



ISO 9001:2015 Certified

INSPECTION • TESTING • CERTIFICATION

NATIONAL INSPECTION, TESTING AND CERTIFICATION CORPORATION

RULES AND PROCEDURES

OF THE

NITC PERSONNEL CERTIFICATION PROGRAM



ISO 9001:2015 Certified

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NATIONAL ITC CORPORATION QUALITY POLICY

NITC is committed to providing high quality, efficient certification services that are up to date with industry requirements. We will strive to continuously improve in all areas to achieve defect-free processes.

Sincerely,

**Jarrod Ferruccio
Executive Vice President**

NATIONAL INSPECTION, TESTING, AND CERTIFICATION, CORPORATION
CERTIFICATION PROGRAM
“Rules and Procedures”

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I. STATEMENT OF PURPOSE

The purpose of the NITC Personnel Certification Program is to advance the profession of certain crafts, inspectors, and businesses in the construction industry providing a mechanism by which (a) individuals can demonstrate their knowledge of model codes, standards, and industry practices, and (b) stake holders in the construction industry can readily assess a minimum level of competency for such categories.

NITC is non-discriminatory, accepting candidate applications and issuing certifications related to membership in any trade, association, union, etc., and follows Federal and State ADA regulations. NITC's work, advancing professions in the construction industry and impacting safety of the public at large, practices impartiality in carrying out its certification activities, managing conflict of interest, confidentiality, and ensuring fairness and objectivity of its certification activities. Such processes are outlined in this document.

II. ABOUT NITC

National Inspection Testing Certification (NITC) is a third-party provider of certification services to the Piping Industry. We test and certify personnel in the Plumbing, Piping, HVACR and Related Piping Industries. NITC also specializes in Test Development and Test Administration and is ISO 9001:2015 certified and offers many personnel certifications that include but are not limited to Journey and Mastery Levels, Medical Gas and assorted City, County and State Government requirements.

III. CERTIFICATIONS ADMINISTERED BY NITC

Medical Gas Installer	STAR Plumber Mastery
Medical Gas Instructor	STAR Pipefitter Mastery
Medical Gas Inspector	STAR HVACR Mastery
Medical Gas Verifier	STAR Fire Sprinklerfitter Mastery
Medical Gas Maintenance	STAR Commercial Refrigeration Mastery
Medical Gas Generalist	STAR Residential-Light Commercial HVACR Mastery
Journey Level Plumber	EICA (Proctor Only)
Journey Level Pipefitter / Steamfitter	Instrument Technician (Proctor Only)
Journey Level HVAC	L.A. City Fire Sprinklerfitter Inspector
Assorted Welding Processes	Energy Auditor
Medical Gas Brazing Processes	Cal-Osha Confined Space / Competent Person
HVACR Brazin Processes	NBOPE Journeyman Plumber
Title 24 - Contractor	NBOPE Master Plumber
Title 24 – MATT	City of Kearney Master Level Plumber
High Hazard	City of Kearney Journey Level Plumber
Industrial Safety Monitor	
RSO Refresher	

IV. SCOPE OF EXAMINATIONS

Certification examinations are designed to test knowledge of applicable model codes and/or standards and may also test general installation practices related to the code(s) or industry.

V. BASIS OF EXAMINATIONS, CONSTRUCTION, VALIDATION AND SECURITY

1. Basis of Examinations

Examinations shall be based on the “Applicable Model Codes” and may include standards and industry practices related to the certification. Examinations may be open and/or closed book, paper and pencil or computer based, and administered with or without proctoring.

2. Construction of Examinations

Construction of examinations shall be performed by specific sub committees comprised constituted of recognized experts in the certification field or specialty. A method based on an accepted educational standard shall be used to “validate” the examination construction/content as adequate to determine a minimum level of competency.

3. Validation

Validation of examinations will be conducted by a recognized psychometrician. (See the list of validated certifications or contact NITC at (887) 477-6482 or visit our website at www.nationalitc.com).

4. Security

Examinations shall be kept in security and shall not be accessible to anyone who is not involved in the examination process. All individuals involved in the examination process at any point shall sign the required confidentiality, conflict of interest, and impartiality declaration.

VI. MAINTAINING AND UPDATING EXAMINATIONS

1. Maintaining the Examinations

The internal audit procedure, per the NITC ISO Quality Management Process, shall be conducted in a manner ensuring all examinations maintain the highest possible standard of quality, accuracy, validity, clarity of print, grammar, and proper font size. All complaints, inquiries, input, appeals (pending or resolved), requests for interpretation, and challenges will be reviewed during the internal audit. NITC Staff will be consulted to ensure that their input is recognized.

2. Updating of Examinations

NITC Certification Examinations will be updated because of changes in codes/standards, industry procedures and any/all technical advancements affecting safety and health conditions, and specific client requirements, etc. NITC staff will notify the chairperson and the NITC Certification Scheme Committee and subcommittee members of scheduled or required changes and forward materials necessary for technical changes and amendments.

Updated examinations will be triple checked for accuracy and the certification subcommittee will be polled for approval.

The size and scope of technical changes/amendments may require submission of updated examinations for a validation process.

VII. APPLICATION PROCEDURES

Candidates must complete an application in advance and return it to the NITC office. In addition to information that verifies eligibility, the application contains a code of conduct that certified persons must abide by and the regulations for suspension or withdrawal of the certification. All fees must be paid before the results are released.

Applications for certifications, together with necessary fees, are received by U.S. mail, e-mail, or facsimile at NITC's offices in Los Angeles. For a complete listing of examinations, schedules, and fees, contact the NITC office or visit www.nationalitc.com.

Individuals who wish to have their photo appear on their Certification card must submit a photo along with their completed application. There is no additional fee to have a photo appear on a Certification Card as long as the photo is submitted at the time of application, AND it meets the requirement outlined below.

*+ An **uncut** passport size photo may be mailed to the NITC headquarters or a digital photo in bitmap (.bmp) or jpeg (.jpg) format may be submitted via e-mail to photos@nationalitc.com. The photo file must include your full name, and the last six digits of social security number or ID number. (Example: SS# John Doe 45-6789.bmp or ID# John Doe 123456).*

NOTE: Certification cards shall be issued without a photo unless a photo ID is supplied along with the completed examination (see above). If a card is issued without a photo, the fee for a duplicate wallet-sized ID card will be required when requesting a new card with a photo.

VIII. EXAMINATION FEES

For a list of examination fees, please, see our [Certification Examination Price List](#). (All fees due must be submitted with a completed application and all fees must be paid before results are released. (Retest fees for any examination are the same as initial examination fees).

IX. EXAMINATION PROCESS

An application shall be completed by the applicant(s) or client(s) and forwarded to the NITC office via U.S. mail, e-mail, facsimile, or electronic means.

NITC shall schedule examinations at locations and dates of its choice and/or its client's choice. All rules, scheduling, procedures, and guidelines, as set forth by NITC, shall be followed during the examination process. Proctoring shall be administered by persons meeting the guidelines set forth by NITC's Certification Scheme Committee and approved by the NITC Board of Directors.

Candidates failing to achieve a passing score will be eligible for re-examination as soon as the next examination is scheduled. Re-examination may require the submittal of a new application and payment of a new fee, as set forth in Section IV.

Examination scores will be communicated, in writing, only to the examinee, or appropriate source. NITC policy states that information pertaining to an individual's certification status is a matter of public record, provided the individual has first been notified. Any personal information obtained during the certification process or from sources other than the applicant will not be disclosed to an unauthorized party without the written consent of the applicant, except where required by law.

X. EXAMINATION SCHEDULING FOR GROUPS

Examinations conducted and proctored by NITC shall be scheduled and administered at locations and dates deemed appropriate by NITC or as required by clients. To request an examination a request form must be submitted to NITC a minimum of three (3) weeks in advance along with the completed applications. The instructor's name and certification number must be included on the request form for Medical Gas examinations.

For groups of less than ten (10) candidates a processing fee will be added (computer based only). See the [Certification Examination Price List](#). All fees must be paid prior to the examination and processing fees are non-refundable. (See NITC's No-show, Cancellation, and Refund Policy.) It is the responsibility of the instructor or the requesting entity to notify each applicant of the scheduled examination.

Please contact NITC to request additional information about examination scheduling.

XI. COMPUTER-BASED TESTING AT PROMETRIC CENTERS INFORMATION

Computer-based testing at Prometric centers is available for individuals who do not choose to attend the examination scheduled by their training agency at the conclusion of the course. There are more than 340 test center network sites throughout the United States where the certification examination or recertification examination can be taken on a date, time, and place that is convenient for the candidate. The content of a computer-based multiple-choice examination is identical to that of the pencil and paper multiple-choice examination.

To locate a Prometric Test Center, go to [Prometric ProScheduler](#) or go to www.nationalitc.com. An email address must be included on application/registration form. Login information for scheduling the examination date and time will be provided via email from NITC within 2 to 3 business days.

For any examination scheduled at a Prometric testing center, cancellation and rescheduling must be made at least 30 days prior to the appointment with no fee. Candidates who reschedule or cancel within 5-29 days will be charged a \$35 fee. Candidates rescheduling or cancelling less than 5 days prior will be charged a \$50 fee and must contact NITC to obtain a new eligibility.

XII. EXAMINATION SITE INFORMATION

Candidates will be required to sign a test site roster and show photo identification to the proctor at the test site on the day of the examination administration. Acceptable forms of photo identification are a passport, a government-issued driver's license or state ID, or a work identification card with photo. Candidates without appropriate identification documents will NOT be admitted to take the certification examination.

All electronic devices are prohibited. **No PDAs, cellular telephones, or any other types of devices that record or send data are allowed to be used during the examination.**

CLOSED BOOK EXAMINATIONS: It is suggested that examination candidates bring a hand-held pencil sharpener and an eraser. No reference books, standards, code books, handbooks, computers, notebooks, audio/visual devices, recorders, illustrated books, notes, drawings or papers of any kind will be allowed in the testing facility.

OPEN BOOK EXAMINATIONS: If you are taking a computer-based OPEN book examination, writing instruments will not be permitted. Please bring only the permitted references. No handbooks, computers, notebooks, audio/visual devices, recorders, illustrated books, notes, drawings or papers of any kind will be allowed in the testing facility. Remove all extraneous papers from reference books prior to entering the testing facility.

XIII. EXAMINATION SCORE

For computer-based examinations, results are provided to the examinee at the completion of the examination via email. Group results will be sent within 30 days to the training entity or instructor originally arranging the test event.

XIV. INFORMATION RELEASE POLICY

For computer-based examinations, results are provided to the examinee at the completion of the examination via email.

NITC shall verify and provide information, upon request, as to whether an individual holds a current, valid certification and the scope of the certification, except where the law requires such information not to be disclosed.

Except as outlined in this section, NITC will NOT release any information regarding a candidate's examination score or application to other entities, including employers and regulatory agencies.

When NITC is required by law to release confidential information, the individual concerned shall, unless prohibited by law, be notified as to what information will be provided.

The Name and State of residence of those persons holding a current certification will be posted on the NITC website. This service allows for verification of the status of persons involved in the installation, inspection and/or maintenance of medical gas and vacuum systems. A candidate's personal information will not be included on the NITC website.

XV. ISSUANCE OF CERTIFICATION CARDS AND WALL CERTIFICATES

Upon successful completion of a certification examination a certificate and/or a wallet size id card will be issued. Certification holders are responsible for keeping their certification current.

NOTE: Certification cards shall be issued without a photo unless a photo ID is supplied along with the completed examination (see above). If a card is issued without a photo, the fee for a duplicate wallet-sized ID card will be required when requesting a new card with a photo.

XVI. REQUIREMENTS FOR MAINTAINING CERTIFICATION

The initial application for certification with NITC includes a sworn affirmation that the statements made on the application are true. By signing the application each applicant agrees to abide by the terms outlined in the application as well as the rules and regulations for certification holders as set forth by the NITC Certification Committee.

Applicants for certification must understand and agree that falsification of information shall be cause for disqualification and agree to the following important matters:

- to make no false claims about the scope of any NITC certification(s).
- to avoid engaging in false or misleading advertising for an NITC Certification.
- to avoid utilizing an NITC certification in any manner that portrays NITC unfavorably.
- to avoid utilizing any written documents, reports, procedures, etc., with the NITC certification mark in any manner whatsoever that may be inaccurate or false.
- to notify NITC without delay of any changes in one's capability to fulfill the requirements of their certification.

Applicants understand that NITC reserves the right to suspend or revoke the certification of any applicant or certified person who violates these obligations. Should a certification be revoked, applicants must agree to cease and desist all references to being the "holder" of an NITC Certification and must return any certificates, including wallet sized identification cards to NITC.

XVII. CORRECTION OF MATERIAL AND/OR TECHNICAL ERRORS IN EXAMINATIONS

Informal requests for interpretations of questions, or formal challenges to questions should be directed to NITC by means of telephone, facsimile, e-mail, and correspondence received from proctors, instructors, and candidates and will be recorded by NITC staff and addressed as soon as possible.

Requests for informal interpretations shall be routed to the appropriate staff member. If the inquiring source finds interpretations are answered satisfactorily, no corrective actions will be necessary.

When staff encounters a material/technical error that cannot be satisfactorily answered, the NITC Quality Manager and Executive Vice President shall be notified. The Quality Manager and/or Executive Vice President shall investigate the issue and determine if a material/technical error exists. If the Quality Manager or Executive Vice President determine that an error exists, and the error is not so technical that it can be corrected by NITC staff, or in cases where the error is typographical, grammatical, mathematical, etc. NITC staff shall make the necessary corrections. Consensus of NITC's Certification Scheme Committee or subcommittee is not required in these situations.

When in the judgment of the Quality Manager or Executive Vice President the errors are so technical as to require interpretation or a correction from the appropriate subcommittee, and then NITC shall notify the chairperson of the Certification Scheme Committee and forward the error(s) to the chairperson of the appropriate subcommittee. All material/technical errors submitted to a subcommittee and subsequently corrected must be approved by NITC's Certification Scheme

Committee. Upon such approval, NITC staff shall immediately implement the approved correction. Any material/technical errors that may have affected a candidate's pass/fail score will be immediately addressed by NITC Staff in the following manner:

When NITC staff or Certification Scheme Committee finds that any questions are materially incorrect and/or technically incorrect, a "revised score" will be recorded and given to all individuals who took that examination.

XVIII. NOTIFICATION TO CERTIFIED PERSONNEL AND STAKEHOLDERS OF UPDATED CERTIFICATIONS AND NEW CERTIFICATIONS

NITC shall notify the certified personnel and stakeholders of new certifications, updates to existing certifications, and any other updated certification information by the following procedures:

Upon approval by the NITC Certification Scheme Committee, updated and/or new certification(s) notifications shall be communicated to certified personnel and stakeholders via at least two of the following methods: U.S. mail, e-mail, facsimile, and website posting.

XIX. RECERTIFICATIONS: (MAINTENANCE OF CERTIFICATION)

1. Recertification examinations shall be based on the most current edition of the "Model Codes" and or "Applicable Standards." Examinations may be open and/or closed book, paper and pencil, or computer based, and administered with or without proctoring. Upon receipt of payment and achievement of a passing score on the recertification examination(s), the certificate shall be renewed from the recertification examination date.

2. NITC typically notifies certificate holders, in writing, 120 days before certificate expiration. This may vary depending upon the certification and specific client requirements. It is the obligation of the certificate holder to notify NITC of any changes of address.

3. Failure to renew a certification by the expiration date will result in expiration of certification. Subsequent applications for recertification may require successful passage of a recertification examination or retaking the initial certification examination for that certification.

4. Individuals who fail the initial recertification examination shall be permitted to retake another examination as soon as an examination can be scheduled. Failure to pass a recertification examination may result in NITC requiring the candidate take a 'refresher course' or other type of training before taking the exam a third time.

XX. EXAM QUESTION CHALLENGES, APPEALS PROCEDURES, COMPLAINTS

A. EXAM QUESTION CHALLENGES

Any examinee may challenge, in writing, for any reason, any question or examination administered by NITC in which an examinee participated. The challenge shall be submitted and reviewed by NITC certification staff. An investigation hearing for a challenge will be conducted by NITC certification staff. If a question or examination challenge is rejected, the examinee may then appeal, pursuant to the rules stated herein, and the matter shall be heard by NITC's Certification Scheme Committee.

If the appeal is denied by the Certification Scheme Committee, the examinee's final right of appeal shall be to a Hearing Officer appointed by the Executive Committee of NITC.

- **Procedure for Challenge of Question to Certification Staff of NITC.**

All challenges reviewed by NITC certification staff shall be governed by the following rules of procedure:

- a. **Time Limit for Challenge to Certification Staff.** All challenges shall be filed in writing and received via U.S. mail, facsimile, or e-mail no later than 30 days from the receipt of examination score. Any challenge bearing a postmark date later than a 30 day period from the date of the receipt of examination score will not be considered. If the last day to appeal falls on a Saturday, Sunday or National legal holiday, challenges bearing a post-mark date of the next business day will be considered timely.
- b. **Format of Challenge of Question.** At the end of the examination, there shall be a challenge form made available to each examinee. Examinees may file a challenge at that time, or later if it is in writing, contains a separate and complete statement of each ground upon which the challenge is based, is postmarked within stated time limits, and sent by First Class U.S. Mail, e-mail, or facsimile to:

NITC

501 Shatto Place, Suite 201, Los Angeles, Ca 90020

Fax: (213) 382-2501

- c. **Determination of Challenge by NITC Certification Staff.** Challenges shall be deemed denied if no action is taken by NITC certification staff within 30 calendar days from the date the challenge is received by NITC certification staff, or the date of postmark on the challenge, whichever is earlier. If the challenge is granted by NITC certification staff, written notification shall be provided to the examinee, within the above stated 30-day period. Additionally, NITC certification staff may deny the challenge, providing the examinee with written notice thereof, prior to the expiration of the 30-day period.

- **Procedure for Appeal to the NITC Certification Scheme Committee**

All Appeals to the NITC Certification Scheme Committee shall be governed by this procedure:

- a. **Time Limit for Appeal to NITC Certification Scheme Committee.** If the examinee's challenge to the certification staff is denied, the examinee may then appeal to the Certification Scheme Committee. This appeal must be in proper format and filed within 30 days from the date the challenge is deemed denied or the date the examinee receives written notice of denial, whichever is earlier. The written appeal shall not be considered if it bears a postmark date beyond the 30-day appeal period. If the last day to appeal falls on a Saturday, Sunday or National legal holiday, appeals bearing a postmark date of the next business day will be considered timely. The appeal must be directed to NITC's Certification Scheme Committee and mailed to the same address where the initial challenge was mailed to NITC certification staff.
- b. **Grounds for Format of Appeal.** Appeal to NITC's Certification Scheme Committee shall be in the same written format and upon the same grounds as the challenge filed with the NITC certification staff.

- c. **Hearing before the NITC Certification Scheme Committee.** If, at the time of filing the appeal, the examinee requests a hearing before NITC's Certification Scheme Committee, the committee shall schedule a hearing within 60 days to nine months from the date the appeal is filed with the committee. The committee will provide the examinee with a minimum of 30 days prior written notice of the date, time and place of the hearing. At the hearing, the examinee, at their own expense, shall have the right to present any documentary or oral evidence he or she chooses. All hearings shall be recorded, and the examinee will be entitled to a copy or transcript upon payment of the costs to copy or transcribe the recording.
- d. **Determination of Appeal.** NITC's Certification Scheme Committee shall conduct a full review of all grounds for appeal raised by the examinee in his or her initial challenge to the certification staff. In addition, NITC's Certification Scheme Committee has the discretion to consider other issues or grounds. NITC's Certification Scheme Committee shall prepare and provide the examinee with written findings of its decision within 60 days from the date of the hearing or within 60 days from the date of the next meeting of NITC's Certification Scheme Committee, if a hearing is not requested by the examinee, whichever is later.

- **Procedure for Appeal to the NITC Board of Directors.**

All appeals to the NITC Board of Directors shall be governed by the following rules of procedure:

- a. **Time Limit for Appeal to the NITC Board of Directors.** If the examinee's appeal is rejected by NITC's Certification Scheme Committee, the examinee may appeal the decision to the NITC Board of Directors, who shall appoint a Hearing Officer to hear the appeal. The appeal must be in writing and filed within 30 days from the date of the written decision by NITC's Certification Scheme Committee. The appeal will not be considered if it bears a postmark beyond the 30-day appeal date. If the last day to appeal falls on a Saturday, Sunday or National holiday, appeals bearing a postmark date of the next business day will be considered timely. The appeal must be directed to the "NITC Board of Directors" and mailed to the same address as the initial challenge to the certification staff.
- b. **Grounds and Appeal Format.** Appeal to the NITC Board of Directors shall be limited to a review of the findings and written decision reached by NITC's Certification Scheme Committee. Upon the request by the examinee, the NITC Board of Directors may, but is not required to, consider new evidence not presented before NITC's Certification Scheme Committee or new grounds for appeal not received by NITC's Certification Scheme Committee. The appeal shall be in writing and shall clearly specify every portion of the written findings reached by NITC's Certification Scheme Committee upon which the appeal is based.
- c. **Hearing before the NITC Board of Directors.** If a request for a hearing of the appeal before the NITC Board of Directors is made, NITC's Board of Directors shall appoint a Hearing Officer and schedule the hearing to be held within 60 days to six months from the date the appeal is filed. The Hearing Officer shall notify the examinee, in writing, 30 days prior, with the date, time, and place of the hearing.
- d. **Determination of Appeal.** In determining the appeal, the Hearing Officer may, within his or her sole discretion, take any of the following actions:

1. Affirm the findings and decision rendered by the NITC Certification Scheme Committee
2. Reverse the decision rendered by the NITC Certification Scheme Committee, and enter the decision; accordingly, or
3. Order the matter is returned to the NITC Certification Scheme Committee for further hearing and determination of specific issues enunciated by the NITC Board of Directors. Unless the appeal is returned to the NITC Certification Scheme Committee for further hearing, the action by the Hearing Officer appointed by the NITC Board of Directors will be final. The decision of the Hearing Officer shall be rendered either at the conclusion of the hearing before the Officer or within 30 days from the date of the hearing, whichever is later. The examinee will be notified, in writing, of the decision by the Secretary of the NITC Board of Directors.

B. COMPLAINTS

Any examinee or interested party may file a complaint with NITC regarding problems unrelated to the content of the examination. NITC shall treat all complaints and complainants fairly and equitably. The complaint handling process shall be subject to requirements of confidentiality, conflict of interest, and impartiality as they relate to the complainant and the subject of the complaint. A decision shall be made, reviewed, and approved by personnel not previously involved in the subject of the complaint. Any substantiated complaint about a certified person shall also be referred by NITC management to the Certification Scheme Committee and notification sent to the certified person in question at an appropriate time.

1. Procedure for Filing a Written Complaint to NITC (other than exam challenges)

All complaints to the NITC shall be governed by this procedure:

- a. Time Limit: A complaint may be filed at any time. Complaints relating to a specific event or instance shall be reported within 30 days of the event or as soon as possible after the problem comes to the attention of the complainant.
- b. Complaints shall be filed in writing and received via U.S. mail, facsimile, or email:
NITC
501 Shatto Place, Suite 201, Los Angeles, Ca 90020
Fax: (213) 382-2501
- c. Every written complaint will be investigated, and a response issued, even if no action is taken. NITC management shall be responsible for gathering and verifying all necessary information to validate the complaint. Where applicable, appropriate corrections and corrective actions will be taken.
- d. Within 30 days of receipt of such complaints, a written response detailing the outcome of the investigation shall be provided to the party filing the complaint. If an outcome has not been determined, progress reports shall be provided to the complainant until the matter has been finalized.

2. Procedure to Appeal a Written Complaint (other than exam challenges)

If the response of NITC is unsatisfactory to the complainant, a written letter of appeal may be sent to NITC. Appeals will be heard by NITC's Certification Scheme Committee and may also

be appealed to the NITC Board of Directors. The appeal procedures and time frames outlined in part A of this section (EXAM QUESTION CHALLENGES) will apply.

XXI. GUIDELINES FOR USE OF CERTIFICATION MARK

NITC Certified individuals may use the NITC certification mark on letterheads, business cards...anywhere to emphasize NITC Certification.

These guidelines must be followed when using the NITC certification mark. The certification mark may not be revised or altered in any way. It must be displayed in the same form as produced by NITC and cannot be reproduced unless such reproduction is identical to the certification mark provided by NITC.

- The NITC certification mark may be used only on business cards, stationery, forms of certificate holders, letterhead, inspection tags, and similar documents on which names and addresses of businesses are prominently displayed.
- The NITC certification mark may be used as a decal on the door or window of a business, on the cab of a delivery truck, or on the window of a personal vehicle.
- The NITC certification mark may not be used in any manner that detracts from the high ideals of NITC or from the values, particularly certification values, espoused by NITC.
- The certification mark may not be used in any manner which would tend to imply a connection between NITC and the certification which, in fact, may not exist. This includes any use of the certification mark that the public might construe as an endorsement, approval, or sponsorship by NITC of a certification holder's business, or which might be taken to support or encourage a certification holder's sale of a product, process, or installation. You are allowed to print the certification mark on an advertisement or product literature. Without limiting the foregoing restrictions, the certification mark may in no case be shown larger than 4 inches or 100 centimeters in size on a full page or proportionally on a smaller page.
- No person gains any rights whatsoever in the logo or its use; it remains the property of NITC. NITC reserves the right in its sole discretion to require the certification mark's removal from any location or thing NITC feels does not comply with these guidelines, or which could or does discredit NITC. Use of the NITC certification mark is prohibited if your NITC Certification is expired.

It is understood and acknowledged that use of NITC's certification mark is a privilege. Permission to use NITC's certification mark is granted at the discretion of NITC's, Board of Directors, or its designee, for permissible uses only. Those persons who have been granted permission to use the certification mark do so pursuant to the rules and guidelines established by NITC's Board of Directors. Persons granted permission to use NITC's certification mark must familiarize themselves with the established rules and guidelines for use and must execute approved agreements setting forth NITC's rules and guidelines for use.

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

Actions by NITC to suspend or revoke use of the certification mark will be communicated in writing to the person whose privileges are being suspended or revoked and to all other persons affected by the decision. NITC may also publicize its actions on its website and/or any other of its publications. Should any person continue to use NITC's certification mark after notice of suspension or revocation, NITC shall seek full equitable and/or legal remedies through a court of competent jurisdiction.

XXII. NITC POLICY AND GUIDELINES FOR TESTING PERSONS WITH DISABILITIES

A. Introduction – NITC is strongly committed to the goal of equity in certification assessment of people with disabilities. NITC makes reasonable efforts to accommodate the needs of such applicants, considering the interest of these individuals and the contributions they can make to the construction industry.

According to the Americans with Disabilities Act (ADA):

1. An individual with a disability is defined as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.
2. Public accommodations must comply with basic nondiscrimination requirements that prohibit exclusion, segregation, and unequal treatment. This includes courses and examinations related to professional, educational, or trade-related applications, licensing, certifications, or credentialing. Such must be provided in a place and manner accessible to people with disabilities, or alternative accessible arrangements must be offered.

B. Nonstandard testing for Candidates with Disabilities

1. Section 84.13 of the Rehabilitation Act (a Nondiscrimination statute) relates to occupational testing which receives federal funding. This act does not require that every person with a disability be given accommodation. Rather, the basis for accommodation is whether the disability produces a dysfunction which is directly related to actual job performance. If it does not, then the test should be adopted to accommodate the dysfunction.
2. Specifically, the rehabilitation Act prohibits employers from using tests of other selection criteria that screen out or tends to screen out individuals with disabilities unless: (1) the employer can show that the tests or criteria are job related; and (2) the Director of the Office for Civil Rights is unable to identify alternative tests or criteria that do not tend to screen out disabled applicants. It also requires an employer to consider whether a given test is measuring an individual's impediment rather than the person's aptitude or ability to perform a job. (Federal Register, 42, 22676-22702)

3. The American Psychological Association Standards for Educational and Psychological tests, (1999) lists specific psychometric considerations in the administration of nonstandard tests to disabled individuals.
4. The Americans with Disabilities Act (Public Law 101-336, Federal Register, February 28, 1991, page 8553) has been adopted, extending the Rehabilitation Act of 1973, to all activities of state and local governments, including those that do not receive federal financial assistance, such as the NITC Certification Program. The Americans with Disabilities Act specifically prohibits discrimination in such programs in a manner that subjects qualified individuals with disabilities to discrimination based on their disability, under the following restrictions:

A public entity shall make reasonable modifications in policies, practices, or procedure when the modifications are necessary to avoid discrimination based on disability unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity. (Federal Register, Sec. 35.130(b) (7)).

C. NITC Administrative Procedures for Candidates with Disabilities

The NITC Certification Program shall comply with the following provisions:

1. Use of Accessible Facilities

NITC examinations shall be administered in handicap-accessible facilities whenever practicable. Proctors who arrange for sites will be provided with a checklist of accessibility requirements, and prior to site confirmation, shall notify NITC whenever all these requirements cannot be met.

2. Notification of Policy on Test Applications. The examination Candidate Bulletin shall contain the following statement:

Special Requests for Taking the Test

Requests for special/emergency examinations will be accommodated by NITC if possible. Candidates that have a disability that restricts their ability to take an examination under the standard conditions may request special testing arrangements. Such requests must accompany the application and must be received by the normal application closing date. The request must indicate the nature of the disability and the special accommodation needed. Verification of both the disability and the need for special accommodations by a licensed medical professional is required.

3. Processing of Applications

- a. Requests for special arrangements will be considered on a case-by-case basis and judged against the guidelines previously listed.
- b. At the discretion of the NITC certification Staff, candidates may be asked to provide documentation confirming both disabilities, and the need for special accommodations.

- c. When the NITC certification staff determines that special testing accommodation is deemed necessary, NITC will pay for such reasonable costs, subject to approval by the NITC Board of Directors.

XXIII. PROCTOR RESPONSIBILITIES

- Confirm delivery of the examination material.
- Conduct the examination according to the directions contained within the packet. Please pay close attention when conducting more than one type of examination. Time periods, study guides and materials differ between examinations.
- Never allow any person to reproduce an examination.
- Never falsify your time sheets. Willful falsification will result in termination and may subject you to criminal prosecution in the State in which the act was committed.
- Always conduct yourself in a professional manner while performing as a proctor for NITC. Proctors are not to engage in discriminatory actions in any way, shape, or form. Do not tell jokes, make racist comments, make pro or anti-union remarks, make comments that would constitute sexual harassment or engage in any other type of unacceptable or illegal behavior.
- Conduct the examinations without being under the influence of alcohol or illegal drugs.
- Always extend the foremost courtesy to the applicants. Treat every applicant in the same manner you would expect to be treated.
- Prohibit any unauthorized behavior by applicants, individuals representing organizations that requested the certification examinations or any other person involved with the certification process.
- Explain to the applicants all the rules and procedures they must adhere to to take the certification examinations.
- To demonstrate no conflict of interest exists and to maintain impartiality, and fairness, proctors MUST recuse themselves in the event they find they are proctoring an examination for friends or colleagues. Failure to recuse themselves under these circumstances will disqualify them from any further NITC proctoring activities.

XXIV. CONFLICT OF INTEREST, CONFIDENTIALITY, AND IMPARTIALITY STATEMENTS

A. Committee Member Statement of Confidentiality, Conflict of Interest, and Impartiality

I understand the importance of NITC maintaining the highest level of standards and impartiality in its testing and certification programs. To ensure that the process is fair and impartial to all testing applicants, I agree to the following policies regarding confidentiality, conflicts of interest, and impartiality:

Confidentiality

1. All testing and/or certification materials, including but not limited to, test questions, test booklets, answer sheets, and testing procedures shall be considered confidential materials.
2. Testing and/or certification materials shall not be distributed to third parties unless such distribution is allowed under the testing procedures or is authorized by a representative of NITC.
3. Testing and/or certification materials and/or testing and/or certification information shall not be discussed with any third party unless such disclosure is allowed under the testing procedures or is authorized by a representative of NITC.
4. Maintain all confidential materials in a safe and secure place and take all reasonable steps to protect against inadvertent disclosure or theft of information.
5. Upon request, promptly return all testing materials to NITC using secure and reliable methods for returning the materials.

Conflict of Interest and Impartiality

1. Maintain the fairness, impartiality, and integrity of testing by not engaging in any activities that would give certain applicants an advantage or an appearance of an advantage in taking the tests. Such activities might include, but not be limited to, teaching the courses in the certification areas, coaching test participants, developing training materials relative to the tests, or working for other organizations with a direct pecuniary interest in the test results.
2. Not exploiting for personal benefit, or allowing others to improperly use for their benefit, materials or information gained by reason of involvement in the testing and/or certification procedures.

B. Employee Statement of Confidentiality, Conflict of Interest, and Impartiality

As an NITC employee, I understand the importance of NITC maintaining the highest level of standards and impartiality in its testing and certification programs. To ensure that the process is fair and impartial to all testing applicants, I state that I have read, and I agree to follow the established NITC quality system rules and procedures as set forth in the NITC personnel certification program. I further agree to the following policies regarding confidentiality, conflicts of interest, and impartiality:

Confidentiality

1. All testing and/or certification materials, including but not limited to, test questions, test booklets, answer sheets, and testing procedures shall be considered confidential materials.

2. Testing and/or certification materials shall not be distributed to third parties unless such distribution is allowed under the testing procedures or is authorized by a representative of NITC.
3. Testing and/or certification materials and/or testing and/or certification information shall not be discussed with any third party unless such disclosure is allowed under the testing procedures or is authorized by a representative of NITC.
4. Maintain all confidential materials in a safe and secure place and take all reasonable steps to protect against inadvertent disclosure or theft of information.
5. Upon request, promptly return all testing materials to NITC using secure and reliable methods for returning the materials.

Conflict of Interest and Impartiality

1. Maintain the fairness, impartiality, and integrity of testing by not engaging in any activities that would give certain applicants an advantage or an appearance of an advantage in taking the tests. Such activities might include, but not be limited to, teaching the courses in the certification areas, coaching test participants, developing training materials relative to the tests, or working for other organizations with a direct pecuniary interest in the test results.
2. Not exploiting for personal benefit, or allowing others to improperly use for their benefit, materials or information gained by reason of involvement in the testing and/or certification procedures.

C. Vendor Statement of Confidentiality, Conflict of Interest, and Impartiality

The undersigned vendor of NITC acknowledges the importance of maintaining the highest levels of standards and impartiality in the testing and certification programs administered by NITC. Through its relationship with NITC, the undersigned vendor will have access to materials used in NITC's testing and certification program. To ensure the integrity of the testing and certification procedures, the undersigned vendor agrees to the following policies regarding confidentiality, conflict of interest, and impartiality.

1. All testing and/or certification materials in the possession of the vendor shall be considered confidential and treated by the vendor as confidential materials.
2. Confidential materials shall not be shared with other third parties unless NITC has authorized its sharing with others.
3. All employees of the vendor who have access to confidential materials shall be informed by the vendor of its designation as "confidential materials" and the restrictions regarding disclosure to other parties.
4. Information regarding testing and/or certification procedures shall not be disclosed to others unless such disclosure is authorized by a representative of NITC.

5. All confidential materials and/or information shall be maintained in a safe and secure place and all reasonable steps shall be taken to protect against inadvertent disclosure or theft of the materials and/or information.
6. Vendor shall disclose to NITC any business activities, financial interests, organizational interests, other customers, and relationships that present a conflict of interest, potential conflict of interest, or the appearance of a conflict of interest.

XXV. REISSUANCE OF LOST CERTIFICATION CARDS

Certified Persons requesting replacement certification card and/or certificate must complete the Form # 720-36 (see example below). Form #720-36 can be downloaded from the NITC [website](#).

**AFFIDAVIT FOR A DUPLICATE
NITC CERTIFICATION CARD AND/OR CERTIFICATE**

I, being duly sworn upon oath depose and say: That I am a card-carrying member of the National I.T.C. Corporation Certification Program and have met all the necessary requirements to qualify for a certification card and or certificate. On or about the _____ day of _____ I lost or misplaced my N.I.T.C. certification card and/or certificate. I swear under oath that I have not transferred, loaned or sold said N.I.T.C. certification card and/or certificate to any person or organization, and I herewith request the National I.T.C. Corporation to issue a duplicate N.I.T.C. certification card and/or certificate. The fee is \$15.00 each; please make it payable to NITC.

Certification Type: _____	Certification Number: _____
Print First Name: _____	Print Last Name: _____
Address: _____	
City: _____	State: _____ Zip: _____
Residence Phone Number: _____	Cell Phone Number: _____
Signature: _____	Date: _____

XXVI. NITC NO-SHOW, CANCELLATION AND REFUND POLICY

CREDITS: NITC will issue credit to no shows, cancellations, etc. The credit, redeemable for six months, will be issued to the group or individual for the next available examination. A credit may only be used one time. It is the responsibility of the group or individual to keep track of their credit and its expiration date in six months.

Example: A group requested 30 examinations and only 27 candidates showed up. Credit for 3 candidates will be given to the group for the next examination within a six-month period.

REFUNDS: Requests for refunds must be received in writing. Refunds will be given only upon approval from the Executive Vice President. The refund will be 50% of the examination fee. Full refunds will only be given because of uncontrollable events such as severe weather, airline flight cancellations, etc.

Candidates withdrawing or canceling after the deadline, or not sitting for the examination, will forfeit all application fees and will NOT receive a refund.

XXVII. NITC CERTIFICATION SCHEME COMMITTEE

The NITC Certification examinations are made available by the NITC Certification Scheme Committee.

The Executive Vice President of NITC shall appoint a chairperson to the Certification Scheme Committee, who shall then appoint Scheme Committee and sub-committee members consisting of knowledgeable industry representatives, and other stakeholders necessary to satisfy the **ISO/IEC 17024** standard requirements. The chairperson shall strive to maintain a balance of industry and other stakeholder interests related to NITC certification schemes.

The NITC Certification Scheme Committee is empowered by the Executive Vice President of NITC to provide guidance recommendations to the Chairman in the following areas:

Scope, content, validation, maintenance and recertification of certification examinations, process, rules, procedures, appeals, revocation, issuance, suspension, and appointment of the certification sub-committee members for formulating, amending, maintaining certifications, and any other requirement to fulfill the **ISO/IEC 17024** standard.

The Certification Scheme Committee shall meet at minimum two times annually, with additional meetings called as necessary by the Chairperson. In lieu of meetings, the chairperson may direct NITC staff to e-mail / fax poll Certification Scheme Committee members on changes, amendments, etc.

The Chairperson may designate NITC Staff to execute any provisions necessary related to administration, notification of changes, initial material / technical correction of errors, issuance of certifications and any other actions that may become necessary to administer the NITC Certification program in accordance with the **ISO/IEC 17024** standard.

A simple majority vote of the Certification Scheme Committee shall be deemed as approval of any matter.

The NITC staff shall notify the Certification Scheme Committee members by writing, e-mail and/or fax of meetings, changes in certifications, maintenance of certifications, etc.

All members of the Certification Scheme Committee, subcommittee and any other individuals that may perform any function including but not limited to educational assessment, consulting, and/or special assignments shall sign the appropriate NITC declaration of quality, confidentiality, conflict of interest, and impartiality statement.

All members of the Certification Scheme Committee shall become familiar with the NITC ISO 9001:2015 Quality Management System and the **ISO/IEC 17024** standard.