March 18, 2020

NCCCO Response to COVID-19 - Candidates and Certificants

Like many of you, NCCCO is monitoring the COVID-19 situation hourly. We want you to know that our organization is continuously evaluating the information coming from state and national health agencies.

At this time, NCCCO staff and operations remain functioning and plan to continue to do so unless a required shutdown is mandated by local or federal government or the Centers for Disease Control (CDC). Many of our employees will be telecommuting, and all NCCCO offices are taking additional recommended precautions as outlined by the interim guidance for employers issued by the CDC.

Paper/Pencil Test Administrations
NCCCO has been and will continue to schedule and hold paper/pencil test administrations. However, at this time, NCCCO is limiting paper/pencil test administrations to 40 candidates per a testing room.

NCCCO is also requiring fewer candidates per table and encouraging Test Site Coordinators to supply hand sanitizer to attendees and to regularly clean all frequently touched surfaces at the test site, such as doorknobs and countertops, with appropriate cleaning agents.

Candidates who are ill should be actively encouraged to test at another time. Candidates displaying flu-like symptoms of the virus will not be permitted to test, but should utilize the emergency cancelation policy found in the candidate handbook.

Candidate Rescheduling
Candidates participating in a paper/pencil test administration that is rescheduled to a later date due to COVID-19 concerns will not be charged a fee.

However, candidates who wish to cancel (rather than reschedule) their application will be subject, per standard policy, to a fee of $25.

Computer Based Test Administrations
NCCCO continues to receive and process Computer Based Testing (CBT) Applications. Our CBT vendor, PSI, has expanded its normal cleaning and disinfecting protocols and heightened expectations surrounding hygienic practices within the testing centers. While there have been some PSI site closures, the majority of the more than 300 available test centers remain open. Site closures can be found here and are updated Monday - Friday. PSI is attempting to reach and reschedule all candidates who are scheduled at a site that must close. If a candidate arrives to find a test site closed, please email NCCCO at candidate@nccco.org so we can have the candidate contacted for rescheduling at a later date.

Please note that PSI is experiencing a much higher than normal call volume. Candidates that need to schedule or reschedule exams are being encouraged to do so online.

Also, be advised that any candidate arriving at a PSI testing center displaying flu-like symptoms will not be permitted to test.
Practical Exam Administrations
NCCCO has been and will continue to receive and score practical exam scoresheets. Any scheduling changes in practical exam administration would be done by the Test Site Coordinator and candidates with concerns should reach out to their contact at the test site.

Candidate Testing Deadlines
In light of the federal Declaration of a State of Emergency, NCCCO realizes that candidate and certificant ability to test in a timely fashion is restricted. As such, NCCCO is taking the following actions:

• **Candidates in the process of obtaining certification** – Typically, candidates have 12 months to complete certification after passing their first exam (Except Lift Director candidates, who have 24 months).

  Effective immediately, candidates will be granted an additional 60 days from the last day of the month in which the Declaration of Emergency was declared. This means that **candidates whose deadline to complete certification was in March 2020 or April 2020 will now be extended to May 31, 2020.**

• **Computer Based Testing Candidates** – Typically, those applying for CBT exams must take their exams within 12 months of the application being approved.

  Effective immediately, candidates will be granted additional time in which to take their exams, that is, an additional 60 days from the last day of the month in which the Declaration of Emergency was declared. This means that **CBT candidates whose applications were approved in March 2019 or April 2019 and have not tested will now have until May 31, 2020 in which to take their CBT exam.**

• **Recertification Candidates** – Typically, certificants must complete all recertification requirements in the 12-months prior to their expiration date.

  Effective immediately, certificants will be granted additional time in which to complete recertification requirements, that is, an additional 60 days from the last day of the month in which the Declaration of Emergency was declared to take recertification exams. This means that **certificants whose certification expires in March 2020 or April 2020 may now test for recertification no later than May 31, 2020 and thereby meet recertification requirements.**

  Please note **the original certification expiration date is not extended.** If successful, a certificant’s recertification will be deemed effective as of the original expiration date.

NCCCO will continue to monitor the situation and make any adjustments as needed.

Of course, NCCCO staff remains available to all stakeholders to answer any questions or address any concerns. Please feel free to **contact us** at any time.

Sincerely,

Thom Sicklesteel, CEO