



# **National Commission for Certifying Agencies**

*The Accreditation Body of the National Organization for Competency Assurance*

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## **NCCA STANDARD INTERPRETATION**

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| <b><u>Previous Approval Date</u></b> | NA             |
| <b><u>NCCA Standard</u></b>          | 6              |

*A certification program must establish, publish, apply, and periodically review key certification policies and procedures concerning existing and prospective certificants such as those for determining eligibility criteria; applying for certification; administering assessment instruments; establishing performance domains, appeals, confidentiality, certification statistics, and discipline; and complying with applicable laws.*

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|---------------------------------|---|
| <b><u>Essential Element</u></b> | C |
|---------------------------------|---|

*Policies and procedures must be published and must include guidelines by which candidates may question eligibility determination, assessment instrument results, and certification status.*

### **Background**

NCCA Standard 6 requires both an appeals policy and a requirement for candidates to be able to question eligibility, assessment instrument results and certification status. The standard is not clear however as to what constitutes an acceptable appeals policy. The Commission was recently confronted with the following interpretation question related to Standard 6, Essential Element C: Is an appeals policy that states there is no right to appeal decisions related to assessment instrument results an acceptable policy?

### **Interpretation**

An appeals policy that prohibits a candidate's or certificant's right to appeal any decision made by a certification body related to those areas noted in Element C would not be in compliance with Standard 6. The intent of Standard 6 and Essential Element C combined is to ensure that proper mechanisms are in place to allow applicants to question eligibility determination, assessment instrument results, and certification status and to also have the right to appeal the decisions rendered by the certification body.