Five of the Most Frequent Problem Areas with NCCA Applications

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Problem Area 1: Volunteers or staff of a certification program (or its related entity) are involved inappropriately with both certification and education functions. ................................................................. 4

Problem Area 2: Subject-matter expert (SME) panels for the certification program are not sufficiently representative of the certificant population. ....................................................................................... 5

Problem Area 3: The linkage between (1) the findings of the study undertaken to determine examination content (such as a job analysis) and (2) the examination blueprint and the content of the examination is either not clearly documented or nonexistent. ........................................................................................................ 7

Problem Area 4: Essential information about the program is difficult to find or not available. Two examples of information that must be readily available are a weighted content outline of the examination and the procedures for requesting accommodations under the Americans with Disabilities Act (ADA). ................................. 9

Problem Area 5: Programs are hard-pressed to present an evidence-based rationale for the length of the recertification period. ............................................................................................................................... 11

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