



NADCA Certification Council Policy Manual

LAST REVISED: 8/2026

Document Version Control

Version	Date	Author	Notes
1.0	03/01/2026	Caitlin McWilliams, Executive Director	Finalized and approved by Council
1.1	08/17/2026	Caitlin McWilliams, Executive Director	• Update to Recertification, page 25 • Update to Exam Admission, page 35 • Update to Errors, page 43

Table of Contents

Document Version Control.....	2
Table of Contents.....	3
Governing Authority	4
Stakeholders	5
Feedback	6
Training and Orientation.....	7
Confidentiality.....	8
Conflicts of Interest.....	10
Financial Management	12
Operational Management	13
Staff Orientation & Training.....	14
Outsourcing	15
Certification Scheme Changes.....	16
Eligibility Requirements	17
Code of Conduct	18
Awarding Certification to Initial Subject Matter Experts.....	19
Fairness and Discrimination	21
Accommodations for Candidates with Disabilities.....	22
Recertification Requirements.....	25
Disciplinary & Complaints Policy.....	26
Request for Reconsideration of Adverse Eligibility, Recertification and Exam Administration Decisions.....	30
Examination Development & Ongoing Maintenance	31
Use of Generative AI.....	33
Examination Administration.....	34
Security	36
Documentation Management.....	38
Quality Assurance	39
Appendix A: NADCA Certification Council Commitment to Serve Form	43
Appendix B: Subject Matter Expert Commitment to Serve Form	45

Governing Authority

Policy Number: POL-01

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference document: NADCA Certification Council Governance Charter

Authority

NADCA established the Certification Council in 2025 to oversee the Association's professional certification program(s) that are planning to seek or have achieved third-party accreditation. The authority of the Certification Council is outlined in the NADCA Certification Council Governance Charter.

Stakeholders

Policy Number: POL-02

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference Document: Certification Council Roster

Program Stakeholders

The stakeholders of the Certification Council include:

- HVAC system cleaning professionals and NADCA-certified professionals
- Certified air duct cleaning professionals
- NADCA member companies (employers)
- Air duct cleaning companies (employers)
- HVAC companies
- Consumers (commercial and residential)

Certificants are represented on the Council with voting positions as a means of soliciting ongoing feedback. Certificant stakeholders are represented throughout the exam development process by participating as subject-matter experts (SMEs) during job analysis studies, item development, forms review, and standard setting studies.

The organization accepts program feedback from all interested parties in writing (email or mail) or via phone.

Feedback

Policy Number: POL-03

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference Document: Program Feedback Log

Submission of Feedback

The Certification Council accepts general feedback regarding accredited programs. Disciplinary issues or complaints will be reviewed under the Disciplinary & Complaints policy. Individuals with program feedback may submit it to the NADCA Executive Director via email. Feedback submitted without adequate detail or information does not require further action. The certification staff will acknowledge the feedback within five business days, and the Executive Director will ensure appropriate follow-up is taken, as needed, within 30 days.

Tracking

The Executive Director will maintain a tracking log for program feedback.

Certification Council Training and Orientation

Policy Number: POL-04

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference Document: Training Log

Training and Orientation

All members of the Certification Council receive an appropriate orientation at the beginning of their initial term. The session will address an overview of the Council policies, certification programs, the exam development process, and accreditation standards.

Orientation Materials

Orientation materials include, but are not limited to:

- NADCA Bylaws
- Certification Council Policy and Procedure Manual
- NADCA Certification Council Governance Charter
- Candidate guide(s)
- Council meeting notes from previous year
- Financial reports
- Other materials as needed to provide adequate background information for the new member.

Confidentiality

Policy Number: POL-05

Approved by: Charlie Cochran, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference Document: Confidentiality Agreements

Confidential Information

The Certification Council is committed to protecting confidential and/or proprietary information related to applicants, candidates, or certificants (referred to as “individuals”) and the examination development, maintenance, and administration processes. The confidentiality policy applies to all certification personnel, including employees, Certification Council members, committee members, subject matter experts, consultants/contractors, and other individuals who are permitted access to confidential information. These individuals are required to sign confidentiality forms/attestations prior to being given access to confidential information.

Confidential materials include but are not limited to an individual’s application and status, personal information, exam development documentation (including job analysis study reports, technical reports, and cut score studies), exam items and answers, exam forms, item banks, and individual exam scores.

Release of Information

NADCA will not disclose confidential personal information unless authorized in writing by the individual or as required by law. If required by law to release confidential information, the Certification Council will notify the individual affected and inform them what confidential information will be released, unless the Association is prohibited by law to do so.

All initial and recertification application information is confidential and will not be shared with any party other than the examination development or administration vendors for certification processing purposes. Information about individuals and their examination results is considered confidential. Exam scores will be released only to the individual, unless the individual provides a signed release to NADCA.

Certification Council members will not disclose confidential information related to or discussed during Certification Council meetings. This includes any verbal or written information identified as a confidential matter.

Information related to the development, administration and maintenance of accredited examinations is considered confidential.

To ensure the security of examinations, all test materials are confidential and will not be released to any person or agency, except as required by these policies for the purpose of examination development and administration.

Database

NADCA maintains a confidential, secure database of certificants and candidates for certification. Personal information retained within the application database will be kept confidential.

Certification Verification

The names of certified individuals and their certification status are not considered confidential and are published by NADCA for verification purposes. Verification will be accessible via the organization’s website or by contacting the NADCA office. Verification of certification status will include only the name of the certificant, current certification status, credential held, and location.

Certificants may opt out of inclusion in the online verification system by contacting NADCA via email. In such cases, written verification of credentialed status may be obtained by providing the certificant name via email to the certification staff.

Aggregate Data

Aggregate examination statistics, studies and reports concerning individuals will contain no information identifiable with any individual, unless authorized in writing by the individual.

Confidentiality Agreements

Individuals involved in or given access to confidential certification program and/or personal information must sign agreements prior to gaining access to such information. The Executive Director is responsible for ensuring that individuals affected by the confidentiality policy sign the agreement and that the signed agreements are maintained in accordance with the record retention schedule.

Confidentiality agreements shall restrict individuals from participating in the development or delivery of any course or instructional process intended to prepare candidates for any certification exam during their service/employment and for two (2) years afterward. Volunteers and staff must also wait a minimum of two (2) years after their service/involvement/employment before being considered eligible to take an accredited certification exam.

Applicants

Applicants for certification will be required to attest to the confidentiality policy regarding exam content as part of the initial certification and recertification application process.

Certification Council Members

Before beginning their term of office, and each year thereafter, each Certification Council member will sign a confidentiality agreement stating that they will not disclose any confidential information, as defined in the confidentiality policy.

Volunteers

Individuals who participate in examination development activities (including, but not limited to, item writing, item review, exam form assembly, exam form review) will sign confidentiality forms prior to having access to any confidential examination materials. Confidentiality forms will be renewed prior to each examination development activity for individuals who continue to participate in the examination development activities.

Staff

Before beginning employment, certification staff members will sign a confidentiality agreement stating they will not disclose any confidential information.

Contractors/Consultants

Confidentiality Agreements with consultants, contractors, and vendors may be included in their contracts.

Proctors

The testing vendor will be responsible for ensuring all proctors have signed confidentiality agreements on file before proctoring any accredited examination.

Confidential Materials

All confidential materials will be retained in a secure manner as required by the security policy. Certification Council and committee or taskforce members will keep confidential and secure any confidential materials that are sent to them. These materials, whether printed or electronic, will be kept in a secure and private location at all times until they are returned to NADCA or are destroyed as directed.

Access to Confidential Information

Access to confidential information will be limited to those individuals who require access to perform necessary work related to the certification program during the time frame for which access is required. Access will be granted in compliance with the provisions of the security policy.

Conflicts of Interest

Policy Number: POL-06

Approved by: Charlie Cochran, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 03/01/2026

Reference Document: Confidentiality Agreements

The Certification Council approves the definition of “conflict of interest” as stated in the Policies & Procedures of the National Air Duct Cleaners Association.

Conflict of Interest Defined: The term “conflict of interest” includes, but is not limited to, circumstances in which an member of the Council or a member of his or her immediate family (spouse, ancestors, siblings and descendants, as well as any spouse of any ancestor, sibling, or descendant) has, directly or indirectly, through business, investment or family:

- a. Ownership of any financial or other proprietary interest in any entity supplying (or seeking to supply) goods or services to NADCA;
- b. Receipt of any substantial benefit from a third party on account of that party’s past, present, or future business relationship with NADCA;
- c. Receipt of any substantial financial benefit from a pending decision of NADCA; or
- d. Served as an officer, director or committee member of any competing organization, i.e., any nonprofit or business enterprise whose purposes, products, and/or services compete with those of NADCA, or whose interests may or do overlap with the interests of NADCA and thus create competing interests with respect to an issue(s).

The Certification Council supports operational, administrative, and examination related policies that are free from actual, potential, or perceived conflicts of interest by employees, subcontractors, and those in elected, appointed, or volunteer positions.

No Certification Council member shall derive any personal profit or gain from his or her participation on the Certification Council or in exam development or certification activities.

Duty to Disclose

Each Certification Council member will agree to fully and promptly to disclose to the Certification Council and the Chair any existing or potential conflict of interest of either a personal, professional, business, or financial nature and will refrain from participation in any decision on such matter. This includes avoiding potential and actual conflicts of interest, as well as perceptions of conflicts of interest, including but not limited to:

- a social, professional, or economic relationship with other parties that may affect their judgment and/or ability to act in the best interest of the Certification Council, its certification program;
- a material economic gain or loss from a decision made by the Certification Council;
- a position to experience material or economic gain by using confidential or proprietary information gained by their association with the Certification Council or the accredited certification program(s); and
- failure to properly disclose an actual, potential, or apparent conflict of interest.

Certification Council members will disclose all other boards that they are a member of and any changes of employment during their service on the Certification Council.

Conflict of Interest Agreements

All Certification Council members, staff, committee members, SMEs, and consultant/contractors are required to sign a conflict of interest agreement. Conflict of interest agreements with consultants, contractors, and vendors may be included in their contracts. The Executive Director is responsible for ensuring that individuals affected by the conflict of

interest policy sign the agreement and that the signed agreements are maintained in accordance with the record retention schedule.

Certification Council Members

Certification Council members must refrain from acting, debating, or voting on any action or other decision in which the personal or financial interests of the member conflict with the purpose of NADCA's accredited certification program(s). Before beginning his or her term of office, and each year thereafter, each Certification Council member will sign a conflict of interest agreement stating that they will not engage in actions that may constitute an actual, apparent, or potential conflict of interest with the mission and activities of the NADCA and instructing the Certification Council member how to declare any potential conflict of interest.

After disclosing a possible conflict of interest, and if conferred by the Certification Council, the individual should immediately recuse him/herself from participating in the transaction or matter and not be privy to any information relating to the transaction. The recusal of any Certification Council member should be documented in the respective minutes of the applicable meeting. If a question is raised as to a potential conflict of interest, conflicts will be determined by the Council. In the case of a potential conflict with the Certification Council Chair, the remaining Certification Council members will determine if a conflict exists.

Volunteers

All volunteers are required to annually acknowledge and agree to all terms and conditions of the conflict of interest policy. All volunteers must disclose any actual, potential, or apparent conflict of interest to the Certification Council.

Volunteers must refrain from acting, debating, or voting on any action or other decision in which the personal or financial interests of the member conflict with the purpose of NADCA's accredited certification program(s). Volunteers who disclose a real, potential, or perceived conflict of interest may also be relieved from their committee assignment or reassigned to another committee.

Staff

Before beginning his or her employment, certification staff members will sign a conflict of interest agreement stating they will not engage in actions that may constitute an actual, apparent, or potential conflict of interest with the mission and activities of the Certification Council.

Financial Management

Policy Number: POL-07

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 03/01/2026

Financial Resources

The Certification Council shall have sufficient and adequate resources to conduct effective and thorough certification and recertification program activities. Financial management of the Certification Council activities is conducted through NADCA using Generally Accepted Accounting Principles ("GAAP").

Expense Reimbursement

Certification Council Members may be reimbursed for reasonable expenses pursuant to NADCA's expense reimbursement policy.

Financial Reporting

Financial statements are provided by NADCA and show the certification program's income, expenses, and net assets. The Certification Council receives a statement of activities quarterly.

Budget

The Executive Director will prepare a draft budget for the certification program(s) that allocates adequate financial resources to conduct effective certification and recertification activities. Once reviewed by the Certification Council, the budget will be sent to NADCA for approval and incorporation into the organizational annual budget planning cycle. Establishment of appropriate fees for testing, retesting, and recertification will be proposed as part of the budget process. Any budget disagreements between the Certification Council and the NADCA Board will be resolved through discussion in a manner consistent with the Bylaws, these policies, and accreditation requirements. The Certification Council and the NADCA Executive Staff will ensure that the certification program operates within the approved budget.

Operational Management

Policy Number: POL-08

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference Document: Executive Director Job Description(s), NADCA Org Chart

NADCA will designate one staff person as the primary point of contact for the Certification Council. NADCA selects the Executive Director to oversee the certification programs. NADCA will maintain up-to-date job descriptions for the certification staff.

The Executive Director's responsibilities include:

- Providing routine updates to the Certification Council regarding certification activities including:
- Supervising and managing the daily operations of the certification programs
- Supporting the Council's responsibility to propose a budget for operation of the certification program to NADCA by:
 - Preparing a budget for the CEO and NADCA Board's review
 - Monitoring ongoing compliance with the approved budget
 - Providing regular budget updates to the Board and CEO
- Implementing all policies, strategic plans, and directives of the Certification Council
- Coordinating and monitoring any employees or consultants tasked to work on the certification program.
- Overseeing communication with candidates and certificants including maintaining a candidate handbook, application forms, and up-to-date web site content
- Overseeing certification and recertification application review and eligibility decisions.
- Maintaining a database of certificants including, but not limited to, application information, certification examination and recertification dates, exam scores, etc.
- Monitoring and ensuring compliance with certification program accreditation standards
- Ensuring maintenance of all certification files and records
- Developing and distributing meeting materials and other documentation to the Certification Council
- Completing training/professional development activities to remain informed regarding certification best practices and accreditation requirements
- Management and monitoring of certification vendors and contractors
- Performance Evaluation

The Executive Director will report to the Certification Council and the Chief Executive Officer. An annual performance review will be conducted by the Chief Executive Officer with input collected by the Chair of the Certification Council. Records of evaluations will be maintained in the individual's personnel file.

NADCA Support

Additional administrative services will be provided by NADCA staff, including the following:

- Office location
- Mailing address
- Email and web hosting
- Customer service and administrative support
- Financial accounting, including A/P and A/R, and financial reporting directly to the Certification Council and Executive Director
- Management of vendors and contractors
- Implementing a marketing, branding, and communication plan to promote certification and retention efforts

Staff Orientation & Training

Policy Number: POL-09

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference Document: Staff Training Log

The Certification Council expects the Executive Director, and other certification staff, to participate in professional development activities related to certification program administration at least annually. These activities may include, but are not limited to:

- attendance at certification industry conferences or seminars, such as those provided by the Institute of Credentialing Excellence, the Association of Test Publishers, and/or Certification Networking Group; and
- participation in seminars, workshops, and/or webinars; and
- review of published white papers, journal articles, and textbooks.

Staff members who spend at least a portion of their time providing support for the certification program will receive orientation regarding certification program and examination development best practices. This orientation may include participation in the Certification Council training / orientation sessions.

The Executive Director will maintain a staff training log.

Outsourcing

Policy Number: POL-10

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

The services of consultants, vendors, and other contractors (“subcontractors”) described in this Outsourcing Policy refer to work subcontracted by NADCA Certification Council to an external organization, company, or person under a written agreement. The term “subcontracting” in this policy describes situations in which substantive work is conducted by an individual, company, or organization other than NADCA or the Certification Council.

This Outsourcing Policy does not apply to employees of NADCA or to vendor relationships for the purchase of equipment, supplies, maintenance services, etc.

Contracts

The Certification Council on behalf of NADCA, may retain the services of subcontractors as needed to conduct the operations of the certification program in compliance with its policies and procedures and within the approved budget. These services may include psychometric consultation, examination delivery, examination security consultation, accreditation consultation and other similar services. The Certification Council takes full responsibility for all outsourced work.

Selection of subcontractors may be delegated to the Executive Director. The Executive Director will maintain a list of the bodies conducting outsourced work.

The NADCA Certification Council Governance Charter outlines the requirements for the execution of contracts with subcontractors or other vendors.

Monitoring

The Executive Director monitors subcontractors and conducts an annual review of subcontractors that provide services to the certification program against the agreed upon scope of work and that the work is competent and complies with the applicable provisions of the contract and accreditation requirements. The annual review of subcontractors is required to be documented.

Any significant issues are reported to the subcontractor(s) and the Certification Council. The Executive Director follows up on reported issues, as needed, to ensure they are adequately addressed.

Exam Delivery

Examination administration will be monitored on an ongoing basis. This includes review of all post-exam candidate survey responses, review of any candidate feedback, and any irregularities reported by the testing vendor and/or candidates. Irregularities may include, but are not limited to, security concerns, power outages, technical issues, candidate illness, and distracting testing conditions such as abnormal temperatures or noise levels.

The Certification Council reserves the right to visit or monitor examination sites at any time to monitor compliance with security policies and procedures. The Certification Council may delegate this activity to the Executive Director.

Certification Scheme Changes

Policy Number: POL-11

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Each certification scheme includes the following elements:

- Scope of certification
- Eligibility requirements
- Recertification requirements
- Code of Conduct
- Requirements for changing the level of certification
- Required knowledge, skills and abilities as defined by the job analysis study and exam content outline
- Examination
- Disciplinary processes for suspending and revoking certification

Changes to a certification scheme require Certification Council approval. In determining changes, the Certification Council considers the purpose and rationale for the recommended change(s); the impact of the change on applicants, candidates, and certificants; and available data/evidence to support the change. Evidence includes, but is not limited to, job analysis studies, demographic surveys, public comment periods, benchmarking, and other research.

When a change to the certification scheme is made, the Certification Council will develop, document, and implement a transition plan to bring current certificants into compliance with the new scheme requirements within a reasonable period of time. The amount of time permitted to bring certificants into compliance will be relative to the scope of the change.

Changes to a certification scheme will be publicly announced. Notification of significant changes will be published with adequate advance notice to allow applicants, candidates, and/or certificants to reasonably prepare for the change (if applicable).

Eligibility Requirements

Policy Number: POL-12

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 03/01/2026

Purpose

The Certification Council has developed eligibility requirements to ensure the certification application process is fair and impartial. Membership in NADCA is not a prerequisite for accredited certification programs offered through NADCA.

Requirements

The Air Systems Cleaning Specialist (ASCS) certification is designed as a knowledge-based, entry-to-mid-level professional credential that validates an individual's understanding of air systems cleaning principles, standards, and safety practices at the time of examination. The Certification Council has intentionally established no formal eligibility prerequisites to ensure broad, equitable access to the credential while maintaining rigor through the examination itself.

While NADCA recommends two to four years of field experience prior to attempting the ASCS examination, the Council has determined that competency is most effectively and objectively assessed through standardized examination performance rather than pre-exam experience verification. The ASCS exam is constructed to evaluate applied knowledge, judgment, and comprehension that would reasonably be expected of an individual with practical exposure to air systems cleaning work.

Verification

Only complete certification applications will be accepted. Incomplete applications will be returned to the applicant who may address the deficiencies and resubmit the application for review, adhering to established application deadlines. The Certification Council requires that staff verify the eligibility of all applicants for accredited certification programs to ensure the applicant meets the established eligibility requirements.

The Certification Council reserves the right to verify any information provided on the application and/or as part of the application process.

Code of Ethics

Policy Number: POL-13

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Purpose

For certification programs, a Code of Ethics sets the high-level values and principles (the "why" – integrity, fairness, objectivity), guiding judgment, while a Code of Conduct provides specific rules and behaviors (the "what" – confidentiality, punctuality, avoiding conflicts) for actions, creating a comprehensive framework for professional practice and demonstrating commitment to quality and ethical standards

The Certification Council has adopted a Code of Ethics establishing the basic ethical standards for the professional behavior of NADCA certificants and candidates. The Code is designed to provide both appropriate ethical practice guidelines and enforceable standards of conduct for all certificants and candidates. The NADCA Codes of Ethics establish ethical practice guidelines and enforceable standards of conduct for companies employing certified individuals.

Certification Code of Ethics

NADCA certificants and candidates for certification provide services in a manner that promotes integrity and reflects positively on the profession, consistent with accepted moral, ethical, and legal standards. Certificants and candidates have the obligation to practice in a manner consistent with the certification policies and procedures.

Certificants and candidates agree to the following:

- Adhere to all laws, regulations, policies, and ethical standards applicable to the certification the individual holds.
- Refrain from public behavior that is clearly in violation of professional, ethical, and/or legal standards applicable to the certification the individual holds.
- Refrain from unlawful discrimination in professional activities, including relationships with employees, employers, patients, customers and their families, and other professionals.
- Follow all policies, procedures, requirements and rules established by the NADCA Certification Council. This includes the obligation to be aware of and understand these policies and requirements.
- Provide accurate and complete information to the NADCA Certification Council concerning certification and recertification.
- Keep confidential all examination information; including preventing unauthorized disclosures of exam information. No part of the examination may be copied, recorded, reproduced, shared, removed from the examination site or otherwise compromised in any manner.
- Cooperate with NADCA regarding matters related to the Code of Ethics including complaint and/or disciplinary investigations.
- Adhere to policies regarding the use and display of credentials awarded by the NADCA.

Awarding Certification to Initial Subject Matter Experts

Policy Number: POL-14

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Initial Subject Matter Expert Procedure

The Certification Council does not consider the practice of awarding the credential to individuals who have not passed the examination to be desirable. A one-time limited exception can be made for subject matter experts (“SMEs”) who participate in the development of the initial certification examination form. Qualified SMEs were awarded the credential on a limited basis without having to pass the examination in cases where their knowledge of the examination content prohibited them from taking the exam.

Criteria

The Certification Council will develop appropriate criteria for the SMEs who participate significantly in the development of the initial examination form to protect the confidentiality of the exam form and integrity of the certification process. The Certification Council will communicate the criteria to SMEs who agree to take and pass the examination after an established waiting period but prior to their recertification deadline to continue using the certification.

The Certification Council does not offer reciprocal certification for individuals certified by another organization.

Summary of Certification Data

Policy Number: POL-15

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

The Executive Director will prepare a summary of certification data at least annually. The certification data will:

- include activities for all programs;
- include the number of individuals who took the exam, the pass rate, the number currently certified, and other aggregate certification/recertification data as appropriate; and
- be available to the public on the NADCA website.

Fairness and Discrimination

Policy Number: POL-16

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

The Certification Council adheres to principles of fairness and due process and endorses the principles of equal opportunity. In administering the certification program, the NADCA Certification Council does not discriminate or deny opportunity to anyone on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law.

All candidates for certification will be judged solely on the published eligibility and recertification criteria determined by the NADCA Certification Council.

Accommodation for Candidates with Disabilities

Policy Number: POL-17

Approved by: Charlie Cochran, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 03/01/2026

Reference Document: Accommodations Request Form

NADCA and its testing vendor will provide reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act of 1990, as amended, for individuals with documented disabilities who request and demonstrate the need for accommodation as required by law. ADA regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities. The Council requires documentation to validate the type and severity of a disability to enable accommodations to be specifically matched with the identified functional limitation, to provide equal access to exam functions for all examinees.

The information provided by candidates and any documentation regarding such disability and special accommodation will be treated with strict confidentiality and will not be shared with any source, except for NADCA and the testing vendor and its proctors, without the candidate's express written permission.

Reasonable accommodation is decided based upon:

- the individual's specific request,
- the individual's specific disability,
- documentation submitted,
- the appropriateness of the request.

Reasonable accommodation does not include steps that fundamentally alter the purpose or nature of the examination. Reasonable accommodation generally are provided for candidates who:

- have a physical or learning impairment that substantially limits that person in one or more major life activities (e.g. walking, talking, hearing, performing manual tasks)
- have a record of such physical or learning impairment
- have been documented as having a physical or learning impairment

Requests for accommodation are reviewed by the Executive Director who works in partnership with the testing vendor to ensure appropriate arrangements for all approved requests and to ensure the request can be processed without jeopardizing the integrity or security of the examination. Special accommodations must be requested in advance by submitting the Request for Accommodations Form.

Approved accommodation decisions will be sent to the testing vendor who will communicate with the candidate to schedule a testing appointment to accommodate their needs accordingly. The testing vendor will communicate with the candidate whether an approved accommodation may be supported across all testing modalities (or if the candidate must select a testing center option in order to utilize the approved accommodation request).

Score reports will not reveal whether any accommodation was provided.

Designation & Certificate

Policy Number: POL-18

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference Document: Certification Mark Monitoring Log

Use of the Certification Mark

After receiving official notification of certification, the credential may be used only as long as certification remains valid and in good standing. Individuals may not use any credential awarded by the Certification Council until they have received specific written notification that they have successfully completed all requirements, including passing the examination.

Certificants must comply with all recertification requirements and Certification Council policies to maintain use of the credential.

Certification is a revocable, limited, non-exclusive license to use the certification designation subject to compliance with the policies and procedures, as may be revised from time to time. Certification may not be transferred to another individual.

Except as permitted by this policy, any use or display of any Certification Council or NADCA certification-related certification marks and/or logos without the prior written permission of the Certification Council is prohibited. Any candidate or certificant who manufacturers, modifies, reproduces, distributes, or uses a fraudulent or otherwise unauthorized certificate, designation or other credential may be subject to disciplinary action, including denial or revocation of eligibility or certification. Any individual who engages in such behavior also may be subject to legal action.

Education and training providers may not use the NADCA name, logos, or certification marks to state or imply any approval or endorsement by NADCA or Certification Council or any affiliation with the Certification Council or NADCA.

Proper Use of the Credential

After meeting all eligibility requirements and passing the examination, individuals may use the credential in all correspondence and professional relations and on promotional materials, such as stationery, websites, business cards, etc. The mark or logo may be used only on business cards, stationery, letterhead, and similar documents on which the name of the certified individual is prominently displayed.

Individuals who have met the certification standards established by the Certification Council are authorized to use the certification mark in communications and marketing materials, as instructed by the Certification Council.

The certification mark(s) may be used only as long as certification is valid. Should the certification be suspended or withdrawn for any reason, the individual must immediately cease the use of the certification designation and acronym on stationery, websites, business cards, and all promotional materials.

Ownership of the Mark and Logo

The ASCS and CVI certification marks and logo are the property of the NADCA. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the NADCA Certification Council, for permissible uses only. Certified individuals who are not NADCA members may not use the NADCA logo.

The accredited marks and logo may not be revised or altered in any way. They must be displayed in the same form as produced by NADCA and cannot be reproduced unless such reproduction is identical to the mark provided by NADCA.

The mark or logo may not be used in any manner which could bring NADCA or the Certification Council into disrepute or in any way is considered misleading or unauthorized. This includes any use of the mark or logo that the public might construe as an endorsement, approval, or sponsorship by NADCA or the Certification Council of a certificant's business or any product thereof.

Monitoring for Misuse of the Mark

NADCA staff will periodically audit lapsed or expired candidates to ensure they are no longer using the certification mark, such as on an employer website or social media. If misuse is found, written notice will be sent to the individual requiring removal of the credential in all instances. If misuse continues, NADCA may seek assistance from legal counsel. A log of identified misuse will be maintained. Should NADCA successfully pursue legal proceedings to enforce its rights hereunder, the person or entity misusing the NADCA mark shall be required to reimburse NADCA for its reasonable legal fees and costs of suit, as noted in the Candidate Attestation Agreement.

Certificates/Digital Badges

Those who earn an accredited certification from the Certification Council will receive a non-transferable certificate/digital badge specifying that the designation has been awarded and which includes their name, credential awarded, and expiration date. The certificate may only be displayed during the period for which the credential is valid. Certificates remain the property of the NADCA Certification Council and must be returned to NADCA upon request. Digital badges will automatically expire if the credential expires and is not renewed. When disciplinary actions result in the revocation of an individual's certification, the Certification Council will require the return of any certificates issued/invalidate the digital badge.

Renewal Requirements

Policy Number: POL-19

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 08/04/2026

Revisions approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rich MacDonald, John Line, April Yungen

Purpose

The NADCA Certification Council supports the ongoing professional development of its certificants. The mandatory renewal of a certification provides certificants with the opportunity to demonstrate the reinforcement and expansion of their knowledge and skills and retain their knowledge of current practice.

Timeline

ASCS certification is renewable each year by June 30. The CVI certification is renewable every 3 years by June 30.

Requirements

NADCA requires certified individuals to have 6 (six) Continuing Education Credits (CECs) each year in order to be eligible for ASCS renewal. NADCA maintains a list of approved CE credits. In order to renew the CVI certification, certificants must take and pass a renewal quiz.

Requirements Rationale

In determining the rationale for the recertification requirements, the NADCA Certification Council reviewed a number of considerations including regulatory requirements, changes to standards of practice, the frequency of changes to the scheme requirements, the pace of change and maturity of the field, risks related to the certification of a non-qualified individual, changes in technology or equipment, and the requirements of interested parties and stakeholders. The Council also made considerations related to the certificant's ability to display their continued knowledge and competency. The Council considered on-site assessments, structured individual interviews, physical capability in relation to the job, evidence of professional development and jobsite experience with satisfactory services and verification of an individual's knowledge of standards and safety practices.

Due to the technical nature of the Air Systems Cleaning Specialist ("ASCS") job, and the importance of staying abreast of proper cleaning and restoration procedures, the NADCA Certification Council requires an ASCS to renew their certification annually by participating in educational or training programs valid for continuing education credits. The Council requires that a Certified Ventilation Inspector's ("CVI") certification needs to be renewed every three years.

Application Verification Process

Renewal applications are due by June 30th each year for the ASCS and every three years on June 30th for the CVI. Only complete recertification applications will be accepted. Incomplete applications will be returned to the certificant who may address the deficiencies and resubmit the application for review, adhering to established application deadlines.

NADCA's Executive Director will oversee the review all recertification applications and supporting documentation for adherence to the recertification requirements. Verification of each recertification requirement will be conducted by certification staff as follows:

- Certificants must submit at least 6 hours of CECs from approved sources. Credits earned from NADCA are automatically verified. Certificants who earn credits from sources outside of NADCA require evidence of completion of the activity.
- The certification year runs from July 1 to June 30, and credits for renewal must have been earned during that timeframe.
- The certificant must have signed the Code of Ethics with the recertification application submission.

Recertification Acceptance

The Certification Council will issue a renewal notice to the certificant once all recertification requirements have been met. New certificates will be mailed to certificants one month after the certification expiration date.

Recertification applications will not be accepted from individuals whose certification is in a state of suspension or has been revoked.

Failure to Recertify

Recertification is mandatory for all certificants. If certification is not renewed by the expiration date, the certificant will no longer hold an active certification status. Individuals who do not accrue sufficient continuing education credits prior to their renewal date are required to re-take the examination at the regular fees once their certification is terminated.

Certificants who fail to recertify in accordance with the policy will receive an official notification.

Certificants who fail to recertify by the June 30th application deadline may renew by October 30th without penalty by completing the recertification application and paying the fee. Certificants are informed of the reinstatement policy by NADCA after they fail to renew.

Disciplinary & Complaints Policy

Policy Number: POL-20

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 03/01/2026

Reference Document: Discipline and Appeals Log

To maintain and enhance the credibility of NADCA's accredited certification programs, the Certification Council has adopted procedures to allow any individual to bring complaints concerning the conduct of certificants or candidates. In the event a candidate or certificant is found to have violated the Certification Code of Ethics, certification rules, or Council policies, the NADCA Certification Council may reprimand or suspend the individual or may revoke certification.

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

- Violation of the NADCA Code of Ethics.
- Violation of established NADCA Certification Council policies, rules, and requirements.
- Conviction of a felony or other crime of moral turpitude under federal or state/provincial law in a matter related to the field in which they are certified.
- Gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has achieved certification from NADCA.
- Fraud or misrepresentation in an initial application or renewal application for certification.

Information regarding the complaint process will be available to the public via the NADCA web site or other published documents. A complete copy of this policy will be publicly available.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state/provincial, or local government agencies may be made about the conduct of the candidate or certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

Complaints

Complaints may be submitted by any individual against another individual who holds an accredited certification offered by the NADCA Certification Council. Complaints shall be reported to the NADCA Certification Council in writing and shall include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with the Certification Council's Confidentiality Policy. Inquiries or submissions other than complaints may be reviewed and handled by the NADCA Certification Council or its staff members at its discretion.

Upon receipt and preliminary review of a complaint involving the certification program the Executive Director in consultation with the Chair of the Certification Council may conclude, in their sole discretion, that the submission:

- contains unreliable or insufficient information, or
- is patently frivolous or inconsequential.

In such cases, the Executive Director and Certification Council Chair may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the NADCA Certification Council for investigation and a determination of whether there has been a violation of substantive requirements of the certification process. If so, the submission is disposed of by notice from the Executive Director and Chair to its submitter. Such preliminary dispositions by the Chair are reported to the Certification Council at its next meeting. Preliminary review will be conducted within 30 calendar days of receipt of the complaint.

If a submission is deemed by the Chair to be a potentially valid and actionable complaint, the Chair shall see that written notice, including the complaint and all supporting materials, is provided to the individual whose conduct has been called

into question. The individual whose conduct is at issue shall also be given the opportunity to respond in writing to the complaint. The Chair also shall ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by the Certification Council.

Complaint Review

For each complaint that the Chair concludes is a potentially valid and actionable complaint, the Council authorizes an investigation into its specific facts or circumstances to whatever extent is necessary to clarify, expand, or corroborate the information provided by the submitter.

The Chair appoints a Review Committee of three or more individuals, who may or may not be members of the Certification Council, to investigate and make an appropriate determination with respect to each such valid and actionable complaint; the Review Committee may review one or more such complaints as determined by the Chair. The Review Committee initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another entity engaged in the administration of law. The timeline for responses and for providing any additional information shall be established by the Review Committee. The review and investigation will be completed in an appropriate amount of time, not to exceed 6 months, unless there are extenuating circumstances that require an extended period. The Review Committee may be assisted in the conduct of its investigation by other members of the staff or legal counsel.

Both the individual submitting the complaint and the individual who is the subject of the investigation (or his or her employer) may be contacted for additional information with respect to the complaint.

All investigations and deliberations of the Review Committee are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held, and the parties are not expected to be represented by counsel, although the Review Committee and the Certification Council may consult their own counsel.

Members of the Review Committee shall be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

Determination of Violation

Upon completion of an investigation, the Review Committee recommends whether the Certification Council should make a determination that there has been a violation of Certification Council policies and rules. The Review Committee also recommends imposition of an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction is prepared under the supervision of the Chair and is presented by a representative of the Review Committee to the Certification Council along with the record of the Review Committee's investigation.

If the Review Committee recommends against a determination that a violation has occurred, the complaint is dismissed with notice to the candidate/certificant, the candidate/certificant's employer, and the individual or entity who submitted the complaint; a summary report is also made to the Certification Council.

The Certification Council reviews the recommendation of the Review Committee based upon the record of the investigation. The Certification Council may accept, reject, or modify the Review Committee's recommendation, either with respect to the determination of a violation or the recommended sanction to be imposed. If the Certification Council determines a violation has occurred, this determination and the imposition of a sanction are promulgated by written notice to the candidate/certificant, and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the Certification Council.

Sanctions

Any of the following sanctions may be imposed by the Certification Council upon an individual whom they have determined to have violated the policies and rules of its certification program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

- written reprimand to the candidate/certificant;
- suspension of the certificant's certified status for a designated period; or
- suspension of the candidate's application eligibility for a designated period; or
- termination of the certificant's certification from NADCA; or
- termination of the candidate's application eligibility for a designated period.

Reprimand in the form of a written notice from the Chair normally is sent to an individual who has received his or her first substantiated complaint. Suspension normally is imposed on an individual who has received two substantiated complaints. Termination normally is imposed on an individual who has received two substantiated complaints within a two-year period, or three or more substantiated complaints. The Certification Council may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Certificants who have been terminated shall have their certification revoked and may not be considered for NADCA certification in the future. If certification is revoked, all certificates or other materials requested by the Certification Council must be returned promptly to the Certification Council.

Appeal

Within 30 days from receipt of notice of a determination by the Certification Council that an individual violated the certification program policies and/or rules, the affected individual may submit to the Council in writing a request for an appeal.

Upon receipt of a request for appeal, the Certification Council Chair establishes an appellate body consisting of at least three, but not more than five, individuals. This Appeal Committee may review one or more appeals, upon request of the Chair. No current members of the Review Committee or the Certification Council may serve on the Appeal Committee; further, no one with any personal involvement or conflict of interest may serve on the Appeal Committee. Members of the Appeal Committee may be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

The Appeal Committee may only review whether the determination by the Certification Council of a violation of the certification program policies and/or rules was inappropriate because of:

- material errors of fact, or
- failure of the Review Committee or the Certification Council to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the Certification Council's determination as represented by facts known to the Certification Council are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. The appellant's legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the Certification Council in its discretion. The Certification Council and Appeal Committee may consult legal counsel.

The Appeal Committee conducts and completes the appeal within ninety days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the appellant and of the Certification Council. Submissions are made according to whatever schedule is reasonably established by the Appeal Committee. The decision of the Appeal Committee either affirms or overrules the determination of the Certification Council but does not address a sanction imposed by the Certification Council.

The Appeal Committee decision is binding upon the Certification Council, the candidate/certificant who is subject to the termination, and all other persons.

Resignation

If a certificant who is the subject of a complaint voluntarily surrenders their certification at any time during the pendency of a complaint under these Procedures, the complaint is dismissed without any further action by the Review Committee, the Certification Council, or an Appeal Committee established after an appeal. The entire record is sealed, and the individual may not reapply for certification by the Certification Council. However, the Certification Council may authorize the Chair to communicate the fact and date of resignation, and the fact and general nature of the complaint, which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. In the event of such resignation, the certificant's employer and the person or entity who submitted the complaint are notified of the fact and date of resignation and that the Certification Council has dismissed the complaint as a result.

Request for Reconsideration of Adverse Eligibility, Recertification and Exam Administration Decisions

Policy Number: POL-21

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Reference Document: Reconsideration Request Log

Reconsideration of Initial and Recertification Eligibility Decisions

Applicants who are notified they do not meet the eligibility or recertification requirements may request reconsideration of this decision by sending a written notice of the appeal to the Executive Director within 30 days of communication of the adverse decision. The Executive Director will forward the notice to the Certification Council for review.

The Certification Council will review the applicant's information and make a final decision regarding initial or recertification eligibility. No new or additional information may be submitted with the request. The request will be reviewed within 45 days of receipt. Written notice of the final decision will be sent to the applicant within 30 days of the review.

The Certification Council may appoint a sub-committee or Review Committee for the purpose of reviewing reconsideration requests and making final determinations regarding disposition of the requests.

Exam Administration

Candidates who fail the exam and believe irregular testing conditions were a contributing factor may file a request for reconsideration to the Certification Council. Examples of irregular testing conditions include a medical or personal emergency during the testing session, testing vendor technical issues such as computer malfunctions or power outages, and other significant test site disruptions. All requests must be made in writing and emailed to the Executive Director no later than 7 days after the receipt of the exam score report. All requests must describe the suspected error or problem and the requested remedy. The Certification Council will review the information, consult with the testing vendor when necessary, and make a final decision within 30 days of receipt. The decision of the Certification Council shall be final.

Examination Development & Ongoing Maintenance

Policy Number: POL-22

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

The Certification Council may participate in and provide oversight for the development and ongoing maintenance of the certification examination(s). The Certification Council and Executive Director work in partnership with psychometricians to ensure the examination is developed and maintained in a manner consistent with generally accepted psychometric principles, education testing practices, and accreditation standards for certification programs.

Subject Matter Experts

The Certification Council will determine the qualifications for subject matter experts (“SMEs”) based on the activities. SMEs should be certified and in good standing for the exam on which they are working. All SMEs will submit an application and sign confidentiality and conflict of interest agreements prior to participating in any activity. The Certification Council selects SMEs based on their demonstrated qualifications. To the extent reasonably possible, all SME panels will represent the demographic characteristics of the certificant population with diversity in years of experience in the profession, employer, geographic location, gender, and other demographic characteristics. SMEs will be required to receive training for their assigned activities.

Job Analysis Studies

Job Analysis Studies will be conducted to identify and validate the knowledge and skills which will be measured by the examination. The results of the Job Analysis will serve as the basis for the examination.

The Certification Council has determined that a Job Analysis will be conducted every 5 years. This determination is based on the frequency of substantive changes in the field and compliance with standards for professional certification programs.

Examination Specifications

The content for the examination will be determined based on the recommended content outline and content area weights developed following each job analysis. The final content outline and corresponding content weights will be approved by the Certification Council. Examination time limits will be developed by the Certification Council in consultation with its psychometric consultants. Time limits will allow sufficient time for completing the examination without providing unnecessary additional time that could enable security breaches by test takers.

Item Writing and Review

Item writing and review activities are typically conducted every two years. Item writers and reviewers are required to complete item development training prior to writing and/or reviewing exam items. Following the training session, item developers will be granted access to the online item development portal. All item development activities will be facilitated and monitored by the psychometric vendor.

The development of all items for the exam will be directly linked to the approved content outline.

Once items have been written by trained SMEs, they will be reviewed by an SME panel and the psychometric testing consultant. Once an item has satisfactorily completed this initial review it will be added to the item bank. Items are reviewed again when they are included on a test form (see Examination Assembly below). Newly written items will be pretested as unscored items before being included as scored (operational) items on a test form.

Item Bank

An item bank will be maintained which includes all items developed for the examination(s). The Certification Council’s testing agency will oversee the maintenance and security of the examination item bank.

Data for each item stored in the item bank includes: current status (e.g. draft, active, retired), correct answer key, content outline linkage, references, and performance statistics.

Examination Assembly & Approval

New test forms are typically launched on an annual basis. Decisions regarding the number of test forms and the frequency for replacing the exam forms will be made each year by the Certification Council in consultation with the psychometric consultant.

Draft examination forms will be assembled by the psychometric consultant to meet the exam specifications and will be reviewed and approved by an SME committee. The draft form(s) will meet the requirements of the test specifications with respect to content and weighting.

Test forms will be translated to Spanish, Italian, French, and other languages deemed necessary by the Certification Council. A professional translation firm will be utilized and will be given limited access to the test form content via a secure share.

Establishing a Passing Point

The passing point for the exam will be established using a criterion-reference technique. Qualified and trained SMEs will participate in determining the passing point working with the psychometric consultant. The process used to determine the passing point will be documented as part of a cut score study report. A standard setting study will be conducted following completion of each job analysis study.

The final SME-recommended passing point resulting from this process will be approved by the Certification Council. Any modifications to the recommended passing point will be documented in the final passing point study report along with the rationale for those changes.

Specific methodologies for establishing the passing score for exams and ensuring test forms are equivalent will be selected and documented by the psychometric consultant based on compliance with national accreditation standards.

Equating

Each assembled form must meet the requirements of the exam specifications and exhibit form-level statistical characteristics within range of the tolerance threshold. In addition to conformance to the form-level statistical characteristics for the base form, each assembled form must exhibit a cut score equivalent to the base form.

Test Analysis Reports

Performance statistics will be calculated and retained for each exam item and each exam form. Test analysis will be conducted annually by the Certification Council's selected psychometrician. At a minimum the test analysis reports will include a summary of the exam administration, the number of exam takers, the passing point and number of exam items, measures of average performance, measures of performance variability, reliability indices, pass-fail percentages, item analysis, and recommendations from the psychometric consultant.

If statistical or other technical analysis reveals testing irregularities, the Certification Council may cancel or invalidate exam scores and offer a retest attempt to affected candidates. If further investigation of results reveals that disciplinary action may be warranted, the Certification Council will complete the investigation and review following the process outlined in the Disciplinary Policy.

Documentation

All examination development activities (including job analysis, item development, test form assembly, cut score studies, equating, and test/item analysis) will be documented in formal exam development reports by the contracted testing agency.

Use of Generative AI

Policy Number: POL-23

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Use of generative AI

The Certification Council has determined that the use of generative AI tools is beneficial for the work of its certification staff. Generative AI tools may be used by staff for data analytics or content creation, adhering to the following:

1. Confidentiality. Any personal information regarding candidates, applicants, or certificants may not be entered into generative AI tools.
2. Security. Generative AI tools must be pre-approved for use by the Certification Council. Staff may not use generative AI tools to generate certification materials using personal accounts or on personal devices.
3. Content. Anything generated by AI will be checked for factual content and confirmed before use or release.

Use of generative AI by Subject Matter Experts (SMEs)

Subject matter experts may use generative AI tools to generate initial items for the exam. A list of approved generative AI tools will be provided to all SMEs. SMEs must use a tool on this list. If the test development vendor has their own generative AI tool, SMEs may use this to generate items securely in the item writing system.

Subject matter experts must disclose any items that have been created using generative AI tools. Items generated by AI must be edited and reviewed by other Subject Matter Experts, without the assistance of any AI tools before approval for use in pretesting. Subject Matter Experts should refer to the item writing guidelines to ensure that all items meet the established criteria.

Items initially generated by AI will be monitored for performance.

SMEs will sign an agreement agreeing to the terms of use for generative AI tools before participating in exam development activities.

Examination Administration

Policy Number: POL-24

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 08/04/2026

Revisions approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rich MacDonald, John Line, April Yungen

The exams for accredited certification programs are required to be standardized and secure.

Proctors

The exams for accredited programs are monitored by qualified, trained proctors at authorized test sites via computer-based testing or in-person at events. NADCA will contract with a reputable testing company for test administration. NADCA will also contract with a reputable company to provide qualified, objective, and trained proctors. Proctors manage candidate admission and verify identity, provide approved accommodations as directed by the staff, address issues on site, and report any irregularities or security concerns to the Executive Director. Proctors are required to sign confidentiality and conflict of interest agreements.

Examination Sites

The Certification Council contracts with a test administration vendor to administer the certification exam at computer-based testing sites. The exam may also be administered at live NADCA events. All examination sites meet the following criteria:

- Test Center must conform with local building, sanitation & health codes.
- Test Center must be ADA compliant.
- Building and grounds must be clean and in good condition.
- Exits must be clearly marked and unobstructed.
- Fire extinguishers are required and must be in working order, location well marked and easily accessible.
- Emergency exits must be clearly identified and clear of obstructions.
- First-Aid kits must be stocked and easily accessible.
- Restrooms must be located in the same building as the testing center.
- Restrooms must be clean, supplied with necessary items, and in working order.
- Adequate parking must be available near the testing center location.
- All testing rooms meet the following criteria:
 - Temperature must be consistent and comfortable.
 - Test room must be well-ventilated, with continuous air circulation.
 - Test room must be lit so that each candidate can read all diagrams, charts, etc., and read the computer screen with no glare.

Examination Admission

Candidates are required to present a valid, government issued, photo identification to gain admission to the examination site. For exams administered at computer-based testing sites, candidates are required to adhere to the designated start time of their event. For exams administered at NADCA conferences, candidates are required to adhere to the listed exam start time in the event program. Candidates will not be permitted to leave the testing room once the exam begins. Late entrance will not be permitted.

Re-Examination

Candidates who fail the examination may re-test at any testing site during the next testing window. A re-test application and re-test fee must be submitted for each examination attempt.

Candidates are required to wait 30 days to re-take the exam. New forms are published every two years. The rationale for the waiting period includes:

- Ensuring candidates have adequate time to prepare for the examination;

- Increasing the security of the exam administration process by limiting candidate exposure to items and examination forms.

Verification of Examination Results

Because of the sophistication of computerized online scoring and the extensive quality-control procedures involved, errors in scoring are virtually nonexistent. Due to the secure nature of the examination, the Certification Council will not disclose examination questions or a candidate's response to individual questions.

Examinees who question or dispute their test score can request to have their score verified, in writing, to the Certification Council no later than 7 days after receipt of the exam score report. The testing vendor will verify scoring by calculating the number of questions the examinee answered correctly at the test site and confirming that the number matches what was reported on the score report.

Score Reporting

Score reports will be presented to candidates at the testing site immediately following the exam administration. Passing score reports include a decision outcome ("pass"), information about official notification of certification (e.g., certificate) and recertification requirements.

Failing score reports include a decision outcome ("fail"), the candidate total score, the passing score, performance in each content domain (e.g., number correct), the type of score reported (e.g., raw), appropriate uses and potential misuses of reported score information and reexamination information.

Security

Policy Number: POL-25

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

The Certification Council is responsible for monitoring compliance with the Security policy and for reviewing and updating the Security policy periodically.

Confidential Documents

Confidential information is defined in the confidentiality policy. All confidential information will be retained in a secure manner as required by this policy. Certification exams, job analysis studies, cut score reports, item banks, answer keys, and all other exam development documents are confidential and the sole property of NADCA and the Certification Council.

Database

NADCA maintains a database with candidate and certificant confidential information. NADCA utilizes an online management platform which requires a username and password for access. NADCA retains information including, but not limited to, initial certification applications, recertification applications, supporting documentation, and examination results.

Access

Access to confidential/secure materials (both printed and electronic) will be limited to only those staff, Certification Council members, and subject matter experts (“SMEs”) who need to view the information. These individuals will sign a confidentiality agreement before being granted access to any confidential information.

Any outside companies, vendors, consultants, or contractors given access to confidential information will be required to maintain strict security of all confidential materials.

NADCA’s testing agency maintains all confidential examination content including exam forms, items, and item banks.

Trained item writers/item reviewers have unique passwords and secure access to item development materials.

Physical Security

When shipping is required, confidential materials are shipped using a traceable shipping method and delivery is confirmed. Tamper evident packaging will be used.

Confidential materials will be stored in locked file cabinets at all times. Office areas containing confidential files will be secured when not occupied by authorized personnel.

Confidential materials include but are not limited to an individual’s application status, personal information, exam development documentation (including job analysis study reports, technical reports, and cut score studies), exam items and answers, exam forms, item banks, and individual exam scores.

Electronic Security

Routine backups will be performed at least weekly for all electronic data and backup data will be stored in an off-site location.

If confidential documents are transmitted via electronic means, the electronic files will be secured with a password before being sent. Confidential materials stored on electronic media will be password protected. Confidential materials, stored on NADCA servers and hard drives will have limited, password protected access for authorized certification program personnel only. Personal computers/laptops will be password protected.

Confidential examination content is not stored on NADCA's systems.

Exam Administration

The Certification Council will ensure that the examination is administered at secure and standardized test sites to ensure a fair and consistent testing experience for all candidates.

Security Violations

The continued security of the certification exam is an essential component of all phases of the exam development, maintenance, and administration process. Any possible/suspected security violations will be reported promptly to the Executive Director for investigation and/or correction as needed.

Irregularities observed during the testing period, including but not limited to creating a disturbance, giving or receiving unauthorized information or aid, or attempting to remove test materials or notes from the testing room, may be sufficient cause to terminate candidate participation in the examination administration or to invalidate scores.

Irregularities may also be evidenced by subsequent statistical analysis of testing materials.

The Executive Director will document the proposed corrective actions for any security violations.

Documentation Management

Policy Number: POL-26

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 02/04/2026

Scope & Purpose

The Certification Council will maintain a system to control the creation, approval, and revision of materials and ensure that current versions are available to staff, Certification Council members, applicants and certificants.

Controlled Documents

The Executive Director will maintain a master list of controlled documents in NADCA's shared network drive. The list shall include who has the authority for changes and updates to the controlled documents and the required approval. All outdated versions of controlled documents will be saved in an "archive" folder. Changes to controlled documents shall only be made and approved by the individuals designated on the master list of controlled documents. The most recently approved versions of controlled documents shall be maintained along with the proof of appropriate approval.

All controlled documents shall have the following information on file: Document title and version number, page number, approval, approval date, effective date of revisions, and document the revised version supersedes.

Records Retention

A records control system shall be maintained to ensure that certification records are identified, managed, and disposed of in a manner designed to ensure integrity of the credential and confidentiality of the information. The NADCA Certification Council adopts the NADCA Document Retention Policy.

Document Retention Guideline

Item	Retention Period (Years) or Permanent (P)
Applicant Records	5
Certificant Records	P
Exam Development Reports	P
Exam Results	P
Exam Forms	P
Item Bank	P
Communication with Candidates/Certificants	5
Disciplinary Actions/Investigations	5
Certification Council Meetings	P

Quality Assurance

Policy Number: POL-27

Approved by: Charlie Cochrane, Paul Keller, Jr., Ian Cull, Rick MacDonald, John Line

Date Approved: 02/04/2026

Date Revised: 08/13/2026

Approved by: Caitlin McWilliams

Reference Document: Internal Audit Report, Management Review Report, Corrective Actions for Nonconformities, Corrective Action Log

Purpose

NADCA is responsible for providing a fair and standardized certification program for HVAC inspection, cleaning and restoration professionals. To support these objectives, NADCA routinely evaluates its certification program(s) through a quality assurance plan to ensure the consistent application of policies and procedures, to detect needed corrective measures, and identify opportunities for improvement.

Policy Development, Implementation, and Maintenance

The Certification Council will regularly develop, evaluate, and update certification program policies to ensure relevance, accuracy, and ongoing conformity with accreditation requirements. Staff members, Certification Council members, Committee members or other individuals may recommend policy changes as appropriate. Policies are reviewed annually.

The Certification Council is responsible for approving policies and for the overall maintenance and updating of this Policy Manual. The Executive Director is responsible for ensuring that all policies approved by the Certification Council are fully and consistently implemented.

Quality Management System Implementation

The Executive Director is responsible for ensuring that the Certification Council develops, reviews, and updates policies and that all policies approved by the Certification Council are fully and consistently implemented. The Executive Director is responsible for the implementation of the quality management system, as outlined in this Policy.

Scheme Review

As defined by the ISO 17024 Standard, a certification scheme includes the “competence and other requirements related to specific occupational or skilled categories of persons.” Each certification scheme includes the following elements:

- Scope of certification
- Eligibility requirements
- Recertification requirements
- Requirements for changing the level of certification
- Job analysis study
- Examination(s) and the related exam content outline
- Disciplinary processes for suspending and revoking certification

Each certification scheme includes the following certification process requirements:

- Criteria for initial certification and recertification
- Assessment methods for initial certification and recertification
- Criteria for suspending and withdrawing certification
- Criteria for changing the scope or level of the certification

The Certification Council is responsible for periodically reviewing the certification schemes. Elements of scheme review will be conducted annually. The Executive Director will establish a schedule of scheme review activities for the certification programs.

Threat Analysis

The Certification Council will conduct an annual threat analysis. The purpose of the threat analysis is to identify potential threats to the impartiality related to the certification programs. The threat analysis addresses both actual and perceived threats resulting from certification program activities, related bodies, organizational relationships, or relationships of certification program personnel.

The threat analysis will include the following elements: (1) list of related bodies or organizations; (2) description of the relationship of each body or organization to the certification programs; (3) summary of potential conflicts of interest and threats to impartiality; (4) identification of any additional risk; and (5) summary of steps to mitigate or remove the identified threats or risks.

The Executive Director will summarize the findings of the annual threat analysis in a report.

Internal Audit

Frequency

The Certification Council will conduct an annual internal audit to review the areas identified in the policy below and any other program areas as directed by the Certification Council. The purpose of the audit is to identify opportunities for improvement, policy updates, or resolution of program issues. NADCA may trigger an audit outside of the prescribed frequency, as needed.

Auditor Selection

The internal audit may be conducted by NADCA staff or contracted to a consultant, at the discretion of the Certification Council. The Internal Audit is conducted by an individual familiar with, but not directly involved in, the administration of the certification program and the functions being reviewed. The auditor should be familiar with the requirements of the ISO 17024 Standard.

Internal Audit Areas of Focus

The annual audit will focus on the following areas.

Certification Program Area	Goal of Internal Audit
Policy Review	Verify consistent implementation of all certification program policies and/or identify necessary updates for the Certification Council's consideration.
Application Processing	Ensure applications for both certification and recertification are reviewed in a fair and timely manner consistent with the application review policy to verify that candidates meet established requirements.
Published Information	Verify that all certification program published documents (Candidate Handbook, Recertification Handbook, web site, certification activities summary, etc.) are accurate and current.
Examination Development	Verify consistent implementation of all exam development policies and procedures, including those associated with the job analysis, item writing and review, form assembly and review, standard setting, and technical review. Confirm that examination development activities are conducted under the oversight of a qualified psychometrician and are adequately documented.

Examination Administration	Evaluate all exam administration policies and procedures, including, but not limited to, ensuring proctor and test center quality, reviewing candidate feedback, monitoring the accuracy of the scoring process, score reporting.
Security	Ensure NADCA and its testing vendor consistently implement required security practices. Confirm that ongoing monitoring of the contracted testing company has occurred as required by the Exam Administration policy.
Record Retention	Ensure records are developed, kept, and disposed of in keeping with the Record Retention Policy.
Confidentiality	Verify confidential information is handled appropriately and that current, signed agreements are on file for individuals with access to confidential information.
Conflict of Interest	Verify that those who are subject to the Conflict of Interest policy have current, signed agreements on file.
Complaints, Disciplinary Actions, and Appeals	Ensure that complaints and appeals are reviewed and processed in accordance with the Council's policy and that disciplinary actions are carried out fairly and consistently and in accordance with policy.
Training	Confirm that Council members received training/orientation and that SMEs have participated in training for exam development activities.
Customer Service Standards	Customer service aspects listed below will be reviewed to identify recommendations for improvement.
Management Report Tracking	Confirm that action items identified in previous management reports have been completed, are in progress, have been modified, or are planned for implementation. For items that have been implemented, determine effectiveness (if applicable).

Reporting

At the completion of the audit, the auditor will submit a written summary of the audit findings to the Executive Director and the Council.

Management Review

Following the completion of the internal audit, the Management Review Committee will conduct and document a management review. The Committee will review the required data inputs, determine necessary corrective and preventative actions, develop a timeline for each action item, and assign responsibilities as needed. These decisions will be documented in a management review report or meeting minutes.

The Management Review will include review of the following data inputs:

- Internal Audit report, previous Management Review report, and tracking related to the implementation/outcome of actions approved during previous Management Review
- Reports on the number of test takers and pass/fail rates
- Reports on the number of individuals eligible for recertification and retention rates
- Customer comments and feedback (feedback tracking log) were received regarding certification activities, including customer service, applications for certification and recertification, exam administration and sites, etc.

- Technical/test analysis reports
- Reports related to any accreditation non-compliance issues or other feedback resulting from the accreditation process
- Reports related to complaints and disciplinary actions
- Reports from vendors related to security or examination administration incidents
- Annual Threat Analysis report

The certification program staff, committees, or stakeholders may recommend other input/recommendations.

The Management Review Committee is responsible for preparing a written Management Review report that includes:

- Root cause analysis of identified nonconformities
- Planned corrective and preventative actions to address nonconformities
- Assignment of responsibility for implementation of corrective and preventative actions
- Recommendations for improvement of the efficiency and effectiveness of the Management System
- Resources required to implement the actions identified
- The status and effectiveness of actions implemented are based on previous management reviews

Definitions

Corrective actions result from the identification of a policy or procedure that is not being properly or fully implemented, identification of required exam procedures that are not being properly implemented, or identification of other errors or serious incidents. When corrective actions are identified, action will be taken as quickly as possible to ensure ongoing compliance with NADCA's policies and procedures.

Preventative actions result from the identification of areas for improvement or increased efficiency and actions that will prevent the need for additional future corrective actions. Preventative actions will be implemented over a reasonable period. When applicable, candidates/certificants will receive reasonable advance notice of changes to the certification program.

Errors & Nonconformities Found during Normal Program Operations

Errors or nonconformities discovered during normal program operations will trigger a required review to quickly address correction of the error. NADCA will work with all involved parties (vendors, consultants, etc.) to gather information, determine a plan of action, and allocate resources for the resolution of the issue. An action plan, based on the specific error and any associated risk to the integrity of the certification program, will be developed and documented.

The Executive Director will maintain records of identified nonconformities, necessary corrections, accompanying corrective action plans, and preventative measures to avoid a reoccurrence of the nonconformity. The process for documenting nonconformities and determining the corrective action plan is outlined in the SOP, Corrective Actions for Nonconformities.

Appendix A: NADCA Certification Council Commitment to Serve Form

I recognize the important responsibility I am undertaking in serving as a member of the NADCA Certification Council, hereby personally pledge to carry out in a trustworthy and diligent manner all the duties and obligations inherent in my role as a Certification Council Member.

I understand that NADCA has the authority to develop, oversee, and administer the certification program for professionals in the HVAC industry. NADCA Certification Council members, as individuals, have no authority over the certification program or other organizational matters, except as authorized by action of the full Certification Council.

I understand that I am accepting a 2-year commitment to serve on the NADCA Certification Council which involves at a minimum, my active participation in Certification Council meetings, examination development activities, and Certification Council communications. I understand that I may be eligible to seek one additional two-year terms.

My Role

I acknowledge that I will (1) contribute to the Certification Council's role in establishing and implementing policies and procedures for the certification program and to oversee the development of the certification examination(s); (2) carry out the functions assigned to me; and (3) contribute to the development and oversight of the certification program within the NADCA Certification Council policies and procedures.

Qualifications

I acknowledge that as a member of the Certification Council I must continue to meet qualifications as defined in the NADCA Certification Council Governance charter and the Certification Council's Policies and Procedures including, but not limited to:

- Meeting the qualifications for the Council member position to which I have been selected as stated in the NADCA Certification Council Charter.
- Commitment that I am not and will not be, during my term of service and for two years following the end of my service, directly involved in the development or delivery of any educational program designed or intended to prepare individuals to take NADCA's certification examination(s).
- Not taking a NADCA accredited certification examination during, or for two years following my term of service on the Certification Council.

My Pledge

I pledge to:

- exercise the duties and responsibilities of this appointment with integrity, collegiality, and due care.
- establish as a high priority my attendance at all meetings of the NADCA Certification Council and any committees or work groups on which I serve.
- come prepared to contribute to the discussions of issues and business to be addressed at scheduled meetings, having read the agenda and all background support materials relevant to the meeting.
- complete all assignments within established time frames.
- notify the Certification Council Chair promptly of any circumstance that would cause me to be ineligible to continue as a Certification Council member.
- always act for the good of the certification program.
- always represent NADCA in a positive and supportive manner.
- abide by the NADCA Bylaws, Certification Council Charter, and policies, and procedures of the Certification Council.
- support the operational, administrative, and examination related policies that are free from actual, potential, or perceived conflicts of interest.
- avoid conflicts of interest between my position as a Certification Council member and my personal and professional life in compliance with the Conflicts of Interest policy. This includes using my position for the advantage of myself, my friends, family and/or business associates. If such a conflict does arise, I will declare that conflict before the NADCA Council and refrain from voting on matters in which I have a conflict.
- disclose any other Boards I am a member of and any changes of employment during my service on the

Certification Council.

- keep all confidential information confidential in compliance with the Confidentiality policy including my pledge to:
 - Not disclose confidential information related to or verbally discussed during Certification Council meetings, examination development meetings, or other verbal or written information identified as confidential.
 - Not disclose any written or oral information that has been identified as confidential.
 - Not disclose any examination content, including but not limited to examination items.

Acknowledgement

I understand and agree that:

- the names of Certification Council members and their company/organization will be published by NADCA.
- my signature constitutes binding acceptance of these pledges and conditions.
- all Certification Council members are required to sign the commitment to serve form annually.
- exceptions to this agreement can only be granted upon prior approval by the Certification Council.
- if for any reason I find myself unable to meet these commitments and agreements, carry out the above duties or become ineligible to continue to serve, I agree to promptly resign.
- review within NADCA will be the final determination of any matter arising between me and NADCA. I agree that any disagreements will be settled by arbitration.

Name: _____

Date: _____

Signature: _____

Appendix B: Subject Matter Expert Commitment to Serve Form

I recognize the important responsibility I am undertaking in serving as an examination development participant for the NADCA hereby personally pledge to carry out in a trustworthy and diligent manner all the duties and obligations inherent in my role as a subject matter expert for the [insert certification name] examination.

I understand that I am accepting a commitment to serve on a NADCA Committee/Working Group which involves at a minimum, my active participation in committee meetings, examination development activities and related communications.

My Role

I acknowledge that I will (1) contribute to the committee's role; (2) carry out the functions assigned to me; and (3) contribute to the development of the certification program as defined within the NADCA Certification Council policies and procedures.

Qualifications

I attest that as a Subject Matter Expert, I shall continue to meet the following qualifications:

- am not and will not be, during my term of service and for two years following the end of my service, directly involved in the creation, accreditation, approval, endorsement or delivery of examination review courses, preparatory materials, educational programs, or training programs/products that prepare candidates for any accredited certification examination and/or that would give any students an unfair advantage in preparing for the examination.
- am not and will not be during my term of service and for two years following my service, directly involved in the development or delivery of any competing certification program.
- will not take the [insert certification name] examination during, or for two years following my term of service as a subject matter expert.

My Commitment

In exercising the duties and responsibilities of this appointment with integrity, collegiality, and due care, I pledge to:

- establish as a high priority my attendance at all committee meetings.
- come prepared to contribute to the discussions of issues and business to be addressed at scheduled meetings, having read the agenda and all background support materials relevant to the meeting.
- complete all assignments within established time frames.
- notify the NADCA Certification Council promptly of any circumstance that would cause me to be ineligible to continue as a committee member.
- always act for the good of the certification program and to represent NADCA in a positive and supportive manner.
- abide by the NADCA Bylaws, NADCA Certification Council Charter and the NADCA Certification Council Policy Manual.
- support examination related policies that are free from actual, potential, or perceived conflicts of interest.
- avoid conflicts of interest between my position as a committee member and my personal and professional life in compliance with the Conflicts of Interest policy. This includes using my position for the advantage of myself, my friends, family and/or business associates. If such a conflict does arise, I will declare that conflict before the committee chair and refrain from voting on matters in which I have a conflict.
- keep all confidential information confidential in compliance with the Confidentiality policy. This agreement of confidentiality shall include my pledge to:
 - not disclose confidential information related to or verbally discussed during Committee meetings, examination development meetings, or other verbal or written information identified as confidential.
 - not disclose any written or oral information that has been identified as confidential.
 - not disclose any examination content, including but not limited to examination items.
 - keep all draft and working materials secure while in my possession and return any confidential materials following my assignment(s). I will not retain or copy any materials.

Acknowledgement

I acknowledge that:

- all examination items that I submit are original and, to the best of my knowledge, have not been used or displayed previously for any purpose.
- I have read and understand the Use of Generative AI policy, I agree to follow the policy, and I agree to clearly and promptly disclose any items that have been created using generative AI tools
- all examination items that I submit will become the sole property of NADCA.
- the names of committee members and their company/organization may be published by NADCA.
- my signature constitutes binding acceptance of these pledges and conditions.
- if for any reason I find myself unable to meet these commitments and agreements, carry out the above duties or become ineligible to continue to serve, I agree to promptly resign.
- review within NADCA will be the final determination of any matter arising between me and NADCA. I agree that any disagreements will be settled by arbitration.

Name: _____

Date: _____

Signature: _____