

DEFINITIONS FOR THE APPEAL AND CHALLENGE PROCESSES

APPEAL

A request to the Certification Appeals Committee for a reversal of a decision made by the Certification Committee that affected the appellant's certification status

CERTIFICATION APPEALS COMMITTEE

Body authorized by the Certification Committee to render binding decisions in the matter of properly submitted appeals

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.
- **Expired/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.

CLIENT RELATIONSHIP MANAGER

ICC's Client Relationship Manager is part of the Assessment Center, and is here to help you through the challenge or appeal processes. They are your single contact for all feedback to ICC.

COMPLAINT

An objection to a certification related process or the activities of a Candidate, Certificant or Assessment Center staff that does not qualify as a Technical Challenge, Operational Challenge or Appeal.

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 CHALLENGE

An objection to a candidate's physical testing environment or 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

An objection to the validity of a certification exam question