GUIDE TO THE RECERTIFICATION PROCESS
Guide to the Recertification Process

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QUESTIONS?
Please contact us.

CALL CUSTOMER SERVICE
800.875.4404

MONDAY – FRIDAY
8:30 am – 7:00 pm CST

OR

EMAIL
conted@ncctinc.com
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 successfully completing the required number of CE CH and making the recertification fee payments for the missed years.</td>
</tr>
<tr>
<td>Invalid Certification</td>
<td>If a certification remains inactive for five or more years the 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 approval 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.

**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 resort 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>Identify the method to complete the CE (detailed information follows)</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>Before the active status date ends, complete CE requirements and make the recertification fee payment</td>
<td></td>
</tr>
<tr>
<td>The first recertification notice sent is via mail; can opt to receive electronic notifications after first mailing</td>
<td></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>
<tbody>
<tr>
<td>• Online with NCCT CE Courses</td>
<td>1 Log in to user account on the NCCT website</td>
<td><strong>Pros</strong></td>
</tr>
<tr>
<td></td>
<td>2 Pay the recertification fee by purchasing the needed number of CE CH</td>
<td>• Quickest method</td>
</tr>
<tr>
<td></td>
<td>3 Select, download/print, and read CE courses</td>
<td>• No additional fees</td>
</tr>
<tr>
<td></td>
<td>4 Take CE tests</td>
<td>• Most current versions of CE courses and tests available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Charts, photographs, and graphs are viewed in color</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Questions answered incorrectly are identified</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• May seem challenging for those who are not comfortable using a computer or the internet</td>
</tr>
<tr>
<td>• Use printed NCCT CE courses and return answer sheets to NCCT for grading</td>
<td>1 Using the order form included with the recertification notice or downloaded from the Forms/Docs section of the NCCT website, select individual CE courses</td>
<td><strong>Pros</strong></td>
</tr>
<tr>
<td></td>
<td>2 Mail form with recertification fee payment + printing costs + shipping fees to NCCT</td>
<td>• Useful for those who are not comfortable using a computer or the internet</td>
</tr>
<tr>
<td></td>
<td>3 Upon receipt of printed courses from NCCT, read the CE courses and complete the CE tests using the answer sheets provided</td>
<td><strong>Cons</strong></td>
</tr>
<tr>
<td></td>
<td>4 Return the answer sheets to NCCT for grading</td>
<td>• Extra cost for printing and shipping</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Black/white printing only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Slowest method</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If new CE courses are not ordered every year:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• courses/tests completed may not be the most current version</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• P.A.C.E.® CE courses may be expired</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• P.A.C.E.® CE courses may have new course # and CH values</td>
</tr>
<tr>
<td>• Submit outside CE</td>
<td>1 Read Outside CE Policy</td>
<td><strong>Pros</strong></td>
</tr>
<tr>
<td></td>
<td>2 Print Application for Outside CE Approval</td>
<td>• Eliminates or minimizes the number of NCCT CE CH that must be completed</td>
</tr>
<tr>
<td></td>
<td>3 Assure outside CE documents have all required information</td>
<td>• Not limited to completing NCCT CE courses</td>
</tr>
<tr>
<td></td>
<td>4 Mail/fax to NCCT</td>
<td><strong>Cons</strong></td>
</tr>
<tr>
<td></td>
<td>5 Pay the recertification fee by purchasing the needed number of CE CH</td>
<td>• May take up to 10 days for outside CE submissions to be reviewed upon receipt. Review may take longer if the submitted documents lack the required information.</td>
</tr>
</tbody>
</table>
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 for review for recertification credit should allow 10 working days from receipt of the documents to notification of the review results. If documents of completion are not received with the application form, or if the submitted documents lack the required information, the turnaround time is delayed.

NCCT CE Course Formats

CE courses are available on the NCCT website and in print as individual courses. The pros and cons of each format are described as above. An order form is included with the recertification notice and the type of CE product desired can be requested on this form. CE courses can also be ordered on the NCCT website or by contacting Customer Service.

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, select Recertification/CE. From the left menu, select CE Transcript/P.A.C.E.®. On the CE Transcript page, click on the link to Download/Print the transcript.

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 Archived NCCT webinars are available for one CH each. To listen to a webinar, download the audio file and handout.

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

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

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

9 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 a CD or printed courses are not ordered every year, 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 the 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 expiration date. However, NCCT CE credit is still awarded.
- P.A.C.E.® certificates can be printed by logging into the User Account 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](http://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. NOTE: Certificants recertifying for the first time will not have a NCCT CE transcript.

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
   - Course number
   - Course title
   - Number of Clock Hours (CH)
   - P.A.C.E.® number, if applicable
   - Number of P.A.C.E.® hours, if applicable
   - P.A.C.E.® expiration date
   - 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. Detailed instructions for purchasing, downloading/reading, and taking online CE tests are located in the *Forms/Documents* section of the NCCT webpage at [www.ncctinc.com](http://www.ncctinc.com).

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. Adobe Reader can be installed free of charge by logging in to the User Account on the NCCT webpage. Select *Recertification/CE*. Select item 3. *Select, download, & read NCCT CE course(s)* and click on the Adobe Reader icon. Follow the installation instructions. **NOTE:** After installation of Adobe, it is necessary to restart the computer.

4. When ready to select and read a CE course, log in to the User Account and select Recertification/CE. When the page opens, select item 3. *Select, download, & read NCCT CE course(s)*. The courses are listed by the year they were released with the most current courses on the first page. Review the course descriptions and click on the course name to read/print the desired course. For best results save the CE course PDF files to the computer hard drive **FIRST** and then open them in Adobe Reader. Opening PDF files directly in an internet browser may result in error messages.

5. When the course has opened, it can be read from the computer screen or printed out to read at a more convenient time.
   - Some courses include color. To save on the use of color ink, change the printer properties to print in black/white or switch to a black printer cartridge.
   - To read from the computer screen, make sure the page width is large enough to easily view. If it is not, use the Zoom button on the standard toolbar to increase the view to 100%, Page Width, or Text Width.

6. After reading the course, the online testing program must be entered to complete the course test. Enter User Account, select Recertification/CE, and then select 4. *Complete online CE Test for selected course(s)*. Follow the online testing instructions to open and complete the test. **NOTE:** The test that follows the end of the course reading material is the same as the online test.

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

8. 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.
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. To be eligible for recertification credit, CE activities/courses must be completed after the date the certification exam was taken.

3. Examples of acceptable and not acceptable CE activities are listed below. This list is not meant to be all-inclusive.

<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></td>
</tr>
<tr>
<td>• Professional workshops, seminars, conferences</td>
<td></td>
</tr>
<tr>
<td>• Inservices</td>
<td></td>
</tr>
<tr>
<td>• College courses with a grade of “C” or higher; courses must be related to professional development</td>
<td></td>
</tr>
<tr>
<td>• Accepted once every 5 years: mandatory training in areas such as infection control, fire safety, etc.</td>
<td></td>
</tr>
<tr>
<td>• Accepted one time only: information system/electronic medical record/electronic health record training: CH can be no more than 50% of required annual requirements</td>
<td></td>
</tr>
<tr>
<td>• Accepted every five years: CPR, AED, ACLS, and similar life-saving classes</td>
<td></td>
</tr>
<tr>
<td>• Teaching/instruction</td>
<td></td>
</tr>
<tr>
<td>• Presentations</td>
<td></td>
</tr>
<tr>
<td>• Annual skills fairs</td>
<td></td>
</tr>
<tr>
<td>• Skills competency assessments</td>
<td></td>
</tr>
<tr>
<td>• Employer-specific training, including orientation programs designed to familiarize employees with the policies and procedures of a specific institution</td>
<td></td>
</tr>
<tr>
<td>• College courses not related to professional development</td>
<td></td>
</tr>
<tr>
<td>• Course with identical content and objectives taken twice during the same renewal cycle</td>
<td></td>
</tr>
<tr>
<td>• Course taken before, i.e., duplicate/repeat course</td>
<td></td>
</tr>
<tr>
<td>• Volunteer work</td>
<td></td>
</tr>
<tr>
<td>• CE courses &lt;0.25 CH (15 minutes) in length</td>
<td></td>
</tr>
<tr>
<td>• Curriculum review</td>
<td></td>
</tr>
<tr>
<td>• CE courses and activities not completed in the recertification year or immediate preceding year</td>
<td></td>
</tr>
<tr>
<td>• Work experience</td>
<td></td>
</tr>
<tr>
<td>• Work at health fairs/similar activities</td>
<td></td>
</tr>
</tbody>
</table>
4 The outside CE review process begins when the outside CE application form and official
documentation of completion of CE activities are received. Information describing
official documentation of completion follows. Copies of the documents of completion
are acceptable. Do not send original documents as these cannot be returned. Do not
make any marks on the documents of completion.

5 Submission of the application form and documentation does not mean the CE activity
is automatically approved for NCCT recertification credit. The information will be
reviewed and you will be contacted regarding approval.

6 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.

7 Important information regarding training activities that require periodic recertification
such as BLS, ACLS, spirometry, breath alcohol, urine collector, etc. The first time the
certification activity is completed, NCCT recertification credit is awarded for 100% of
the training time. For example, if the training time is approved for 6 CH, 6 CH of NCCT
recertification credit is awarded. When it is time for the individual to be recertified
and he/she attends the same 6 CH training, NCCT recertification credit is awarded
for 50% of the 6 CH or 3 CH. The rationale for this policy is that all of the curriculum
for the training does not change, thus not all of training meets the definition of a
new continuing education activity. NOTE: Exceptions to this policy may apply based
on the specific organization’s determination of their certification/recertification
training content.

8 Official documentation of completion must be received to complete the review for
acceptability. The following information describes acceptable and not acceptable
documentation.

   • College courses
     • Certificant name, the college name, and the grade must be present
       on the document.
     • Acceptable: Unofficial transcript or grade report
     • Not acceptable: Class schedules, tuition payment records, or
       registration notification

   • CE activities such as seminars, workshops, inservices, etc. Documents of
     completion must include the following.
     • Certificant name
     • Title/name of CE activity
     • Date of completion
     • Provider of CE activity
     • CH/CEU or length of time it took to complete the CE activity
     • Signature of authorized individual such as CE activity presenter,
       supervisor, educator, etc.
• **Acceptable**
  - Certificate of completion
  - Transcript of inservice/seminar/workshop
  - Attendance form/sign in roster
  - Letter from employer/supervisor/educator. The letter must be on employer letterhead and must list the date, CE activity title, and amount of time spent in the CE activity. The letter must be signed by the supervisor or other appropriate person. Contact information for the individual signing the letter must be included.
  - Copy of front/back of CPR/similar wallet cards

**Not acceptable**

- Announcements of seminars/workshops/conferences
- Payment receipts
- Notification of receipt of registration

9  Important information for Up to Date CE activities and activities completed in HealthStream

- **Up to Date CE:** A credit log must be submitted for review. Certificates of completion are not acceptable as they do not include a topic and, per the policy, this information is needed to complete a review. To print a credit log go to [www.uptodate.com/home/help-faq-cme-ce#viewCredit](http://www.uptodate.com/home/help-faq-cme-ce#viewCredit). Scroll down to “How do I view my credit log to see how many credits I have?” Follow the instructions and print the credit log.

- **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.

10 Submitted CE documents that are not acceptable or lack some of the required information may be returned to the certificant with information to provide acceptable documents.

11 Individuals requesting recertification credit for outside CE activities must still pay the annual recertification fee.

12 Please limit the number of submissions; i.e., do not submit documentation throughout your recertification year.

13 Outside CE applications and documents submitted early will not be reviewed until about 6 months before the active status expiration date.

14 If the approved outside CE CH does not equal the required number of CH, NCCT CE courses can be completed to fulfill the requirements. Additional outside CE activities may also be submitted for review.

15 Excess approved CE CH cannot be carried over to the next recertification cycle.
OUTSIDE CE PROCESS

1. Complete the Application for Outside CE Approval for Recertification Credit and submit it with documentation of completion of the outside CE activities. This form is located at www.ncctinc.com in the Forms/Docs tab. Contact Customer Service to have the application form mailed/ emailed to you, if desired.

   Make certain all documents of completion contain the following information!
   - Name
   - Official documentation of time value (CH, CEU, hours, minutes, etc)*
   - Date
   - Title
   - Provider

   * printed as part of the document, not handwritten. Contact NCCT if your documents do not have a printed time value.

2. Submit the required application and documentation of completion of CE activities to NCCT via mail or fax.
   a. The application and documentation of completion are mailed, the recertification fee may be submitted at this time.
   b. The recertification fee payment may also be made on the NCCT website or by calling Customer Service.
      - NOTE: The online recertification fee payment is made by purchasing the needed number of CE CH and selecting the online method of completion.

3. Recertification credit for approved outside CE activities is not applied to the account until the recertification fee payment is made.

4. Allow at least 10 working days after receipt of the application and supporting documents for review.

5. All communication regarding outside CE submissions will be done via email. If no email account exists, letters or forms will be mailed.
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 the NCCT Vice President of Recertification to initiate the application process. The Recertification Vice President 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 Vice President of Recertification within 30 days of receipt.

Upon receipt of the appeal application, the Vice President 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 Vice President 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?

Go to www.ncctinc.com. Log in with your User Name and Password. If you do not have a User Account, click Create Account and follow the instructions to obtain a user name and password. After you are logged in, select Recertification/ CE. From the left menu, select CE Transcript/ P.A.C.E.® Certificates. On the CE Transcript page, click the link to Download/ Print your transcript. If you need an official copy of your transcript, contact Customer Service.

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. Select Recertification/ CE. Then select item 4. Complete online CE Test for selected course(s). Follow the online testing instructions to open and complete the 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, complete the Application for Outside CE Approval form found in the Forms/Document tab on the NCCT webpage and at the end of this guide. Attach all applicable documentation and send it to NCCT with your recertification application, and recertification payment. You will be notified if the coursework is acceptable. If the outside CE courses CH do not equal your required number of CH, you will need to make up the difference with NCCT CE courses.

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 doesn't NCCT offer "live" continuing education courses?

Offers a few recorded webinars for CE credit. For more information, go to www.ncctinc.com, select Recertification/CE, and then open the Webinars document on the left menu. You may also call Customer Service for information.

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, reparation 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 (CD, printed courses, and answer sheets)**</td>
<td>$12.00</td>
</tr>
<tr>
<td>NCCT CE transcript, Outside CE Transcript Addendum, 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.