# Guide to the Recertification Process

## Table of Contents

### GENERAL INFORMATION
- Requirements
- Rationale
- Credential Status Definition
- Continuing Education Completion

### RECERTIFICATION - SPECIFIC INFORMATION
- Continuing Education Clock Hour Requirements
- Recertification Fee Requirements

### THE RECERTIFICATION PROCESS
- Methods to Fulfill CE CH Requirements
- NCCT CE Course Formats
- Selecting NCCT CE Courses
- ASCLS P.A.C.E.® CE Courses
- NCCT CE Transcript
- NCCT CE Updates & Revisions
- Accessing & Completing NCCT CE Courses

### SUBMISSION AND ACCEPTANCE OF OUTSIDE CE COURSES

### INVALID CERTIFICATION AND APPEAL FOR REINSTATEMENT OF RECERTIFICATION PRIVILEGES

### FREQUENTLY ASKED QUESTIONS

### RECERTIFICATION DEPARTMENT CHARGES FOR MISCELLANEOUS ITEMS
Recertification - General Information

REQUIREMENTS
To maintain a credential in an active status, a certificant is required to recertify annually. The annual recertification requirements are the

- Completion of continuing education (CE) contact/clock hours (CH) and
- Payment of a recertification fee.

The number of CE CH hours and the amount of the fee vary depending on the number of certifications held.

RATIONALE
NCCT believes annual recertification promotes the ongoing enhancement of knowledge and skills. The recertification process provides a certificant the opportunity to demonstrate the reinforcement and expansion of knowledge and skills while also providing recognition to the individual who participates in ongoing professional development.

CREDENTIAL STATUS DEFINITIONS
NCCT uses two terms to reference its certification and recertification – validity and status. NCCT credentials are valid for 5 years from the certification date. Valid credentials can be maintained in an active or inactive status.

<table>
<thead>
<tr>
<th>Active Status</th>
<th>To maintain an active status, a certificant must meet the annual recertification requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inactive Status</td>
<td>Certification becomes inactive if annual recertification requirements are not met. However, certificants can obtain active status by making the recertification fee payments and successfully completing the required CE CH for the missed years.</td>
</tr>
<tr>
<td>Invalid Certification</td>
<td>If an individual does not recertify for five consecutive years, certification becomes invalid. The individual is no longer certified by NCCT and he/she can no longer use the NCCT credentials. If certification is desired at this time, it is necessary for the individual to again qualify, apply, pay, and successfully complete the certification examination.</td>
</tr>
</tbody>
</table>

CONTINUING EDUCATION COMPLETION
To fulfill the CE course requirements, certificants can complete NCCT CE courses, listen to archived NCCT webinars, complete NCCT specialty courses, or submit documentation of completion of CE courses from other providers. Outside CE courses are subjected to an audit process. Detailed information on CE completion follows in this guide.

NCCT provides CE courses that are designed to enhance the knowledge, skills, and abilities identified by job analysis in the disciplines tested. Course topics are selected using input from subject matter experts, examination committees, reviews of current practice, and suggestions from stakeholders. Topics can range from technical updates to important workplace issues such as safety, communication, and pertinent laws.
Individual CE courses typically range from one to six CH in length, and all require the successful completion of a test to obtain credit. NCCT utilizes self-instructional courses to assure all certificants have easy access to CE courses. The courses are available online on the NCCT website and in paper (printed) form upon request.

Recertification - Specific Information

CE CH REQUIREMENTS

The number of CE CH required to have an active certification status depends on the number of certifications held. The CH requirements were selected after researching benchmarks in all disciplines tested by NCCT.

<table>
<thead>
<tr>
<th>Number of Certifications</th>
<th>Number of Contact/Clock Hours Required Each Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>2 or more</td>
<td>19</td>
</tr>
</tbody>
</table>

- A CH is defined as the actual length of time it takes to participate in or complete a CE activity. For example, a 3 CH course should take approximately three hours to read the course material and complete the test questions.
- If more than one certification is held, the 14 CH requirement for the primary certification must be met before the requirements are met for the other certification(s).

RECERTIFICATION FEE REQUIREMENTS

Recertification fee pricing is dependent on the number of CH needed to maintain an active certification status. The recertification fee payment supports the following activities:

- Development of CE courses (for those individuals who use NCCT CE courses to fulfill the CE CH requirements)
- Review of outside CE courses (for those individuals who submit outside CE to fulfill the CE CH requirements)
- Administrative activities (mail/email communications related to recertification, preparation and mailing of updated recertification documents, database management, and more)
- Other professional development activities required for continued recognition of NCCT credentials

Annual recertification fees:

- 1 certification = $77.00
- More than 1 certification = $104.50
For ease of meeting recertification requirements and to allow individuals using NCCT CE courses for reasons other than maintenance of a national certification(s), the recertification fee payment can be broken down into an amount per CH ($5.50). This does not imply the recertification fee is used to purchase NCCT CE courses.

Partial payments may be useful if a certification is inactive and a certificant is attempting to fulfill the missed recertification requirements. If online testing is selected, partial payments can be made and CE courses completed periodically, avoiding the need to complete all of them at one time. If paper/pencil testing is selected, partial CH payments can be made but CE materials and answer sheets are not mailed until the payment is received in full.

Recertification fee payments can be made on the NCCT website, by mailing a check, cashier’s check, or money order to NCCT, or by calling Customer Service. Visa and MasterCard credit/debit cards are accepted.

**NOTE:** When a certificant recertifies he/she agrees to:

1. Continue to follow the NCCT Code of Ethics
2. Notify NCCT of any felony conviction

Compliance with all NCCT policies is a requirement for maintaining its credentials. Failure to comply with the above may result in Board of Testing sanctions.

### The Recertification Process

There are three primary steps to the recertification process.

<table>
<thead>
<tr>
<th>STEP 1: Notification</th>
<th>STEP 2: Completion</th>
<th>STEP 3: Receipt</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCCT sends recertification notice about six months before the end of active status</td>
<td>Before the active status date ends, make the recertification fee payment and complete the annual CE requirement.</td>
<td>Upon fulfillment of recertification requirements, NCCT mails an identification card with the new active status date</td>
</tr>
<tr>
<td>Notices will continue to be sent until all recertification requirements are met</td>
<td>The first recertification notice sent is via mail; can opt to receive electronic notifications after first mailing</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** Maintaining a national certification with NCCT is NOT the same as maintaining a current state certification (license) if that is required.
# Methods to Fulfill CE CH Requirements

Review this table to identify methods and steps to complete CE CH.

<table>
<thead>
<tr>
<th>CE Options</th>
<th>Instructions</th>
<th>Pros/Cons</th>
</tr>
</thead>
</table>
| • Online with NCCT CE Courses                  | 1 Log into user account on the NCCT website and access your Recertification/ CE Dashboard  
2 Pay the recertification fee by purchasing the needed number of CE CH  
3 Select, download/print, and read CE courses  
4 Take CE tests | **Pros**  
• Quickest method  
• No additional fees  
• Most current versions of CE courses and tests available  
• Charts, photographs, and graphs are viewed in color  
• Questions answered incorrectly are identified | **Cons**  
| • Use printed NCCT CE courses and return answer sheets to NCCT for grading | 1 Using the *printed materials order form*, select individual CE courses to be printed and mailed. The form is available at ncctinc.com, by contacting customer service or by emailing conted@ncctinc.com  
2 Mail form with recertification fee payment + printing costs + shipping fees to NCCT  
3 Upon receipt of printed courses from NCCT, read the CE courses and complete the CE tests using the answer sheets provided  
4 Return the answer sheets to NCCT for grading | **Pros**  
• Useful for those who are not comfortable using a computer or the internet  
• Extra cost for printing and shipping  
• Black/white printing only  
• Slowest method  
• If new CE courses are not ordered every year:  
  • Courses/tests completed may not be the most current version  
  • P.A.C.E.® CE courses may be expired  
  • P.A.C.E.® CE courses may have new course # and CH values | **Cons**  
| • Submit outside CE                             | 1 Pay the recertification fee  
2 Read the *outside CE policy* and ensure that all outside CE activities meet the requirements  
3 Log into user account on NCCT website. Complete and submit the online submission form for outside CE by following the online instructions  
4 Submit the supporting documents of completion to NCCT via upload or email | **Pros**  
• Can use employer training, college courses, or other courses related to professional development for recertification credit  
• Not limited to completing NCCT CE courses  
• Can use employer training, college courses, or other courses related to professional development for recertification credit  
• Can use employer training, college courses, or other courses related to professional development for recertification credit  
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• Can use employer training, college courses, or other courses related to professional development for recertification credit  
• Can use employer training, college courses, or other courses related to professional development for recertification credit | **Cons**  
• Outside CE submissions are subject to audit, which may delay the recertification process if the submissions do not meet policy requirement |
TURNAROUND TIMES

Certificants should ensure sufficient time is allowed to fulfill the recertification requirements before the end of the active status date listed on the identification card. Some employers remove individuals from the work schedule if they have an inactive status. The approximate turnaround times from time the CE order is received, NCCT CE tests successfully completed, and NCCT updating the active status date in the database are:

- Online testing = 3-5 days
- Paper/pencil = 4-6 weeks

Certificants who submit outside CE should allow up to 5 business days for the submitted hours to be reflected on their Recertification/CE Dashboard. Those who are selected for audit will be notified with instructions if any deficiencies are found with the submission. The recertification process will be delayed until the deficiencies are resolved.

NCCT CE Course Formats

CE courses are available on the NCCT website and in print as individual courses (upon request).

Continuing education courses are continuously in development. The self-instructional courses consist of the following:

- Introduction
- Objectives
- Reading materials
- References
- Test
- P.A.C.E.® evaluation form, if applicable

Selecting NCCT CE Courses

Individual NCCT CE courses typically range from 1-6 CH in length, and all require successful completion of a test to obtain credit.

To select NCCT CE courses certificants should refer to the following recommendations.

1. Identify course content related to the critical job competencies identified in the certification exam detailed test plan or certification exam content outline.
2. Identify course content based on the certificant’s daily job tasks.
3. Select courses that are of interest to the certificant or that will enhance the certificant’s overall knowledge.

Note that NCCT offers certification for many entry-level professions. Not all CE courses are applicable to everyone.
OTHER CE COURSE INFORMATION

1 Credit is not given for an NCCT CE course number previously completed. To review and/or print a transcript from the NCCT website, follow these instructions.
   - Go to www.ncctinc.com.
   - Log in to User Account or Create Account and follow the instructions to obtain a username and password.
   - When logged in, click on Recertify and select Recertification Home. From there, go to your Recertification/CE dashboard. From the left hand menu, choose CE transcript/P.A.C.E.® Certificates. Then click Download/Print your CE Transcript Certificate.

2 Select courses whose CH will be equal to or slightly more than the required number when added together.

3 NCCT knows that not every combination of courses will add up exactly to the required number of CH. As long as the total is at least the required number of CH, credit will be given for the required number.

4 Excess numbers of completed CH cannot be held over to the next recertification cycle.

5 Some CE courses require the use of a computer and the internet to locate reading material.

6 Credit is not given for CE test scores below 70%. If a score below 70% is received, the test can be repeated. After two unsuccessful attempts on a CE course, the testing system locks the certificant out of that test. However, the test can be unlocked by calling Customer Service or emailing conted@ncctinc.com.

7 Suggestions for CE course topics can be emailed to conted@ncctinc.com or mailed to the NCCT Recertification Department.

8 The writers for NCCT continuing education courses attempt to provide factual information based on literature review and current professional practice. However, NCCT does not guarantee that the information contained in the continuing education courses is free from all errors and omissions.

If ordering printed CE courses, beware of the following!

- Courses/tests may have been updated and/or revised
- P.A.C.E.® CE courses may be expired
- P.A.C.E.® CE courses may have new course # and CH value
- There is no access to the most recent courses
ASCLS P.A.C.E.® CE Courses

Through the American Society for Clinical Laboratory Science (ASCLS) P.A.C.E.® program, NCCT is an approved provider of continuing education in California for the purposes of CPT license renewal. Therefore, NCCT certified phlebotomy technicians in California will want to select some NCCT P.A.C.E.®-approved CE courses when recertifying to assure they will have acceptable CE courses to meet the California CPT license renewal requirements.

- P.A.C.E.®-approved CE courses have expiration dates and P.A.C.E.® credit is not awarded if the CE test is completed after this expiration date. The expiration date is on the first page of the CE course.
- Only 6 CH of P.A.C.E.®-approved CE courses are needed every other year to renew a California CPT state license.
- It is not necessary for NCCT certified phlebotomy technicians to take only P.A.C.E.®-approved CE courses when they recertify.
- The accrediting agency number for NCCT’s ASCLS P.A.C.E.®-approved CE courses is #0001.

OTHER IMPORTANT ASCLS P.A.C.E.® INFORMATION

- P.A.C.E.®-approved CE courses may be acceptable in other states where phlebotomists are required to maintain a license.
- NCCT submits CE courses to ASCLS P.A.C.E.® for review. If a CE course is approved, it has a two year expiration date.
- ASCLS P.A.C.E.® assigns the contact/clock hour (CH) value to CE courses, not NCCT.
- NCCT may submit a P.A.C.E.®-approved CE course to ASCLS for reapproval as it nears its expiration date. The course must be reviewed and updated before it can be resubmitted. If the CE course is again P.A.C.E.® approved, it is given a new CE course number and a new two year expiration date.
- P.A.C.E.® credit is not awarded if a CE course is completed after the P.A.C.E.® expiration date. However, NCCT CE credit is still awarded.
- P.A.C.E.® certificates can be printed by logging into the Recertification/CE dashboard and selecting CE Transcript/P.A.C.E.® Certificates from the left menu bar. Both the P.A.C.E.® certificates and NCCT CE transcript provide the information needed to complete state CPT license renewal paperwork.
- To comply with P.A.C.E.® requirements, NCCT requests course evaluations from individuals who complete P.A.C.E.®-approved CE courses.
  - After finishing a printed P.A.C.E.® course test, complete the evaluation form that follows the CE course test questions and return it to NCCT with the answer sheet.
  - When taking a CE test online, the Test Results page contains a link to complete an online P.A.C.E.® course evaluation.
  - If needed, a blank P.A.C.E.® evaluation form can be downloaded and printed from the Forms/Docs section at www.ncctinc.com. If this form is used, fill in the course title and number.
**NCCT CE Transcript**

When the recertification requirements are fulfilled with NCCT CE courses, a CE transcript is generated. The transcript is the official record of the completed NCCT CE courses. The transcript should be reviewed prior to selecting courses for the next recertification year to assure no courses previously completed are ordered or completed again. CE credit is not given for successful completion of two courses with the same course number.

If internet access is not available to view or print a CE transcript contact Customer Service for assistance.

The following information is on the transcript for courses taken beginning with the 2006 recertification year cycle:

1. Name, address, and NCCT identification number
2. List of NCCT CE courses completed
3. For each CE course successfully completed, the following information will appear on the transcript:
   - Date the exam was graded
   - P.A.C.E.® number, if applicable
   - Course number
   - Number of P.A.C.E.® hours, if applicable
   - Course title
   - P.A.C.E.® expiration date
   - Number of Clock Hours (CH)
   - Score received on each course test

Certificants can request one official CE transcript and P.A.C.E.® certificate(s) per year at no charge by contacting Customer Service or by emailing conted@ncctinc.com. Official CE transcripts will not include any information for tests in which scores of less than 70% were received.

**NCCT CE Updates and Revisions**

At times it becomes necessary to rewrite a portion of course content and/or revise a test question. When needed, changes are made to the course materials as soon as possible. However, certificants may have course materials where the changes have not been made. Revisions and updates to CE courses and tests are posted on the NCCT website in the Forms/Documents section in a document titled CE Updates & Revisions. Certificants who identify a question with issues; e.g., two possible correct responses, should review this document for changes that may have occurred after the course was purchased. Updates and revisions can also be obtained by calling Customer Service.
Accessing & Completing NCCT CE Courses/Tests

Online CE Courses/Testing

1. To access NCCT CE courses online, hours must first be purchased by paying the recertification fee or a portion of the fee ($5.50 per contact/clock hour)

2. To open any of the files on the website, the computer must have Adobe Reader, 7.0.5 or higher, installed on the hard drive.

3. When ready to select and read a CE course, log in to the User Account and select Recertify from the top menu, then click on Recertification Home. From there, go to your Recertification/CE Dashboard and select Fulfill NCCT CE Requirements from the left hand menu. Courses can be searched for by certification type, keyword or sorted by newest, relevance or alphabetically. To select a course, click on Read Course. This will open the course material in .pdf format.

4. When the course has opened, it can be read from the computer screen or printed out to read at a more convenient time.

5. After reading the course, go back to the Fulfill NCCT CE Requirements page and click on the corresponding box called Take CE Test for that course. **NOTE:** The test that follows the end of the course reading material is the same as the online test.

6. After the test is completed, a Test Results page will display the final score and a list of missed questions, among other things.

7. If the CE test is from a P.A.C.E.® approved CE course test, there is a link on the Test Results page to complete an electronic evaluation form.

8. Once a course is successfully completed, it will be marked as Completed on the Fulfill NCCT CE Requirements page. A successfully passed course cannot be repeated.

9. Any CE test that has been started must be finished before the testing system will allow another CE test to be started. If a CE test is failed twice, that test will become locked. Email conted@ncctinc.com to request to reopen that test.
Paper/Pencil CE Courses/Tests

If printed CE courses are purchased, answer sheets to use to complete the CE tests will be included. Complete the answer sheets exactly as described in the CE Answer Sheet Instructions included with the mailing.

Return the answer sheets to NCCT for grading. Assure the information identifying the certificant and the course are included on the answer sheets.

If P.A.C.E.® approved courses are completed, NCCT requests the evaluation forms included with the course materials be completed and returned to NCCT with the answer sheets.

Submission and Acceptance of Outside CE Courses

OUTSIDE CE POLICY

1. Outside CE activities/courses should have a clear objective to improve current skills and knowledge or to develop new relevant skills and knowledge.

2. CE activities/courses must be completed after the NCCT certification exam date.

3. Courses cannot be older than the year immediately proceeding the recertification year, i.e. for the 2019 recertification year, courses cannot have been completed prior to 2018.

<table>
<thead>
<tr>
<th>Examples of Acceptable Outside CE</th>
<th>Examples of Not Acceptable Outside CE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Continuing education courses approved by the state, professional organizations, continuing education providers, etc.</td>
<td>• Teaching/instruction</td>
</tr>
<tr>
<td>• Professional workshops, seminars, conferences, etc</td>
<td>• Presentations</td>
</tr>
<tr>
<td>• Inservices</td>
<td>• Annual skills fairs</td>
</tr>
<tr>
<td>• College courses with a grade of “C” or higher; courses must be related to professional development</td>
<td>• Skills competency assessments</td>
</tr>
<tr>
<td>• Courses that require periodic renewals, such as BLS, ASLS, Spirometry, etc*</td>
<td>• Employer-specific training such as those designed to to familiarize employees with the institution’s policies and procedures; i.e. facility orientation</td>
</tr>
<tr>
<td>• Accepted once every 5 years: employer-mandated training in areas such as infection control, fire safety, etc.</td>
<td>• College courses not related to professional development</td>
</tr>
<tr>
<td>• Information system/electronic health record training; can be no more than 50% of annual CH requirement</td>
<td>• Course with identical content and objectives taken twice during the same renewal cycle</td>
</tr>
</tbody>
</table>

*Courses that require periodic renewals include, but are not limited to, Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), Annual Skills Fair (ASLS), and American Society for Testing and Materials (ASTM) Spirometry. CE courses cannot be older than the year immediately proceeding the recertification year, i.e. for the 2019 recertification year, courses cannot have been completed prior to 2018.
4 Those choosing to recertify with any outside CE must still pay the entire recertification fee.

5 The recertification fee is required prior to submitting outside CE.

6 All outside CE is submitted online at www.ncctinc.com/ce by logging into your Recertification/CE Dashboard and following the online instructions.

7 All outside CE submissions are subject to audit. Supporting documents of completion are required and may be reviewed for acceptability. Outside CE submissions may not be approved if the supporting documents of completion do not meet policy requirements. Please see the online instructions for submitting supporting documents of completion.

8 NCCT’s Recertification Department may modify online outside CE submissions prior to approval if submission errors are detected.

9 Outside CE cannot be submitted until approximately 6 months prior to the active expiration date.

10 Outside CE hours submitted that exceed the number of hours purchased will be discarded. Excess hours cannot be held.

11 NCCT accepts outside continuing education contact/clock hour values that are based on the International Association for Continuing Education and Training (IACET) official standard. Not all providers of continuing education activities utilize this standard for the determination of their continuing education credits. Therefore, some submitted outside continuing education activities may be approved for a contact/clock hour value that differs from the continuing education credit value stated on the submitted document of completion.

12 Important information for activities completed in HealthStream: A transcript listing the approximate amount of time needed to complete the activity (per the course developer) must be submitted for review. Individual certificates of completion are not acceptable for recertification credit. Time values provided by the certificant or his/her supervisor are not acceptable for recertification credit.
ACCEPTABLE TYPES OF SUPPORTING DOCUMENTS OF COMPLETION

For CE Activities:
- Certificate of completion
- Transcript
- Attendance form/sign-in roster
- Letter from employer/supervisor/educator. (The letter must be on company letterhead and must list the activity title, date of completion and the amount of time spent in the activity. It must be signed by an authorized individual and their contact information provided.)
- All documents must contain:
  - Certificant name
  - Title of Activity
  - Date of completion
  - Provider of CE activity
  - CH/CEU value or course length of time**
  - Signature of activity presenter

For College Courses:
- Unofficial transcript or grade report
- These documents must contain:
  - Certificant name
  - College name
  - Term/date of course completion
  - Final grade for the submitted course(s)

Not acceptable:
- Announcements of seminars/workshops/conferences
- Payment receipts
- Registration confirmation/notification
- Class schedule
- Tuition payment
- Course Syllabus

*Courses that require periodic recertification/renewal such as BLS, ACLS, AED, Spirometry, breath alcohol, urine collector, etc. are awarded 100% of the training time the first time the activity is submitted for NCCT recertification credit. When the individual completes the renewal course, 50% of the full training time will be awarded for NCCT recertification credit. The rationale for this policy is that the training curriculum does not change enough to meet the definition of a new continuing education activity. Exceptions to this policy may apply.

**CH/CEU values and/or course length of time must be an integral part of the document of completion. Handwritten or typed times added to the document are not acceptable as official time values. If the documents of completion lack official time/CH/CEU values, email conted@ncctinc.com or call customer service for instructions.
OUTSIDE CE PROCESS

Note: Recertification fee must be paid prior to submitting outside CE. Contact customer service if assistance is needed.

- Sign in to your account (or create one) at www.ncctinc.com
- At the top of the page, click on Recertify and then Recertification Home
- Go to your Recertification/CE Dashboard
- Select Submit outside CE from the left-hand menu
- Complete each field of the online submission form for outside CE - one entry per course - The online instructions will guide the process
- Check the acknowledgment boxes
- Click Submit CE Activity
- Submit supporting documents of completion by upload, by email to conted@ncctinc.com or by fax to 913.535.4940 (faxing documents may result in delayed approval times)
- Once courses are approved (within 5 business days), they will show as “approved” at the bottom of the Submit Outside CE page.
- All outside CE submissions are subject to audit. If the supporting documents of completion meet policy requirements, the online submitted courses will be approved at the time of audit (within 5 business days of submission).
- If deficiencies are discovered at the time of audit, you will be notified by email (to the email address on your user account) with instructions on how to resolve the deficiencies. Your recertification will be on hold until the deficiencies are resolved and/or the CE CH requirements are fulfilled another way.
Invalid Certification and Appeal for Reinstatement of Recertification Privileges

Individuals with invalid certifications who do not qualify to retake the certification exam and believe extenuating circumstances prevented them from fulfilling the recertification requirements may request an appeal for reinstatement of recertification privileges.

1. Individuals with invalid credentials who qualify to take the certification exam via routes 2 or 3 are not eligible to appeal for reinstatement by recertification. They must take the certification exam.

2. Appeals must be received within three (3) months of the invalid certification date.

3. Extenuating circumstances include but are not limited to the following:
   - Serious illness.
   - Military assignment overseas.

4. In most cases, the following are not considered extenuating circumstances.
   - Financial hardship.
   - Family/personal hardships or responsibilities.
   - Misunderstanding of published recertification policies and processes.

To appeal for reinstatement, individuals should contact NCCT to initiate the application process. The Director of Recertification will prepare and email/mail the Appeal for Reinstatement of Recertification Privileges Form. Upon receipt, individuals must complete the application form, provide the requested supporting documentation, and return all paperwork to NCCT to the attention of the Director of Recertification within 30 days of receipt.

Upon receipt of the appeal application, the Director of Recertification will provide all necessary documents to the NCCT Board of Testing chairperson. The Board of Testing members will review the appeal and will notify the Director of Recertification of their decision within 90 days of receipt. Individuals will be notified of the appeal decision via email and mail.

If the appeal is approved, individuals have 90 days to complete the missed recertification requirements to bring the certification to an active status as stated on the appeal form.

If individuals are approved for reinstatement and they have more than one invalid certification, they can choose to bring one or all of the certifications to an active status within 90 days. If an individual chooses to bring only one certification to an active status in the 90 day period, they forfeit the privilege to bring the other certification(s) to an active status at a later date.

Failure to fulfill the requirements of the appeal decision results in an invalid certification. No further appeals are allowed.
**Frequently Asked Questions**

**How long does it take to receive my updated identification card?**

Answer sheets are graded one to two business days after receipt in our office. Online test records are reviewed daily. Once recertification requirements have been met, the updated certification documents are prepared and mailed the following business day. You should allow 10 - 15 business days for receipt of your documents.

**How can I get a copy of my transcript and/or P.A.C.E.® certificates?**

Sign into your user account at [www.ncctinc.com](http://www.ncctinc.com). Click Recertify then click Recertification Home. Go to the Recertification/CE Dashboard. On the left hand menu, click CE Transcript/P.A.C.E.® Certificates. Your transcript and/or P.A.C.E.® certificates can be downloaded/saved/printed.

**Can I take my CE tests online even if I purchased paper/pencil materials?**

Yes. Sign in to your User Account (or create one) at [www.ncctinc.com](http://www.ncctinc.com). At the top of the page, click Recertify then click Recertification Home. Go to the Recertification/CE Dashboard, on the left hand menu, click on Fulfill NCCT CE Requirements. Scroll down and search for the course by name. Once the correct course is found, click on Take CE test.

**I am an NCCT-certified phlebotomist in California. Can I take NCCT P.A.C.E.® courses to meet my state requirements and NOT maintain my national NCCT certification?**

Yes. It is your choice to maintain your national certification, as it is not required by California. However, NCCT certification is not permanent. If you do not meet NCCT’s recertification requirements for five years, you do lose the certification and the right to use the NCCT credentials after your name. To regain NCCT certification, you will need to pay, qualify, and retake the certification examination.

**I purchased six CH to renew my state phlebotomy certification. What kind of documentation do I receive?**

You will not automatically receive documentation of your CE completion. You can go to the NCCT website and view/print your transcript and P.A.C.E.® certificates (see above). If you need an official transcript, call Customer Service. There is a $12.00 fee to receive an official copy of your transcript and P.A.C.E.® certificates.

**Will NCCT accept CE credits I have received elsewhere for my recertification? Will NCCT accept college courses for recertification?**

NCCT may accept outside CE courses/college courses for recertification credit. If you want NCCT to consider outside coursework, refer to page 14 of this guide to submit outside CE.

**What is a Clock Hour (CH)?**

A CH is the number of hours a professional is involved in a CE activity. For example, if you are taking a 3 CH course, it should take you 3 hours to complete the course.
How do you determine the number of Clock Hours (CH) a course is worth?

The CH value is determined using the Mergener Formula which is based on the number of words (excluding references and test questions), the number of questions, and the difficulty of the material for the target audience. The formula follows.

\[0.9 \times (22.3 + (0.00209 \times \text{number of words}) + (2.78 \times \text{number of questions}) + (15.5 \times \text{difficulty of material})]\]

Difficulty levels: 1=very easy; 2=somewhat easy; 3=moderate; 4=difficult; 5=very difficult

Why is there so much reading material?

Courses are developed to assure adequate information is presented for full discussion of the topic.

Why do I have to fill out a separate evaluation form for each P.A.C.E.® course?

The evaluations are designed to provide us with specific feedback for each course.

I am not a phlebotomist in California. May I take a P.A.C.E.® course?

Yes, P.A.C.E.® courses may be taken by anyone.

I think a question has more than one correct answer. What do I do?

From the NCCT website, select the Forms/Documents section. Scroll down until you see CE Updates and Revisions. Review the information in this section to see if the question or text has been revised. If no information is found, email conted@ncctinc.com and describe the problem. If you do not have access to a computer, call Customer Service and speak with a CS Representative.

When I open a CE course on the website, the page is too small to read. What can I do to make it easier to read?

Use the Zoom button on the standard toolbar to increase the view to 100%, Page Width, or Text Width.

Is a Clock Hour (CH) the same as a Continuing Education Unit (CEU) or a Contact Unit (CU)?

Yes and no. 1.0 CH = 1.0 CU; 1.0 CH = 0.1 CEU; 0.1 IACET CEU = 1 CH. NOTE: Sometimes CH is the abbreviation for Contact Hour. It is the same as CU.

Why can't we get answers to the questions we miss?

Providing answers to CE tests would compromise the security of the exams.

Why haven't you responded to my question that I wrote you on my P.A.C.E.® evaluation form?

If you use a P.A.C.E.® evaluation to ask a question, please provide us with your name and address or an email address so we can respond.
What does my recertification fee pay for? It seems very expensive. Why do I have to pay the recertification fee if I use outside CE to fulfill the CH requirements?

The recertification fee payment supports the following.

1. Development of CE courses (for those individuals who use NCCT CE courses to fulfill the CE CH requirements)
2. Review of outside CE courses (for those individuals who submit outside CE to fulfill the CE CH requirements)
3. Administrative activities (mail/email communications related to recertification, preparation and mailing of updated recertification documents, database management)
4. Other professional development activities required for continued recognition of NCCT credentials

How can I find out what questions I missed on the CE tests?

If you take your CE tests online, the Test Results page will provide a list of missed questions. This service is available only for those that take online CE tests.
Recertification Department
Charges for Miscellaneous Items

NCCT has the following charges for miscellaneous items related to the process of recertification. Recertification items and documents are mailed to the address on file in the individual's account. It is the responsibility of the individual to assure his/her address is correct and current. Address changes can be made by accessing your User Account on the NCCT website, calling Customer Service, or sending an email to conted@ncctinc.com.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for additional answer sheets</td>
<td>$12.00</td>
</tr>
<tr>
<td>Resend identification card due to non-receipt*</td>
<td>$15.00 per card</td>
</tr>
<tr>
<td>Request for certificate and identification card due to name change/loss of documents</td>
<td>$15.00 per certificate/card</td>
</tr>
<tr>
<td>Request for certificate due to name change/loss of documents</td>
<td>$15.00 per certificate</td>
</tr>
<tr>
<td>Request for identification card due to name change/loss of documents</td>
<td>$15.00 per card</td>
</tr>
<tr>
<td>Remail CE products (printed courses and answer sheets)**</td>
<td>$12.00</td>
</tr>
<tr>
<td>NCCT CE transcript and/or P.A.C.E.® certificates ***</td>
<td>$12.00</td>
</tr>
</tbody>
</table>

*If you did not receive the first mailing of the identification card and the mailing address in your account is correct a second mailing will be provided at no additional charge

- If you did not receive the recertification documents because you did not provide us with a current mailing address, there is a resend charge for a second mailing

- If a third mailing is requested because the second mailing of the identification card was not received at the correct address in the individual's account, there is a resend charge for the third mailing. The third mailing will be sent to an alternate mailing address

**Must be requested within 6 months of the items originally mailed

***One mailing free per year if certified by NCCT and maintaining a national certification