE Courses online are included with the payment of the recertification fee (no additional fee required). The online courses are in .pdf format and require Adobe Reader to view them. An online CE test that has been started must be finished before another online CE test can be opened. A successfully passed CE course number will show as "completed" and cannot be retaken. A course that is failed twice (<70%) will become locked and certificants must notify NCCT to request the test be reopened. After four failures the course will remain locked permanently.

1. Log in to NCCT user account.
2. Pay the recertification fee. Payment of the entire recertification fee grants access to the required number of CH.
3. Access the *Recertification/CE Dashboard*; ensure there are "hours available". If no hours are available, the recertification fee payment attempt may have been unsuccessful.
4. Click *Fulfill NCCT CE Requirements* from the left-hand menu.
5. Select CE courses based on the suggestions provided on the previous page.
6. Read the course material and review the test at the end of the course material. Make written documentation of the answers, if desired.
7. Open the corresponding online CE test.
8. Select the answer to each question by clicking in the circle to the left of the answer option. Once all test questions are answered, click "finish and grade". The score will be displayed as well as all the missed questions. To preserve test security, the correct answers are not given for missed questions.
9. Complete the online post-test survey for P.A.C.E.® approved courses.
10. Once all annual CH requirements are fulfilled, NCCT will update the active expiration date within 2-3 business days. The new ID card should be received by regular mail within 7-14 days. An electronic version of the card is available at www.ncctinc.com/profile/certifications.

b. Printed NCCT CE Courses

To order printed NCCT CE courses, contact Customer Service to request a *Printed CE Materials Order Form*. This form is also available on the NCCT website. The printed courses can be ordered by mailing in the completed form (with payment) or by placing the order by phone to Customer Service. Note - in addition to the recertification fee, printed CE courses require a printing cost of $3.00 per contact hour plus a shipping fee.

Printed CE courses are mailed with corresponding answer sheets for test completion. Complete the answer sheets exactly as described in the *CE Answer Sheet Instructions* included with the mailing. Be sure to include personal identification and CE course information on the answer sheets. Complete the paper ASCLS P.A.C.E.® evaluation form, if applicable. The completed answer sheets and P.A.C.E.® evaluations (if applicable) must be returned to NCCT for grading. The tests may instead be completed online through the certificant's NCCT user account. Use the online search box to locate the correct test name/number.

When purchasing and completing printed courses, be aware of the following caveats:
- The CE course may have since been updated or revised.
- P.A.C.E.® courses may be expired and may have been updated with new course information and course number (more information about P.A.C.E.® courses below).
- Courses are printed in black and while (the online versions are in color).
- Grading of mailed answer sheets (paper/pencil format) is typically performed within 5 business days of receipt. However, the entire mailing and grading process can require 4-6 weeks.

ASCLS P.A.C.E.® APPROVED NCCT CE COURSES

Through the American Society for Clinical Laboratory Science (ASCLS) Professional Acknowledgment for Continuing Education (P.A.C.E.®) program, NCCT is an accepted provider of CE by the state of California Laboratory Field Services for the purpose of CPT license renewal. NCCT offers several P.A.C.E.® approved CE courses. NCCT-certified phlebotomy technicians in California should include some ASCLS P.A.C.E.® approved CE courses when recertifying with NCCT to enable them to meet both NCCT and state requirements (note - renewal of state requirements must be accomplished through the state, as this is separate from NCCT).

Additional information about P.A.C.E.® program:

1. The Accrediting Agency (AA) number for ASCLS P.A.C.E.® is #0001.
2. ASCLS P.A.C.E.® courses may be eligible for renewal credit in other states that require phlebotomy licensure. Check with your state.
3. ASCLS P.A.C.E.® courses may be completed by any NCCT certificants for NCCT recertification credit.
4. ASCLS P.A.C.E.® assigns a two-year expiration date for courses they have approved. This expiration date is on the front page of the course.
5. Courses completed after the expiration date has passed cannot receive P.A.C.E.® credit for the course, but still receive NCCT recertification credit.
6. Once a P.A.C.E.® expiration date is approaching, NCCT reviews the course and updates it as necessary. The updated version is resubmitted to ASCLS P.A.C.E. for re-approval consideration. If granted, a new course number and new two-year expiration date is assigned.
7. ASCLS P.A.C.E.® assigns the contact hour (CH) value of approved courses, not NCCT.
8. P.A.C.E.® certificates of completion can be downloaded and/or printed after successful completion of a P.A.C.E.® approved course. See the *CE Transcripts and Certificates of Completion* section for instructions.
9. To comply with P.A.C.E.® requirements, NCCT requests post-course evaluations after completion of any P.A.C.E.® approved courses.

NCCT CE COURSE CORRECTIONS AND UPDATES

Occasionally a CE course must be corrected or updated without the course number changing. If a suspected discrepancy is found within an NCCT CE course, please go to https://www.ncctinc.com/forms-and-documents and review the file titled *CE Updates and Revisions*. If no entry is found that pertains to the discrepancy in question, please email the concerns to conted@ncctinc.com.

OUTSIDE CE SUBMISSION AND APPROVAL (OPTION 2)

NCCT accepts some non-NCCT CE activities for recertification credit. These "outside CE" activities must comply with the *Outside CE Policy* and are reviewed for acceptability. Outside CE activities must be submitted through the user account on the NCCT website using the *Online Submission Form for Outside CE*. It is the responsibility of the certificant to ensure all submitted outside CE activities comply with the policy. NCCT offers outside CE review/approval as a courtesy to its certificants for no additional charge beyond the recertification fee.

Outside CE activities are reviewed within 3-10 business days after submission. Submitted activities found to be in compliance with the *Outside CE Policy* will be approved at the time of initial review. Submitted activities will be audited if found to be at risk of non-compliance with the *Outside CE policy*. Audited activities delay the recertification until the non-compliance is resolved or the certificant chooses to submit eligible CE from elsewhere or complete NCCT CE. A recertification that is delayed beyond the active expiration date will cause the certification to move into an inactive status.

OUTSIDE CE SUBMISSION PROCESS

1. Prior to making any outside CE submissions, read the *Outside CE Policy*. It is the responsibility of the certificant to ensure all submitted outside CE activities comply with the policy.
2. Log in to your user account at www.ncctinc.com/ce. Certificants must access their primary user accounts to submit outside CE. Submissions cannot be made under a secondary user account. Contact Customer Service if assistance is required.
3. Make the recertification fee payment. Payment of the entire recertification fee grants the ability to submit the required annual CH amount.
4. Go to the *Recertification/CE Dashboard*.
5. Select *Submit Outside CE* from the left-hand menu.
6. Complete all five fields of the *Online Submission Form for Outside CE* for each outside CE activity. Each course must be entered one-by-one for proper evaluation of eligibility toward recertification credit.

7. Read and check the acknowledgment boxes.
8. Click "Submit".
9. If unable to submit the CE activity, please refer to the FAQs available below the *Online Submission Form* and on left-hand menu below the *Recertification/CE Dashboard*.
10. All corresponding supporting documents of completion are required immediately. These can be directly uploaded to the user account, emailed as attachments to conted@ncctinc.com, or faxed to (913) 535-4940 (faxing the documents may delay turnaround times). Uploading and emailing are the recommended methods.
11. NCCT staff review all outside CE submissions typically within 3-5 business days, but the process can take up to 10 business days. At the time of review, properly-submitted activities that meet *Outside CE Policy* will be approved. Submitted activities that are at risk of non-compliance will be audited.
12. If audited activity submissions are found to be compliant, the activities will be approved at that time. If the audited activities are found non-compliant, the reason will be documented on the certificant's *Outside CE History* and the certificant notified of the reason for non-approval or the additional steps required to gain approval. If additional documentation is required, the certificant will have fifteen (15) days from the date of the activity submission to provide the requested documents. Once received, NCCT staff will review the documents within 7-10 business days. If not provided within fifteen days, the non-compliant outside CE activities will not be approved.
13. The *Outside CE History* on the user account should be monitored for status updates on all submitted outside CE activities. Certificants should also monitor the email address associated with their NCCT user accounts for correspondence from the recertification department, however emails are only sent regarding non-compliant CE activities.

OUTSIDE CE POLICY

NCCT offers outside CE review and acceptance as a courtesy to its certificants and may not be able to perform rushed reviews or edits of submitted outside CE activities. Turnaround times should be considered before submission. Access to NCCT's online CE is restricted while outside CE is pending.

In cases of repeated non-compliance with this policy, NCCT reserves the right to revoke an individual's privilege of fulfilling the recertification requirements with outside CE.

1. Outside CE activities must have a clear objective to develop new or improve current credential-related skills and knowledge. Topics unrelated to the credential will not be accepted.

2. An outside CE course must have been completed no earlier than the calendar year immediately preceding the recertification year (i.e., a course completed in 2020 can apply to the 2021 recertification year but not 2022).

3. The recertification fee payment is required prior to outside CE submission.

4. Outside CE is submitted online through the NCCT user account using the *Online Submission Form for Outside CE*. Outside CE can only be submitted through the primary user account with a valid certification.

5. The online instructions within the *Online Submission Form for Outside CE* must be followed or the submission can not be approved.

6. Supporting documents of completion are required for each submitted activity and must be **uploaded or emailed** immediately upon submitting activities via the *Online Submission Form for Outside CE.* NCCT discourages faxing of documents and may reject faxes if the quality of the documents is affected.

7. Supporting documents of completion must be generated by the provider of the CE activity (primary-sourced). NCCT cannot accept modified or copied/pasted content.

8. All submitted activities are reviewed by NCCT staff for compliance with this *Outside CE Policy* and online instructions. Reviews are conducted within 3-10 business days and compliant submissions are approved at the time of review. Submissions at risk of non-compliance are audited. The *Outside CE History* on the user account should be monitored for status updates.

9. If audited, any requested information must be provided to NCCT within fifteen (15) days from the submission date of the activity. After 15 days the activity's status will be changed to "not approved".

10. NCCT recertification staff may edit any submissions determined to contain an error.

11. Excess outside CE hours cannot carry over into future recertification years and will be discarded.

12. NCCT accepts contact hour values that are based on the International Association for Continuing Education and Training (IACET) official standard. Not all CE providers utilize this standard for the determination of their continuing education credits. Therefore, some submitted outside CE activities may be approved for a contact hour value that differs from the CE credit value assigned to the activity by the CE provider.

13. **Healthstream activities:** Healthstream transcripts containing administrator-assigned estimated time of completion or CE credit are required. Estimated times of completion that are not administrator-assigned by the employer are not accepted for CE credit.

14. **Up-To-Date activities** - require an activity log that lists each completed course, date of completion, and CH value.

15. Falsification of any recertification documents may lead to disciplinary action including, but not limited to, revocation of credentials. NCCT may contact employers/CE providers for verification of submitted activities.

TYPES OF CE ACTIVITIES

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<tr><td colspan="2" align="center">Types of Outside CE Activities</td></tr>
<tr><td align="center">Acceptable</td><td align="center">NOT Acceptable</td></tr>
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• Continuing education courses approved by the state, professional organizations, continuing education providers, etc.
• Professional workshops, seminars, conferences, etc.
• In-services
• Completed college courses with a grade of "C" or better; course subjects must relate to professional development for the credential held; i.e., a medical assistant pursuing a nursing degree*
• Activities that require periodic renewal such as CPR, BLS, PALS, first aid, spirometry, etc.**
• Accepted once every 5 years: recurring employer-required training (compliance, HIPAA, fire safety, bloodborne pathogens, infection control, hazard communication, MRI safety, regulatory requirements, etc.)
• Information systems/EHR/EMR can count for no more than 50% of annual CH requirement

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• Teaching/instruction
• Presentations
• Skills fairs or work at health fairs/similar activities
• Skills competency assessments or proficiency testing
• Employer-specific training such as facility orientation, time keeping systems, employee performance reviews, staff meetings, town halls, new hire onboarding, etc.
• Activities with the same content and objectives taken twice during the same recertification year
• Activities completed before; i.e., repeat/duplicate
• Volunteer work
• Activities less than 0.50 CH (30 minutes) in length
• Curriculum review
• Activities completed earlier than the calendar year immediately preceding the recertification year (i.e., a course completed in 2021 cannot apply to 2023)
• Activities completed prior to NCCT exam date
• Work experience
• Inspections/site visits
• Handbook or policy acknowledgment/attestation
• Courses/training for which no standardized expected time of completion or formal CE credit value has been assigned by the trainer/educator
• College courses not related to the credential held.
• In-progress college courses*
• Lab courses when the corresponding lecture portion was not passed with a C or better

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* See page 3 for college course information

** Courses that require periodic recertification/renewal can be submitted to NCCT once for full training credit. Renewal courses are awarded 50% of their training credit.

BLS - 4.5CH (AHA and ARC), renewal 2.25CH, many are fewer. NCCT does not accept some online CPR

ACLS and PALS - 9CH (AHA), renewal 4.5CH

BLS + ACLS + PALS - When multiple CPR courses are submitted to NCCT for the same recertification year, credit is reduced to subtract overlapping content. Ex: ACLS + PALS = 9CH + 2CH, renewals 50% each. BLS + ACLS or PALS = 4.5CH + 4.5CH, renewals 50% each

First Aid - 1CH, renewal 0.5CH

HeartSaver CPR/AED - 3CH (AHA), renewal 1.5CH

HeartCode BLS online - 1CH, **HeartCode ACLS** online - 2CH, **HeartCode PALS** online - 3.75CH (all renewals 50%)

RQI - 1CH up to 4x per year for one year, all future years are .05CH up to 4x per year

Crisis Prevention (CPI) - max of 8CH for initial (unless fewer assigned by training administrator), renewals max 4CH

Spirometry - max of 16CH for initial (unless fewer assigned by training administrator), renewals max 8CH

DOT BAT - max of 4CH (unless fewer assigned by training administrator), renewals max 2CH

Urine drug screen collector - max of 4CH (unless fewer assigned by training administrator), renewals max 2CH

Instructor training - no credit is awarded for "train the trainer" courses or instructor training courses.

COLLEGE COURSE INFORMATION

College Course Information
For NCCT's healthcare certifications, college courses must apply to healthcare. These generally include core classes for many healthcare-related majors. Even for acceptable majors, some of the program prerequisites will not be acceptable for NCCT recertification credit. Not all healthcare majors are considered professional development for all NCCT certifications, and partial credit may be awarded. For example, a phlebotomy technician learning radiological imaging or emergency medical technology cannot fulfill more than 50% of their annual CE requirement with courses from these programs, and credit will be reduced. However, full credit can be awarded to a phlebotomy technician learning medical laboratory science. College courses must be completed and passed with a "C" or better. Note: Co-requisite labs for biology and chemistry courses will not be awarded credit if the lecture portion was not passed with a "C" or better.

Examples of acceptable college courses (list is not exhaustive)	Examples of <u>not</u> acceptable college courses (list is not exhaustive)
Core classes for healthcare-related programs, excluding Health Information Technology (HIT) and Healthcare Administration (HCA) majors. Most biology courses (must relate to human/mammalian biology or microbiology. Evolutionary biology, wildlife biology, and earth sciences are not acceptable) Medical Terminology Chemistry (general, organic, or biochemistry - up to two courses per degree program) Psychology (up to one course total) Math/Statistics (up to one course total) Leadership/management (up to one course total) Ethics (up to one course total, must relate to healthcare ethics) Nutrition (up to one course total) Sign language (up to one course total) Health Information Systems (up to one course total)	Humanities (English, history, religious studies, philosophy, and art history - one healthcare ethics course can be accepted) Social science (anthropology, economics, political science, or sociology, One psychology course can be accepted) Composition/writing/scientific writing/public speaking Foreign language unless specifically related to healthcare communication Electives such as music, physical education, acting, dance, photography Business (such as accounting, finance, marketing) Earth sciences/ecology/geology/meteorology/astronomy/evolutionary biology Arts/fine arts Computer/information systems (one health information systems course can be accepted) Teaching/education courses

REQUIRED PROOF OF COMPLETION - *must accompany all outside CE submissions*

Acceptable Supporting Documents of Completion
(documents must be generated by the CE provider)

CE Activities	College Courses

• Certificate of completion
 	
• Transcript
 	
• If the above documents are unavailable, or they are not acceptable due to missing information, a letter from the clinical educator or training provider may be submitted. The letter must be on company letterhead and contain the educator/trainer signature, their title and direct company email address, and all information listed below.
 	
  Documents must contain all of the following:
    - Certificant name
    - Activity Name
    - Date of completion
    - Provider of CE activity
    - Contact hour (CH) or course length of time***
    - Signature of activity presenter
	• Unofficial transcript or grade report
	
	  Must contain all of the following:
	    - Certificant name
	    - College name
	    - Term/date of course completion
	    - Course title
	    - Final grade

NOT Acceptable Supporting Documents of Completion

CE Activities	College Courses
Announcements of upcoming activities, payment receipts, registration confirmation/notification, third-party list/CE tracker, spreadsheets, or content that has been copied/pasted into a document or email.	Class schedule, tuition payment, course syllabus, testing out of course, course audit, in-progress courses, mid-term grades.

*** CH/CEU values and/or course length of time must be an integral part of the document of completion. Handwritten or typed values added to the document are not acceptable as official time values.

ADDITIONAL INFORMATION

CH Values
One (1) contact/clock hour (CH) is assigned to a course that is expected to require one hour (approximately 60 minutes) to read the course material and complete the post-test. **The CH/CEU value assigned to a course is determined by the training provider or educator.** Some online courses track a "time of completion" or a "duration attended" that represents the length of time an individual was logged into the course. These vary from person to person and can be inflated if an individual walks away from the computer with the course in progress. Therefore, these times are not convertible to CH and are not acceptable for recertification credit.

Employer-Required Training
Employer-required training is a condition of employment and is recorded by the employer using a method that may not meet this Outside CE Policy. Thus, not all employer-required training is eligible for use for recertification of an NCCT credential. Recurring training (i.e., bloodborne pathogens) is acceptable for new recertification credit once every five (5) years.

NCCT CE Transcripts and Certificates of Completion

Unofficial NCCT CE transcripts are free and can be downloaded for NCCT CE courses only (no transcripts can be downloaded for outside CE submissions; certificants should instead refer to the *Outside CE History* on the user account). Free certificates of completion are also available for download for ASCLS P.A.C.E.® approved NCCT CE courses.

1. Log in to user account at www.ncctinc.com/ce
2. Go to the *Recertification/CE Dashboard*
3. From left-hand menu, click *CE Transcript/P.A.C.E.® Certificates*
4. Click *Download/Print Your CE Transcript* and/or generate a P.A.C.E.® certificate pdf.

If maintaining an active status with NCCT, certificants may request one free official NCCT CE transcript per year by calling Customer Service or sending an email to conted@ncctinc.com. Additional requests for transcripts are $12.

Invalid Certifications and Appeal for Reinstatement of Recertification Privileges

An NCCT certification becomes invalid if the annual recertification requirements are missed for five recertification years. The invalid date is five (5) years from the most recent active expiration date.

Individuals with an invalid certification who do not qualify to retake the exam, and can demonstrate evidence that qualifying extenuating circumstances prevented them from fulfilling their recertification requirements, may request an appeal for reinstatement of recertification privileges.

- Once a certification becomes invalid due to a failure to recertify, a decision to determine if the individual can be allowed to recertify, must be made by the NCCT Board of Testing.

- Those who qualify to take the certification exam via routes 2 or 3 are not eligible for reinstatement of recertification privileges. They must instead take the certification exam.

- Appeal requests must be received by NCCT within 3 months (90 days) of the invalid date.

- A non-refundable appeal request fee of $100 is due when filing an appeal. The appeal request fee covers the costs associated with processing the appeal.

- NCCT's Board of Testing will only consider appeals if provable extenuating circumstances prevented an individual from meeting their recertification requirements.

Qualifying Extenuating Circumstances

• Military assignment overseas (copy of military orders required)
• Serious Illness (documentation required)
  - All appeal decisions are issued by NCCT's Board of Testing based on the evidence presented. Not all claims of qualifying extenuating circumstances will result in an approved appeal.
  - Even in the event of qualifying extenuating circumstance, NCCT's Board of Testing will not approve appeals for individuals who have not worked in their credentialed discipline for the past five years. The Board believes these individuals have not kept up with the changes in the field.

The following are not considered extenuating circumstances and appeals will not be approved:

• Financial hardship
• Family/personal hardships or responsibilities
• Misunderstanding published recertification policies and processes
• Recertification notices that failed to reach the certificant
• Any other circumstances not listed as a qualifying extenuating circumstance

RECERTIFICATION APPEAL INSTRUCTIONS

1. Determine if the reason for appeal qualifies as an extenuating circumstance.
   a. If so, continue to step 2.
   b. If not, do not file an appeal (the $100 appeal request fee is non-refundable). The only way to regain a valid certification is to qualify apply, and retest.   See the NCCT website for qualifying criteria.

2. Contact NCCT at conted@ncctinc.com to initiate the recertification appeal process within 90 days of the invalid date. The appeal window closes after 90 days.

3. NCCT will prepare and email the *Appeal for Reinstatement of Recertification Privileges* from, along with specific instructions.
   a. Complete the form and return it to NCCT within 30 days along with the following:
      i. $100 appeal request fee
      ii. All required supporting proof of extenuating circumstances
   b. If mailed, send the documents to the attention of the Director of Recertification. The supporting documentation must thoroughly demonstrate an inability to meet the recertification requirements for five years.

4. Upon receipt of the completed form, supporting proof, and $100 fee, the Director of Recertification will prepare the appeal case and submit it to the Board of Testing. The Director may request additional information if needed to properly establish the case.

5. The Board of Testing will review the case at the next regularly scheduled Board meeting and will vote to either approve or deny the appeal. The individual will be notified of the Board decision by the Director via email and mail.

6. If denied, the individual can only regain certification through qualification, application, and successful passing of the certification exam. The $100 appeal request fee is not refundable.

7. If the appeal is approved, the individual has 90 days to fulfill all missing recertification requirements to bring the certification back to a valid, active status as stated on the appeal request form. An approved appeal reinstates recertification privileges; the recertification must still be paid for and completed. The use of NCCT credentials is not allowed until the certification is again valid. Note - the appeal request fee will be applied toward **one year** of the overdue recertification fees. If there are no overdue recertification fees, a credit will be placed on the account for use toward the next year's fees.

8. Failure to fulfill the requirements within 90 days results in the credential(s) remaining invalid. NCCT will not refund the appeal request fee. No further appeals are allowed and the individual cannot use NCCT credentials unless the exam is retaken and passed.

Charges for Recertification-Related Requests

Item	Cost
Request for additional answer sheets (for printed CE Courses)	$12.00
Resend certificate or ID card (due to non-receipt)*	$15.00 each
Replacement certificate or ID card (due to name change or lost document)	$15.00 each
Resend printed CE courses/answer sheets**	$12.00
Official NCCT CE transcript of P.A.C.E.® certificates sent by mail***	$12.00
Appeal Fee	$100.00

*   If the original mailed certificate/ID card was sent to the correct address but not received, a second mailing will be provided free of charge. If the second mailing is also not received, the $15.00 resend fee will be imposed for the third attempt and must be mailed to an alternate address.

If the original mailed certificate/ID card was not received because the mailing address was not updated with NCCT, the $15.00 charge will be imposed.

**   Must be requested within 6 months of the original mailing date.

*** One free mailing per year if certified by NCCT and maintaining an active status.