



# **CCE Credential Eligibility Appeals Policy**

**May 5, 2023**



## INTRODUCTION

The Center for Credentialing & Education, Inc. (CCE) sponsors professional credentialing programs related to counseling, mental health, and professional disciplines promoting the development of human potential. A primary purpose of CCE is the development, maintenance, evaluation, promotion, and administration of appropriate professional and paraprofessional credentialing programs. CCE requirements and eligibility standards are to be applied fairly, impartially and in a manner consistent with applicable laws. CCE will not discriminate against any candidate for any unlawful reason, and will grant credentials without regard to a candidate's membership or nonmembership in any organization or group.

CCE credential candidates must satisfy all educational and experiential requirements established by the CCE Board of Directors, and must demonstrate a past and ongoing educational commitment to the professional field represented by the relevant credential. In addition, each CCE credential candidate must demonstrate minimum professional knowledge in areas identified by appropriate credential eligibility requirements.

### A. GENERAL POLICY TERMS

1. **Appeal Process.** This Credential Eligibility Appeals Policy (Appeals Policy) and its procedures are the only way to resolve challenges and appeals concerning CCE actions and decisions regarding applications and CCE credential maintenance, including matters related to CCE credential eligibility (credential appeals). However, all appeals related to CCE examinations, including appeals concerning test administrations, special examination accommodations, and examination content are governed by, and exclusively resolved pursuant to, the *NBCC and CCE Examination Appeal Policy*, which is published at: [www.nbcc.org/Assets/Policies/NBCC\\_CCE\\_Examination\\_Appeals\\_Policy.pdf](http://www.nbcc.org/Assets/Policies/NBCC_CCE_Examination_Appeals_Policy.pdf).

The appeal process and related procedures are not legal proceedings, and are designed to operate without the assistance of attorneys. A credential candidate may be represented by an attorney at that individual's sole expense. However, if an attorney has been retained by a candidate, that attorney may be directed to communicate with CCE only through CCE Legal Counsel. However, candidates are permitted to communicate directly with designated CCE representatives unless otherwise specified.

All credential appeals submitted pursuant to this Policy will be resolved by the designated CCE representative(s), including the Director of Credential and Credentialing Services, the Vice President of CCE Business Services and Partnerships, the President and Chief Executive Officer (CEO), or the Board of Directors, or their designees. Candidates involved in credential appeals are not permitted to communicate with such CCE representatives unless specifically authorized by this Policy.

2. **Appeal Time Requirements.** CCE will make reasonable efforts to follow the time schedules and requirements identified in this Policy. However, CCE's failure to meet a time requirement will not prohibit the handling or resolution of any credential appeal. Credential candidates are required to comply with all time requirements and deadlines specified in this Policy. CCE may grant a limited time extension to a candidate, who submits a timely, written request that provides a reasonable basis for the extension.



3. Related Legal and Organizational Matters. CCE may review and resolve any credential appeal regardless of whether any related issues are the subject of any legal or organizational matter, such as proceedings before a court, regulatory agency, or professional organization. CCE also may continue or delay the review and resolution of any such credential appeal.
4. Confidentiality Requirements. In order to protect the privacy interests of credential candidates and CCE related to credential appeals, all information and material prepared by or submitted to CCE (appeal information) will be confidential, except as otherwise explained in this Policy. The disclosure of appeal information is permitted only when specifically authorized by a CCE policy, and by the President and CEO or other authorized representative. In order to protect the confidentiality of candidate information, CCE will only communicate with the candidate or their attorney concerning credential appeals, and not with any other candidate representative.

Among other information, CCE will not consider the following materials and documents to be confidential:

- a) Published CCE policies, including credential and eligibility criteria;
- b) Information, records, and other materials that are disclosed as the result of a legal requirement;
- c) At the request of a candidate, credential information that the candidate would like made available to a government agency, another credentialing agency or a professional organization; and,
- d) Final CCE credential appeal decisions and orders.

## **B. CCE CREDENTIAL ELIGIBILITY ACTIONS/ELIGIBILITY DETERMINATIONS**

1. CCE Application Actions/ Eligibility Determinations. Following receipt of a candidate's credential application, the Director of Credential and Credentialing Services or designee (Director) will review the application pursuant to the terms of the applicable *CCE Credential Eligibility Policy*. Based on that review, the Director will take one or more of the following credential eligibility status actions:
  - a) Determine that the application is incomplete, and issue an initial eligibility determination rejecting the application, and identifying the information required to complete the application and related submission requirements.
  - b) Determine that the candidate has not satisfied the applicable credential eligibility requirements, and issue an eligibility determination explaining the reasons for rejection of the application.
  - c) Determine that the candidate has acted contrary to a CCE policy or rule, such as the *CCE Credential Eligibility Ethics Policy*, which is published at: [www.cce-global.org/Assets/Ethics/credentialEligibilityPolicy.pdf](http://www.cce-global.org/Assets/Ethics/credentialEligibilityPolicy.pdf), and issue an eligibility determination rejecting the application.

- d) Determine that the candidate should be granted conditional eligibility status, and issue a conditional eligibility determination specifying the terms and requirements of such status.
  - e) Determine that the candidate is eligible for credentialing, and issue an eligibility determination accepting the candidate's credential application pending successful completion of the credential examination.
2. Candidate Requests for Reconsideration. Within thirty (30) days of receipt of a credential eligibility rejection or conditional determination, the candidate may submit a written request to the Director for reconsideration of such determination. The eligibility reconsideration request must explain all reasons that the candidate believes that such determination is in error under the terms of the applicable *CCE Credential Eligibility Policy*. Following receipt of the reconsideration request, the Director will determine and advise the candidate: whether additional information is required; and/or, whether the request is granted or denied, including the basis of such reconsideration determination. Upon denial of a request for reconsideration or the issuance of a final adverse reconsideration determination, the candidate may choose to submit an appeal of the adverse credential eligibility determination within thirty (30) days of receipt of such reconsideration denial or adverse determination, pursuant to this Policy.

### **C. APPEAL OF ADVERSE CREDENTIAL ELIGIBILITY DETERMINATIONS**

A candidate may submit an appeal of an adverse credential eligibility determination, which found that the candidate failed to satisfy, or acted contrary to, a credential eligibility requirement, or imposed a condition on credential eligibility. All such appeals must conform to the terms of this Policy. CCE retains the sole authority to reject non-conforming appeals.

### **D. INITIAL APPEALS TO THE CCE VICE PRESIDENT OF CREDENTIALING AND QUALITY ASSURANCE**

A candidate may submit an initial, written appeal of an adverse eligibility determination to the Vice President of CCE Business Services and Partnerships, or designee (Vice President), within thirty (30) days of the date of the determination. Consistent with Policy Section E, such appeals must provide a detailed explanation of the basis of the reasons that the candidate believes the adverse eligibility determination is incorrect, including all policies and factual information that support the appeal, and all reasons why the decision should be changed or modified. The appeal also must identify, include, and reference all supporting documents. The Vice President retains the sole authority to reject an appeal that does not conform to these requirements, and any other terms of this Policy.

### **E. INITIAL APPEAL REQUIREMENTS**

In order for an initial appeal of an adverse eligibility decision to be considered by the Vice President or designee, the written appeal submission must include the following information:

1. The name, credential candidate identification number, and signature of the candidate.
2. Substantial information supporting the positions that: the candidate is eligible for credential under the applicable CCE policy(ies); and, the final ineligibility decision is incorrect and should be modified.



3. All factual information and supporting materials that the candidate believes to be relevant to the resolution of the appeal.
4. All specific objections and corrections concerning the final eligibility determination.
5. The identification of all persons and organizations with information relevant to the appeal, including contact information for those persons and organizations.

Incomplete appeals will not be considered and will be rejected by the Vice President.

## **F. INITIAL APPEAL DECISIONS AND ACTIONS**

Following the receipt of a complete initial appeal, the Vice President or designee will review the appeal and the related policy and record materials. Based on that review, the Vice President will take one or more of the following actions:

1. Determine that the appeal record does not present sufficient information to support further consideration, or does not include substantial information that would support modification of the adverse eligibility determination, and issue a decision denying and rejecting the appeal, including a summary of the findings and conclusions of the Vice President.
2. Determine that the appeal positions of the candidate are not supported by the record information and/or CCE policy, and issue a decision affirming and accepting the initial ineligibility determination, including a summary of the findings and conclusions of the Vice President.
3. Determine that the appeal record information supports modification of the adverse eligibility determination, and issue a decision reversing that determination, including a summary of the findings and conclusions of the Vice President. Such decision may declare the candidate eligible for credentialing and/or impose conditions on the candidate's credential eligibility.
4. Determine that resolution of the appeal requires the consideration of a significant, substantive CCE policy issue, and refer the appeal to the President and CEO for review and resolution as a final appeal pursuant to Sections G through I of this Policy.

## **G. LIMITED FINAL APPEALS TO THE BOARD APPEALS COMMITTEE**

In certain circumstances, and so long as the President and CEO has not issued a final appeal decision pursuant to Policy Section F, a candidate may submit a final appeal of an adverse, initial appeal decision to the Appeals Committee of the CCE Board of Directors (Board Appeals Committee) consistent with this Policy Section. Such final, limited appeals must be submitted to the Board Appeals Committee within thirty (30) days of the date of the initial appeal decision issued by the Vice President or designee. The Appeals Committee and the President and CEO retain the sole authority to accept a final appeal, and to reject a final appeal that does not conform to these requirements and any other terms of this Policy.

## H. FINAL BOARD COMMITTEE APPEAL REQUIREMENTS

In order for a final appeal to be considered by the Board Appeals Committee, the written appeal submission must include the following information:

1. The name, credential candidate identification number, signature, and contact information of the candidate.
2. Substantial information in the appeal record showing that the initial appeal decision of the Vice President or designee is: inconsistent with the relevant CCE credential policies; and/or, contrary to the relevant and primary information in the record related to the candidate's credential eligibility. The appeal may include new or previously undiscovered information only if: such information was not previously available to the candidate; and, the information could have significantly affected the initial appeal decision in the candidate's favor. Otherwise, the Appeals Committee will not consider information that was not previously provided to the Vice President with respect to the initial appeal.
3. A statement by the candidate providing a detailed explanation of the basis of the final appeal, including all policies and factual information that support the appeal, and the specific reasons that the initial appeal decision should be changed or modified.

## I. FINAL BOARD COMMITTEE APPEAL DECISIONS

Following the receipt of an authorized and complete final appeal, the Board Appeals Committee will review the appeal record materials, and issue a final appeal decision, including a summary of its findings and conclusions. Based on that review, the Appeals Committee may take any of the following actions:

1. Determine that the appeal does not support any modification of the initial appeal decision, or otherwise should be rejected, and issue a final appeal decision: affirming the initial decision; dismissing the appeal; and, declaring the candidate ineligible for credentialing.
2. Determine that the appeal record information supports modification of the initial appeal decision, and issue a final appeal decision revising the initial appeal decision, which may include conditions or requirements related to credential eligibility. Such final decision may declare the candidate eligible or conditionally eligible for credentialing.

## J. FINAL ELIGIBILITY APPEAL DECISIONS AND ACTIONS

A CCE credential eligibility appeal action and decision will be final, and a candidate is not permitted to further challenge and appeal that decision, when any of the following events occur:

1. The deadline for the submission of an initial or final appeal has passed, and the candidate has not submitted a complete appeal pursuant to this Policy.
2. The Board Appeals Committee or the President and CEO has issued a final decision declaring that the candidate is not eligible for credentialing.
3. The appeal has been withdrawn or otherwise terminated by the candidate.