



CERTIFICATION COMMITTEE
CERTIFICATION PROGRAM RULES OF PROCEDURE
Approved by CC 2018.03.02
Revised 2018.03.02

1. PURPOSE

The ICC Certification Committee (the Committee) *Rules of Procedure* define rules for the governance and administration of the ICC Certification Program, including duties and responsibilities of the Committee in performance of their obligations under Council Policy #45-14.

Specific standards and operational procedures for the administration of these Rules are defined by the ICC *Certification Standards*.

2. POLICIES

The Committee shall be responsible for defining policies for each of the following:

- a. Identification of adopted legal and professional standards
- b. Certification categories
- c. Granting of certifications
- d. Certification maintenance and renewals
- e. Scope of examinations and certifications
- f. Certification maintenance and surveillance
- g. Publication of the International Registry of ICC Certified Professionals
- h. Financial resources, staffing and conflicts of interest
- i. Recognition of external examination and certification programs
- j. Public information;
- k. Conflict of interests
- l. Complaint resolution process

3. ADMINISTRATION

The Committee shall be responsible for the following:

- a. Rules and procedures for the administration of the Committee
- b. Appointment of Examination Development Committee (EDC) members
- c. Acceptance of minutes from meetings of the EDCs
- d. Review and decision on EDC recommendations on the following:
- e. Job analysis and test specifications
- f. Development and approval of test items
- g. Examination technical references and standards of practice
- h. Examination pass/fail standards
- i. Certification requirements
- j. Oversight of program quality through review of reports which are prepared by staff and third-party accreditation agencies;
- k. Test administration frequency and availability;

4. SCOPE OF PROGRAM

Certifications and related examinations shall be limited to construction code-administration professions which are approved by the Committee based on demonstrated benefit to the ICC and Certification Visions and Missions, attached hereto as Exhibit A. The scope of the ICC certification program shall comply with the following:

a. Prerequisites for Examination

The Committee shall publish any information on prerequisites for examinations, to include employment, training, education, or experience. Membership in ICC is not required to take a certification exam.

b. Certification Requirements

Certification shall require successful completion of an examination or series of examinations, and may also require verification of prior education, training, or experience. Detailed certification requirements are listed in Exhibit B.

c. Examination Attempts

Persons may attempt any examination not more than six (6) times in a rolling six-month period. Any violation of this requirement shall be reported to the Committee, and may be cause for any available administrative or legal action it may have against the applicant.

d. Effective Dates of Certification

Certificates shall be valid for three (3) years from the date the examination was initially passed, or the date of certificate renewal.

e. Employees Prohibited from Testing

ICC Certification and Testing staff or others who participate in the development or administration of ICC certification examinations shall not be eligible to sit for an exam. These staff members are prohibited from taking ICC examinations during their tenure at ICC and for a period of one (1) year afterward.

5. BASIS OF EXAMINATIONS

Examination development and validation shall follow best-practices and the ICC *Certification Standards*, and shall include each of the following:

a. Job Task Analysis

Examination specifications are based on job task analysis research. Examinations shall have demonstrated relevance to current practice through empirical job task analysis research based on consideration of three variables:

- i. Relevance to current professional practice;
- ii. Frequency (how often the knowledge is required)
- iii. Criticality (importance to protection of the public's health, safety and welfare)

b. Standard-Setting

Examination pass/fail standards shall be designed at a level which provides assurance that successful candidates have the knowledge of important construction codes and standards necessary for competent professional practice at the entry-level. This pass/fail standard shall be set by the ICC.

- c. Item Approval
Each active examination item shall be approved by the assigned EDC, with documented correlation to a specific “task” identified by job task analysis research.
- d. Examination Format
National examinations shall be multiple-choice, objective open-book format with approved references, with a maximum length of four (4) hours.
- e. Examination Administration
 - i. Each examination level should have a minimum number of approved questions which is at least equal to three (3) times the number of items required on a single test form.
 - ii. Retesting candidates shall be administered a different test form.
 - iii. Persons who are currently certified shall not retest in any category in which they are currently certified, except in accordance with certification renewal policy.
 - iv. Examination proctors shall meet all qualification standards as defined by the Proctor Information Packet.

6. EXAMINATION SECURITY, PUBLIC INFORMATION

- a. Examination and Records Security
Examinations, item banks, related documentation and applicant records shall be kept in a secure manner and shall not be accessible to unauthorized persons.
- b. Conflict of Interest
It is the policy of the Committee to protect examination security and to avoid actual or apparent conflicts of interest by those involved in the preparation, validation or administration of its examinations. The Committee therefore requires written concurrence by all EDC members, certification staff, and other “affected persons” as defined in the Conflict of Interest statement (Exhibit C).
- c. Examination Scores
Examination scores shall only be divulged in writing to failing examinees, except when otherwise authorized in writing by the examinee. Examinees who pass an examination shall receive a written “pass” notice without a numerical score.
- d. International Registry of Certified Persons
Information on individuals who are currently certified, their city and state of record, their certificate names, and date of expiration is a matter of public record.

Individuals may also elect by written request to ICC to post their mailing address and/or telephone number. Information on this policy shall be included on the ICC website.
- e. Public Information
Public information about the certification program, testing requirements, and standardized testing information shall be posted by ICC and available to the general public without cost. Detailed requirements are listed in Exhibit B.

7. APPEALS

The purpose of these Rules is to establish procedures for the appeal of certification decisions by the ICC Certification Committee and to treat each appellant in a fair and unbiased manner. These Rules and Council Policy #1-03 make up the full documentation for handling certification-related appeals.

Any examinee may make an appeal, in writing, about a decision made by the Committee related to his/her desired certification status, either as a new candidate or recertifying individual. Examples of these decisions may include denial of recertification due to computer system irregularities or failing exam results due to incorrect scoring.

All appeals are first reviewed by the Candidate Services Coordinator on the basis of technical merit. If the appeal is rejected by the Candidate Services Coordinator, the appellant may elect to forward the appeal to the ICC Appeals Committee.

If a candidate retests prior to resolution of his appeal, the appeal is considered null and void.

a. Format of Appeals

Appeals shall be on the appropriate form, and shall contain a separate and complete statement of each ground upon which the appeal is based. There shall be an appeals form available on the ICC website, which includes ICC rules related to examination appeals. The examinee must complete this form with any applicable fee; initial appeals shall be received by ICC no later than thirty (30) calendar days following the receipt of exam results. If this deadline falls on a weekend, holiday, or other non-business day, the date shall be extended to the next regular business day.

Candidates shall be informed of their rights to appeal on the ICC website, and will be apprised of the status of their appeal at every step of the process, including the end of the process.

b. Initial Review of Appeals

Initial review of appeals by the Candidate Services Coordinator shall be processed within fifteen (15) business days of receipt by ICC. There shall be no hearing conducted by the Candidate Services Coordinator on an appeal.

Response to appeals by the Candidate Services Coordinator shall be in accordance with the *Certification Program Operational Manual*. If an appeal is denied, the examinee will be informed via a secure electronic transmission of the decision and the rights to appeal this decision to the ICC Appeals Committee.

If an appeal is granted by the Candidate Services Coordinator, credit for any affected questions may be awarded to the examinee. In such cases, the score of all individuals who were administered the same test question(s) over the previous thirty (30) days shall also be reviewed. Credit may be awarded for the question(s) for any individuals whose pass/fail status is affected. The Candidate Services Coordinator shall report to the Certification Committee on each appeal that is granted, at least annually.

c. Hearing before the ICC Appeals Committee

If an examinee's initial appeal is denied by the Candidate Services Coordinator, the

examinee may elect to appeal to the ICC Appeals Committee (Appeals Committee). This appeal must be in writing, should specify the grounds for appeal, and be postmarked or received within thirty (30) calendar days from the date the initial appeal denial notice was issued. If this deadline falls on a weekend, holiday, or other non-business day, the date shall be extended to the next regular business day. The request must be directed to the ICC Candidate Services Coordinator, and mailed or emailed to the same address as the initial appeal.

If an appeal is referred to the Appeals Committee, a hearing shall be held no more than thirty (30) days from the date of denial. Upon written request by the examinee and concurrence of the Appeals Committee, the above time periods may be modified. The Candidate Services Coordinator shall provide the examinee with a minimum of twenty (20) calendar days prior written notice of the date, time, and place of the hearing, if reasonably possible.

The Appeals Committee shall conduct a full review of all grounds for appeal raised by the examinee. In addition, the Appeals Committee has the discretion to consider other issues or grounds for appeal that were not asserted by the examinee in his or her appeal documentation. At the hearing, the examinee shall have the right to present any documentary or oral evidence he or she chooses. The examinee shall also have the right to present any witnesses in support of the appeal he or she chooses. Minutes shall be kept of all hearings, and the examinee shall be entitled to a copy thereof upon request.

In determining the appeal, the Appeals Committee shall, within its sole discretion, either accept or deny the recommendation of the Candidate Services Coordinator, and shall enter a decision accordingly. The Appeals Committee shall render a recommendation to the Certification Committee within thirty (30) days from the date of the hearing. The Certification Committee shall review the appeal and the report of the Appeals Board and shall take appropriate action on the appeal.

If the appeal is granted by the Appeals Committee, credit for any affected questions will be awarded to the examinee if directed by the Appeals Committee. In such cases, the score of all individuals who were administered the same test questions over the previous thirty (30) days shall also be reviewed, with credit awarded for these questions for any individuals whose pass/fail status is affected.

In appeal reviews by both Candidate Services Coordinator and Appeals Committee, consideration will be given to treatment of previous similar types of appeal.

d. Makeup of the ICC Appeals Committee

The Appeals Committee shall consist of the ICC Board Liaison to the Professional Development Council who shall serve, ex-officio, nonvoting, as the Chair and three (3) members appointed by the CEO and confirmed in writing by the Chair of the Appeals Board.

8. TECHNICAL CHALLENGES

The purpose of these Rules is to establish procedures for impartial, timely, and constructive resolution of technical challenges to the examination process or certified individuals, where a response would reasonably be expected.

Any examinee may express dissatisfaction (other than appeal) in writing, about any examination process conducted by the ICC. Any individual or organization may express dissatisfaction about the activities of the Certification Committee or the activities of an ICC-certified individual. Candidates shall be informed of their rights to complain on the ICC website, and will be apprised of the status of their challenge as is appropriate, including the end of the process.

Technical challenges will be reviewed on the basis of merit and applicability to the Certification Committee's responsibilities, and a decision made by ICC's Candidate Services Coordinator. The Candidate Services Coordinator may call upon other resources, such as the assigned Examination Development Committee (EDC), testing vendors, additional ICC staff, or others, for more information. The Candidate Services Coordinator may elect to refer the challenge to the Certification Committee, if the complaint involves the Director of Certification and Testing. If the challenge regards the Candidate Services Coordinator, the Director of Certification and Testing will handle the complaint process.

a. Format of Technical Challenges

Technical challenges shall be on the appropriate form available on the ICC website, and shall contain a separate and complete statement of each ground upon which the challenge is based. ICC rules related to technical challenges and candidate rights shall also be available on the ICC website. The individual must complete this form; initial challenges shall be received by ICC no later than thirty (30) calendar days following the date of the examination if the challenge involves an examination process. If this deadline falls on a weekend, holiday, or other non-business day, the date shall be extended to the next regular business day. If a technical challenge is deemed to be an appealable decision, a fee may be required.

b. Review of Technical Challenges

Review of technical challenges shall be made by the Candidate Services Coordinator and processed within fifteen (15) business days of receipt by ICC. There shall be no hearing conducted by the Candidate Services Coordinator on a technical challenge. All information related to a technical challenge shall be kept confidential unless superseded by law.

Response to technical challenges shall be in accordance with the Certification Program Operational Manual. If a challenge is denied, the examinee will be informed via a secure electronic transmission of the decision by the Candidate Services Coordinator.

Any substantiated challenge about an ICC-certified individual shall be referred to the Appeals Committee for a decision on resolution. This resolution may include disciplinary measures up to, and including, revocation of certification or prohibition against testing for a specified period of time.

The number of technical challenges granted shall be reported to the Certification Committee at least annually.

9. CERTIFICATION MAINTENANCE AND SURVEILLANCE

Certificate holders are expected to maintain their competency through participation in professional development activities which are appropriate for their professional responsibilities.

- a. "Active" certifications shall be defined as those which were issued or which were renewed within the previous three (3) years.
- b. "Inactive" certifications shall be defined as those which have not been renewed for up to six (6) years.
- c. "Expired" certifications shall be defined as those which were inactive for more than six (6) years.
- d. Certification is renewable every three (3) years.
- e. Certification renewal shall require completion of an affidavit verifying completion of the required professional development activities for each certificate held, or shall require re-testing on current requirements for each certificate wished to be renewed.
- f. ICC staff shall notify the certification holder using the latest contact information supplied to the ICC by the certification holder at least six (6) months before the date of certification expiration; however, the certification holder is solely responsible for renewal of certifications whether or not this notification is issued or received.
- g. Failure to renew a certification by the renewal date shall result in the certification being designated as "inactive," and shall be removed from the International Registry of active certifications.
- h. Inactive certifications may be reinstated to "active" status upon completion of current reinstatement requirements.

Specific certification renewal requirements are listed in Exhibit D.

10. DENIAL, SUSPENSION AND REVOCATION OF CERTIFICATIONS

All certification and renewal applicants shall agree to the following statement: *"I hereby acknowledge receipt of the ICC Code of Ethics and agree to comply with these professional standards for the term of my active certification. I agree that failure to comply with these standards may be cause for suspension or revocation of my certification."*

A copy of the ICC Code of Ethics and compliance statement shall be available on the ICC website.

- a. Denial of certifications or examination results shall be considered for irregularities which are suspected at testing centers:
 - i. Giving or receiving assistance with answers during testing
 - ii. Using unauthorized materials during testing
 - iii. Failing to abide by the rules presented or directions from the proctor(s), including causing a recorded disturbance at a test site
 - iv. Attempting to remove or removing examination materials or questions from the testing center
 - v. Documented evidence of inappropriate behavior

In cases of examination irregularities which are suspected at testing centers, the examination scores of the individual(s) involved will not be released unless approved by staff. Additional sanctions may be authorized by the Committee, which may include restrictions on retesting for up to three (3) years.

- b. Suspension or revocation of certifications for a period up to three (3) years shall be considered for the following ethics violations, as determined by action of the Committee, and shall follow the complaint resolution process in Exhibit B.
 - i. Falsifying score reports or ICC certificates
 - ii. Conviction on charges related to professional ethics
 - iii. Compromising the security of ICC's examinations through release of copyrighted examination items
 - iv. Other Code of Ethics violations which are documented and deemed proven

Candidates whose certification(s) have been revoked or suspended will be allowed to retest after their designated revocation/suspension period, and if all exam criteria are met, will be allowed to become an active holder of that certification(s) again.

- c. If a certification is suspended, revoked, or withdrawn, no representation can be made by the individual that this certification is current or in use.

11. USE OF CERTIFICATES AND LOGOS/MARKS

Individuals who hold active certification with ICC are authorized to advertise that they are ICC-certified, and to use ICC-registered Certification Marks. Certification marks are authorized only as per the current ICC Style Guide.

It is not appropriate and permission is not granted to certified individuals to use the ICC logogram for any private or promotional benefit; to imply that they are affiliated or associated with ICC through virtue of their certification; nor to imply that ICC certification provides any guarantee or warranty on their competence to practice.

12. MARKETING AND BUSINESS DEVELOPMENT

The Committee shall advise staff and the ICC Board of Directors on business development and strategic planning, including the development of strategic partnerships with outside organizations.

13. QUALITY AND CUSTOMER SERVICE METRICS

The Committee will monitor overall quality of the Program through review of reports from third-party accrediting agencies when appropriate, and through review of internal reports by the ICC Quality Assurance Manager and other management review systems.

LIST OF EXHIBITS

- A. ICC and Certification Visions and Missions
- B. National Certification Exam Information Bulletin
- C. Conflict of Interest Statement
- D. ICC Certification Renewal Bulletin