APPLICATION AND CREDENTIALING APPEALS PROCEDURES

INTRODUCTION

The Center for Credentialing & Education (CCE), a corporate affiliate of the National Board for Certified Counselors, provides a variety of services ranging from comprehensive association and credential management to specialized aspects of credential review and psychometric functions. This document outlines the application and credentialing appeals procedures specific to CCE credentials. For the purposes of these procedures, the term credential will be used as a comprehensive term, and it includes any CCE certifications. Individuals who earn CCE credentials have demonstrated that they have met established standards in the specialized area in which they are credentialed. In order to receive a CCE credential, each applicant must satisfy all requirements established by the CCE Board of Directors. Additionally, applicants must demonstrate a past and ongoing commitment to the provision of high-quality services.

CCE’s credentialing programs are designed to objectively assess the knowledge and experience of applicants. Credentialing eligibility standards will be applied in an equitable manner consistent with applicable laws. CCE will not discriminate against any applicant for any reason.

SECTION A: GENERAL

1. **Nature of the Process:** All challenges regarding the actions of CCE are governed by procedures contained in this document. These appeal procedures are the only way to resolve all CCE application, eligibility, examination and other credentialing challenges, and complaints of irregularities.

   Because these informal procedures are not legal proceedings, they are designed to operate without the assistance of attorneys. Anyone may be represented by an attorney at that individual’s sole expense. However, if an attorney has been retained by an individual, that legal counsel may be directed to communicate with CCE only through CCE’s legal
counsel. Applicants are encouraged to communicate directly with CCE unless otherwise specified.

2. **Participants**: The CCE Board of Directors, CCE president and CEO, and any other designated or authorized representative of CCE may be involved in deciding matters to be resolved under these procedures.

3. **Time Requirements**: CCE will make every effort to follow the time requirements noted in this document. However, CCE’s failure to meet a time requirement will not prohibit the handling or final resolution of any matter arising under these procedures. CCE applicants and credential holders are required to comply with all time requirements specified in this document. Unless provided otherwise, time extensions may be granted by CCE if a timely written request explaining a reasonable cause is submitted.

4. **Litigation/Other Proceedings**: CCE may resolve a dispute arising under these procedures when civil or criminal litigation or other proceedings related to the dispute is also before a court, regulatory agency or professional organization. CCE may also continue or delay the resolution of matters and disputes in such cases.

5. **Confidentiality**: In order to protect the privacy of all individuals involved in a matter under these procedures, all material prepared by or submitted to CCE will be confidential. Disclosure of material prepared by or submitted to CCE is permitted only when specifically authorized by a CCE policy and by the CCE president and CEO or other authorized representative. As they are a part of the appeals process, credential holders and applicants are not authorized to informally communicate with the CCE president and CEO or members of the Board of Directors.

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

A. Published credentialing and eligibility criteria;
B. Records and materials that are disclosed as the result of a legal requirement;
C. At the request of an applicant or credential holder, any credentialing information that the applicant would like made available to other credentialing agencies or organizations; and
D. Final CCE credentialing appeal decisions and actions.

SECTION B: **CCE CREDENTIALING PROGRAM ACTIONS**

1. **CCE Actions With Regard to Examinations**: CCE shall, in accordance with established procedures, notify applicants of scores on credentialing examinations.

2. **CCE Actions With Regard To Credential Applications**: CCE shall make one of the following decisions with regard to an applicant’s credentialing application: (a) grant credential; (b) conditionally accept the application for credentialing, pending satisfactory completion of a CCE credential examination or satisfaction of all eligibility
requirements; (c) request additional information; or (d) reject the application on the ground(s) that the applicant does not meet the necessary criteria for credentialing, or the applicant has breached a CCE policy or rule. In cases where a determination of ineligibility is made, the applicant will be notified, and he or she will have 30 days to submit additional information he or she would like considered. Applicants may also request the opportunity to make an oral presentation to the credentialing services administrator or the director of ethics who will have full authority to convene and preside over the oral presentation.

SECTION C: CIRCUMSTANCES FOR APPEAL OF AN ADVERSE CCE CREDENTIALING PROGRAM DECISION

Appeal Limitations: An applicant may submit an appeal of an adverse CCE credentialing program decision under the following circumstances:

1. The applicant was found to be ineligible to take a required credentialing examination;
2. The applicant did not pass and successfully complete a required credentialing examination; or
3. The applicant failed to satisfy a CCE credential application requirement, including those related to education or experience or other directive by CCE.

SECTION D: TIME PERIOD FOR FILING AN APPEAL TO THE PRESIDENT AND CEO

An applicant may submit a written appeal and request for the CCE president and CEO to review an adverse action or decision within 30 days of the date of the action or decision. Such appeals must be submitted in writing and must detail the nature of the appeal and the specific facts supporting the appeal. This written request for an appeal must include all reasons why the decision should be changed or modified and all supporting documents.

Any appeal received beyond this date will not be reviewed or considered by CCE.

SECTION E: APPEAL TO THE PRESIDENT AND CEO

1. Required Information and Grounds for Appeal: In order for an appeal to be considered by the CCE president and CEO, the appeal is limited to the following grounds and must contain the following information:

A. The identity and signature of the individual submitting the appeal;
B. Substantial evidence of the one of the following grounds:
   1. The applicant’s eligibility to sit for the credential examination was incorrectly reviewed and denied;
   2. The credential examination was incorrectly scored, and as a direct result of the incorrect scoring the applicant received a failing examination; or
3. The applicant’s eligibility for credentialing was incorrectly or inaccurately evaluated under the qualification standards in use at the time credentialing was sought, and the applicant would have qualified for credentialing if the applicant had been evaluated properly and accurately.

C. All objections, corrections and facts the applicant believes to be relevant to the appeal, including all documents in support of the appeal.

D. The names, addresses and telephone numbers of people who can provide relevant information regarding the appeal.

2. **CCE President and CEO Actions:** The CCE president and CEO or his/her designee may take one of the following actions after reviewing the appeal information:

A. Refuse to further process the appeal because of inadequate cause, or deem the appeal to be insufficient;

B. Affirm or modify the adverse action or decision, or take other appropriate action; or

C. Refer the appeal to the Board of Directors for review and resolution.

**SECTION F: TIME PERIOD FOR APPEAL TO THE CCE BOARD OF DIRECTORS**

An applicant may file a written appeal to the Board of Directors within thirty (30) days of the date of the appeal decision of the CCE president and CEO. Such appeals must be submitted in writing and must detail the nature of the appeal and the specific facts supporting the appeal. This written request for an appeal must include all reasons why the decision should be changed including all supporting documents.

Any appeal received beyond this date will not be reviewed.

**SECTION G: APPEAL TO THE CCE BOARD OF DIRECTORS**

An applicant may file a written appeal to the Credentialing Appeals Committee within 30 days of the date of the final action of the CCE president and CEO or his/her designee, unless the time for filing the appeal has been extended by the Credentialing Appeals Committee upon written request of the applicant received at least 15 days prior to the appeal deadline.

**SECTION H: CONTENTS OF THE APPEAL TO THE CREDENTIALING APPEALS COMMITTEE**

1. **Required Information and Grounds for Appeal:** In order for an appeal to be considered by the CCE Board of Directors, the appeal is limited to the following grounds and must contain the following information:

   A. The identity and signature of the individual applicant submitting the appeal;
B. Substantial evidence of one of the following:
   1. Information indicating that a procedural rule was misapplied in the appeal decision by the CCE president and CEO;
   2. Evidence of new or previously undiscovered information that was not reasonably available to the applicant prior to the appeal to the CCE president and CEO that could have significantly influenced the outcome of the first appeal in the applicant’s favor; or
   3. Information demonstrating that the CCE president and CEO’s decision is contrary to the most substantial information presented.
C. With respect to the grounds listed in 1.2.1 and 1.2.3 above, the Board of Directors will only consider arguments that were previously presented to the CCE president and CEO.

2. **Board of Directors Actions:**
   A. The Board of Directors may refuse to further process the appeal because of inadequate cause, or may deem the appeal to be frivolous; or
   B. The Board of Directors may affirm or modify the decision, or take other appropriate action.

3. **Scheduling of Final Appeal:** Within 60 days of receipt of a proper written appeal, the Board of Directors will schedule a date, usually not later than the next regularly scheduled Board meeting, on which to consider the appeal and will notify the applicant of the date the appeal will be considered.

4. **Appeal Review:** The Board of Directors will conduct a meeting designed to review all of the available information, including the appeal to the CCE president and CEO and the materials submitted by the applicant. If needed, the Board may contact the applicant for additional information.

5. **Written Presentation to the Board:** The applicant may submit a written presentation to the Board of Directors that fully explains any claims, arguments and objections concerning the appeal and which addresses the grounds for appeal described in Section G (above).

**SECTION I: DECISION OF THE CCE BOARD OF DIRECTORS**

**Decisions of the CCE Board of Directors:** The Board will consider all relevant information and decide the appeal. A summary of its findings will be included in the Board’s final decision. The Board will issue its final decision within 30 days of the closing of the review of the appeal, or as soon thereafter as is practical.

**SECTION J: CLOSING OF AN APPLICATION ELIGIBILITY MATTER**

**Conditions for Closing an Application Eligibility Matter:** An application eligibility matter will be closed when any of the following occurs:

CCE Application and Credentialing Appeals Procedures: February 7, 2015
1. The allowable time period for the filing of an appeal pursuant to these procedures has lapsed;
2. The CCE Board of Directors issues a decision; or
3. The appeal has been withdrawn or terminated by the applicant.