

DEFINITIONS FOR THE APPEAL AND TECHNICAL CHALLENGE PROCESS APPEAL

If you are either taking an exam or have already taken one, and believe a policy made by the Certification Committee regarding what it takes to be certified is in error, you have an appeal. Also, if you are certified and believe a policy made by the Certification Committee regarding recertification is in error, you have an appeal.

CANDIDATE SERVICES COORDINATOR

ICC's Candidate Services Coordinator is part of the Assessment Center, and is here to help you through the challenge or appeal processes. The Coordinator is your single contact for all feedback to ICC.

CERTIFICATION BODY (Certification Committee)

ICC's certification body is the Certification Committee ("CC"). The certification body is the entity that legally issues certifications to individuals who meet specific requirements, such as passing an exam.

The CC creates and enforces policies about ICC's National Certification exam program, including what is required to obtain certification status; how long a certification is good for; which exams are offered; and so on. The CC consists of six individuals appointed by the ICC Board of Directors, and is part of ICC's Professional Development Council.

CERTIFICATION STATUS

Active: Your certification status is current.

Inactive: Your certification is within six years from its expiration date.

Not Certified: Your certification has been inactive for greater than six years.

Your status can also be either certified or not certified, depending on whether you have met the requirements for a specific certification.

CONTINUING EDUCATION UNITS (CEUs)

CEUs are hours of professional development that you receive through various means, such as participation in cdpACCESS, attendance at training offered through ICC or one of its Preferred Training Providers, or passing new ICC exams. CEUs are required to maintain the current status of your certification.

ITEM

Exam questions are also known as items, and the two terms are used interchangeably.

OPERATIONAL ISSUE

If you experience a test site that is unusually cold, or the computer you are using to test at Pearson VUE site hangs and interrupts your exam, you've had an operational issue. These are issues directly related to your physical testing experience.

PEARSON VUE

ICC partners with Pearson VUE, a leading administrator of computer-based tests, to offer exams at physical test sites.

PREFERRED PROVIDER

ICC's Preferred Provider program allows individuals and companies to submit their classes to ICC and be approved for a special kind of continuing education unit (CEUs). Currently, 50% of the CEUs necessary to renew your certification must come from either ICC and/or Preferred Providers.

RECERTIFICATION

ICC's certifications generally become inactive after three years, and require an application, accrual of continuing education units, and payment to remain current. ICC will send renewal reminders to the email and/or mailing address we have on file for you, so it is critical that you keep us updated if your information changes.

TECHNICAL CHALLENGE

If you have a problem with the content of an exam you took, or the testing experience itself, you have a technical challenge. Also, if you have a complaint against an ICC-certified person, you have a technical challenge