



Nursing Professional Development Advanced - Board Certified

Certification & Recertification Candidate Handbook

Presented by:



Candidate Handbook

All information is subject to change without notice, including test content, exam fees and policies. Version 2021-1.



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Purpose of the Candidate Handbook

How Do I Use This Handbook?

The NDPA-BC Candidate Handbook provides essential information on policies and procedures pertaining to certification and recertification of the Advanced Nursing Professional Development Certification (NDPA-BC) credential. It is your responsibility to familiarize yourself with the contents of this handbook.

If you have questions about this handbook, please feel free to contact CCI at info@cc-institute.org, 303-369-9566, or 888-257-2667. The CCI Credentialing team typically responds Monday-Friday between 8 AM and 4 PM Mountain Time.

Introduction to Certification

What Is Certification?

Certification, as defined by the American Board of Specialty Nursing Certification (ABSNC), is the formal recognition of the specialized knowledge, skills, and experience demonstrated by the achievement of standards identified by a nursing specialty to promote optimal health outcomes.

The NPDA-BC certification documents the professional achievement of a nursing professional development (NPD) specialist who fulfills all NPD roles and responsibilities while demonstrating adherence to standards of professional practice and performance for the NPD specialist as delineated in the current edition of Nursing Professional Development: Scope and Standards of Practice.

NPDA-BC is the official designation of the NPD specialist who has successfully completed the certification process for professional achievement in nursing professional development practice in any setting.

What Are the Purposes of Certification?

- Demonstrates commitment to accountability to the healthcare consumer/partner through the promotion of learning, change and professional role competence and growth of healthcare personnel
 - Enhances optimal care for the healthcare consumer/partner.
 - Identifies the NPD specialist who has demonstrated professional achievement in nursing professional development.
 - Provides employing agencies a means of identifying professional achievement of an individual NPD practitioner.
 - Provides personal and professional achievement for NPD practitioners.

What Are the Objectives of Certification?

- Recognize the individual professional nurse who is proficient in practice.
- Enhance professional growth through continued learning that results in greater depth of knowledge and expanded skills.

What Is the Rationale for Certification?

NPDA-BC certification validates the professional achievement of NPD specialist standards of practice and performance by an NPD practitioner serving in any interprofessional practice or learning environment. This voluntary recognition program acknowledges performance that exceeds the fundamental competencies required for all NPD practitioners and requires demonstrated application of competencies for the NPD

specialist as delineated in the current edition of *Nursing Professional Development: Scope and Standards of Practice*.

About the Professional Portfolio

The NPDA-BC certification is a portfolio-based method of certification. The NPDA-BC professional portfolio demonstrates fulfilment of each NPD role and responsibility, and application of NPD specialist competencies as defined in the current edition of *Nursing Professional Development: Scope and Standards of Practice*.

Exemplars and activities in the portfolio exceed routine, entry-level practice and challenge candidates to contribute to the art and science of NPD practice at an advanced level. This certification method provides a unique opportunity for the candidate to reflect on professional interests and contributions to the nursing profession and the NPD specialty through advanced NPD practice.

How Is the Professional Portfolio Developed?

A Job Analysis was conducted by the Association for Nursing Professional Development ([ANPD](#)) and a collection of subject matter experts working under the expert guidance of a psychometrician. The Job Analysis describes the overall functions and responsibilities, as well as the underlying knowledge and skills, that are essential to proficiency as a NPDA-BC. Working from the Job Analysis findings committee members designed the individual components of the NPDA-BC Professional Portfolio. It is recognized that the Job Analysis may not reflect all the specific tasks performed by an individual functioning in this role.

What is required for my Portfolio to Pass?

Understanding of the portfolio design process and being able to document your achievements are key components of the portfolio method of certification.

The NPDA-BC Professional Portfolio method for certification has been designed to capture the essence of the practicing Nursing Professional development specialist through its integration of Job Analysis findings and core competencies as delineated in the NPDA-BC job analysis findings. The NPDA-BC Professional Portfolio is a peer-reviewed mechanism for demonstrating fulfilment of each NPD role and responsibility, and application of NPD specialist competencies. Activities in the portfolio go beyond routine, entry-level practice and challenge applicants to contribute to the art and science of nursing at an advanced level. This certification method provides a unique opportunity for the applicant to reflect on personal interests and contributions to advanced practice as a CNS in the perioperative setting while meeting standards for competent practice.

Having a thorough and sound foundation of knowledge and skills required for competent practice (see NPDA-BC Portfolio Content Outline below) is required. Knowledge can be obtained through work experiences, independent learning, and formal educational programs. The portfolio assesses a combination of experiential and cognitive knowledge, as together these form the foundation of competent practice.

Certification: Earning Your Credential

To earn the NDPA-BC credential, candidates must meet eligibility requirements at the time of application and meet the standards for a successful professional portfolio.

Who Is Eligible to Apply for the Credential?

Licensure

The candidate must hold a current, active RN license in a state or territory of the United States or hold the professional, legally recognized equivalent in another country.

Education

The candidate must hold a master's or higher degree in nursing or related field or the demonstrated equivalent from another country. If the graduate degree is in a related field, the baccalaureate degree must be in nursing.

Certification

The candidate must hold an accredited certification in Nursing Professional Development (NPD) demonstrating entry level NPD knowledge and skills.

Experience

The candidate must have a minimum of 4,000 hours of active practice at the nursing professional development specialist level in the last 5 years. NPD practice settings include any practice or learning environment.

Demonstrated Leadership

The candidate must demonstrate advanced NPD practice, defined as leadership in:

- Facilitating professional role development, including practice transitions
- Managing change
- Championing scientific inquiry
- Forming and maintaining collaborative partnerships
- Advocating for the specialty as leader and mentor
- Analyzing issues, trends, and supporting data to determine the needs of individuals, organizations, and communities
- Synthesizing data to validate an identified gap in professional practice with the goal of closing the practice gap for an individual or team
- Facilitating professional role competence and growth resulting in organizational impact

What are the Roles and Responsibilities Covered in the Professional Portfolio?

The NPDA-BC Professional Portfolio is comprised of the following subjects (see below). For a complete list of task and knowledge statements for the NPDA-BC Professional Portfolio, see Appendix A.

| Nursing Professional Development Roles |
|--|
| Learning Facilitator |
| Leader |
| Mentor |
| Partner for Practice Transitions |
| Change Agent |
| Champion for Scientific Inquiry |
| Advocate for the NPD Specialty |

Table 1: *NPD Roles Delineated in Nursing Professional Development: Scope and Standards of Practice* (Harper & Maloney, 2016)

Note: Roles identified (Warren & Harper, 2017) and confirmed by research (Harper & Maloney, in press; Maloney & Harper, 2021)

| Nursing Professional Development Responsibilities |
|--|
| Orientation/Onboarding |
| Competency Management |
| Education |
| Role Development |
| Collaborative Partnerships |
| Inquiry (Research/Evidence-Based Practice/Quality Improvement) |

Table 2: *NPD Roles Delineated in Nursing Professional Development: Scope and Standards of Practice* (Harper & Maloney, 2016)

Note: Responsibilities identified (Warren & Harper, 2017) and confirmed by research (Harper & Maloney, in press; Maloney & Harper, 2021)

| Standards of Practice: Use of critical thinking application of the nursing process to the NPD specialty | |
|--|--|
| <i>Standard 1</i> | Assessment of Practice Gaps |
| <i>Standard 2</i> | Identification of Learning Needs |
| <i>Standard 3</i> | Outcomes Identification |
| <i>Standard 4</i> | Planning |
| <i>Standard 5</i> | Implementation |
| | 5-A. Coordination |
| | 5-B. Facilitation of Positive Interprofessional Practice and Learning Environments |
| | 5-C. Consultation |
| <i>Standard 6</i> | Evaluation |
| Standards of Professional Performance: Competent Level of Behavior | |
| <i>Standard 7</i> | Ethics |
| <i>Standard 8</i> | Education |
| <i>Standard 9</i> | Evidence-Based Practice and Research |
| <i>Standard 10</i> | Quality of NPD Practice |
| <i>Standard 11</i> | Change Management |
| <i>Standard 12</i> | Leadership |
| <i>Standard 13</i> | Collaboration |
| <i>Standard 14</i> | Professional Practice Evaluation |
| <i>Standard 15</i> | Resource Utilization |
| <i>Standard 16</i> | Mentorship/Advancing the Profession |

Table 3: *NPD Standards of Professional Practice and Performance* (Harper & Maloney, 2016)

Applying for the Professional Portfolio

How Do I Apply for the Professional Portfolio?

Pre-Approval

The following documents must be uploaded and approved before an applicant may complete the application process:

- A. Photocopies of RN license or a photocopy (screenshot) of the on-line verification of current licensure from the state board of nursing.
- B. A photocopy of graduate degree or transcript.
- C. A photocopy of the accredited certification in Nursing Professional Development (NPD) demonstrating entry level NPD knowledge and skills or a photocopy (screenshot) of online certification verification.

CCI will acknowledge authorization of the pre-approval documents by e-mail. After approval, each applicant will be sent an application form which must be submitted with the application fee.

Upon acceptance of the application the applicant will be granted access to the portfolio documents through their classroom.

Please access your classroom by following the instructions below.

- Login to your CCI account using your email address as your username
- On the right-hand side of your screen you will see a box with “My account links”
- Select “enter my classroom” the second link from the top

The certifying organization (CCI) does not discriminate among candidates as to age, sex, race, religion, national origin, ethnicity, disability, marital status, sexual orientation, and gender identity.

Portfolio Submission Requirements

Upon submission of all documents CCI staff will review the portfolio and, if complete, the submission will be sent to a team of peer reviewers.

Incomplete portfolios will be returned to the applicant. If the documents are found to be incomplete or insufficient the assignment will be rejected, and the applicant will be notified. The candidate will be allowed **one** re-submission at no additional charge.

The applicant is advised to keep a copy of the application and all materials submitted. CCI is not responsible for lost correspondence.

Do I Need a CCI Account to Complete the Credential?

For your application packet to be reviewed, you will need to create an account through CCI. There is no payment required to set up a CCI account. If creating a new account, you will need the following information:

- Personal contact information: address, e-mail (please make sure you are using an e-mail that will allow you to receive future communications from CCI), home and work phone number.

- Supervisor contact information: name, address, e-mail, phone number.
- Employer contact information: facility name, address, and phone number.
- RN license information: expiration date, state(s) licensed to practice.

Does CCI Verify My Application Information?

Information on applications may be verified. If there is any reason to believe that any applicant might not have met eligibility requirements, or if an outside party informs CCI that an individual has not met certain requirements, the application may be flagged for audit. In addition, a minimum percentage of certification applications are randomly selected for audit. The Credentialing Department will begin the audit by contacting the individual in writing to obtain documentation to substantiate the information in question. Information may be verified by telephone, e-mail message and/or letter by the Credentialing Department. All information gained through verification procedures will be confidential, except in instances where the law demands disclosure of facts. Under no circumstances will the reporting party be disclosed. Verification may include but is not limited to the following information:

- An employment verification form that must be completed by a current manager, supervisor, or HR.
- Verification of applicant’s RN license through NURSYS.
- Verification of professional nursing history through contact with past employers if needed.

It is the responsibility of the applicant to furnish any information missing from the application. Should any information on the application be found false, the applicant will be notified and declared ineligible to continue in the certification process. Delayed submission of documents and/or submission of incomplete documentation may result in delays to the portfolio review and credentialing processes. An e-mail will be sent to the applicant detailing the results of the audit after the documents have been reviewed.

How Much Does the Professional Portfolio Cost?

The total NPDA-BC certification by portfolio fee is \$375. Active CNORs or CNAMBS receive a \$45 discount. Following is a listing of current fees and available discounts. Applications cannot be processed without payment. All fees and/or outstanding debts to CCI must be paid in full.

| Application | Fee |
|--|-------|
| NPDA-BC Certification | \$375 |
| NPDA-BC Certification for Active CNORS/CNAMBS* | \$330 |

*CNOR/CNAMB certificants receive a \$45 discount.
Please contact the CCI Credentialing team at 888-257-2667 or 303-369-9566 or info@cc-institute.org to receive this discount.

Preparing for the Professional Portfolio Project

As a certification organization, CCI’s role is in developing and administering programs to determine the qualifications of candidates for certification. CCI does not require or endorse any specific study guides, review

products, and/or training courses. Candidates may prepare for certification with any educational materials they choose. Purchase of CCI review materials is not a requirement for testing or portfolio completion, nor does use of any review materials (CCI or otherwise) imply successful performance on certification examinations or portfolios.

Reference Materials

One primary reference is recommended in preparing for the NPDA-BC professional portfolio:

Harper, M. G., & Maloney, P. (Eds.) (2016). Nursing professional development: Scope and standards of practice (3rd ed.). Association for Nursing Professional Development.

Completing the Professional Portfolio

What are the Components of the NPDA-BC Portfolio?

The NPDA-BC Professional Portfolio includes the following:

1. Professional CV/resume that supports the portfolio contents
2. Evidence of addressing all NPD roles, responsibilities and standards at the NPD Specialist level.
3. Exemplars, each demonstrating advanced NPD practice within the past 7 years in one NPD responsibility (see Table 2); components of the exemplars include:
 - a. Background/Problem
 - b. Goal statement using SMART components
 - c. Description of intervention/initiative/activity
 - d. Participants
 - e. Outcomes
 - f. Reflection on advanced NPD practice in application of NPD roles and standards

Applicants must write three exemplars to cover three of the NPD Responsibilities of their choice. Each exemplar must cover a separate achievement or project.

4. Responsibility Table providing evidence of demonstrating advanced NPD practice in the responsibilities (see Table 2) not covered in the three exemplars; elements of the table include
 - a. Responsibilities addressed (See Table 2)
 - b. Roles demonstrated (See Table 1)
 - c. NPD Specialist standards demonstrated (See Table 3)
 - d. Supporting evidence; must be available upon request of appraisers.

How is My Portfolio Reviewed?

The NPDA-BC Portfolio Review Committee will be composed of individuals with current NPDA-BC certification in good standing or retired NPDA-BC certificants who have completed willingness to serve forms and other documentation as required by CCI to ensure the integrity of the review process and the privacy of the applicants. Portfolio reviewers will undergo orientation provided by CCI on required components of the portfolio, use of the scoring rubric, and feedback techniques.

Two appraisers will be assigned to review each portfolio. The two independent appraisers must reach consensus on the approval or denial of the portfolio. If unable to reach consensus, a third appraiser will review the portfolio and serve as the tiebreaker/adjudicator.

Reviewers may ask for further professional comment, expert opinion, or further information or materials in reviewing the appropriateness and accuracy of the submission from any party, including but not limited to:

- A. The applicant or individuals referenced in the submission
- B. Additional CCI staff or NPDA-BC Professional Portfolio Review Committee members
- C. Additional subject matter experts
- D. Legal counsel

If additional information or clarification is needed, CCI staff will request such information or clarification in writing from the applicant. The applicant will have 30 days to submit any additional required materials or information.

Applicants whose portfolios are approved will be awarded the NPDA-BC credential.

Applicants whose final portfolios that do not meet the standards for acceptance will be advised of the decision not to grant the NPDA-BC credential and will be given feedback relative to the shortfalls of the submission. The applicant is allowed to re-submit the portfolio once for a second evaluation. It is the responsibility of the applicants to revise the materials in the segments which were not passed and then re-submit the portfolio again in its entirety.

Applicants whose final portfolios that do not meet the standards for acceptance upon re-submission will be advised of the decision not to grant NPDA-BC certification. Unsuccessful applicants may apply again for the NPDA-BC credential one year after notification of the failure of the first submission.

Portfolios found to contain information that has been altered, falsified, plagiarized, breaches patient health information or facility privacy acts, or that is otherwise false or misleading will be disqualified, and candidate's application will be removed. No refund shall be granted in this case, and CCI may take disciplinary action in accordance with applicable policies and procedures.

What is the Time Period for the Achievements Documented in the Portfolio?

The project used for the portfolio must have been completed within 2 years of the application date.

How Much Time Do I Have to Complete the Professional Portfolio?

The submission and evaluation process, and the re-submission process if needed, must be completed within 1 year of receipt of application. At the end of one year all fees are retained by CCI and the portfolio is deemed unsuccessful. No refunds will be given.

How Much Computer Experience Do I Need to Complete the Professional Portfolio?

Basic computer skills are necessary, including competency in MS Word document generation, communication via email, accessing and uploading documents into the electronic storage account, and completing fillable PDF forms.

How Do I Gain Access to My Portfolio Tools?

Once CCI has reviewed and approved your required documentation, you will receive an e-mail notification of approval. You will be enrolled in the NPDA-BC Portfolio course in your online CCI Classroom. This is accessed through your CCI account. You will have the opportunity to select three exemplar throughputs and three activity table throughputs to submit your documents. Once all required documentation has been submitted, your deidentified portfolio will be shared with randomly selected peer reviewers for scoring.

The applicant is advised to keep a copy of the application and all materials submitted. CCI is not be responsible for lost correspondence.

What Happens If I Withdraw My Portfolio Application?

The applicant may withdraw the portfolio but no refunds will be issued.

When Do I Receive My Portfolio Results?

Peer reviewers will have 30 days to review the portfolio submission. Applicants will receive notification of the results of their portfolios after CCI has received the peer reviewer comments. Peer reviewer comments and the scoring rubric will be shared with the applicant with a detailed explanation of requests for any additional information required. If additional materials are required, the applicant will have 30 days to submit that information to CCI.

What Happens to My Documents?

Documents will remain in the applicant's CCI classroom after review and final approval. Certificants will have access to the documents as long as they have access to the CCI account and online classroom.

What if My Final Submission is Not Successful?

An applicant whose final portfolio has been reviewed and found to not meet the standards for acceptance will be advised of the decision not to grant NPDA-BC certification, and there is no appeal from the determination by the reviewers. No refund will be issued to unsuccessful candidates.

If My Final Portfolio is Not Successful, Can I Submit Another Portfolio?

Yes, you may submit a new portfolio based on a new project. No portion of the previous portfolio attempt may be used for subsequent submissions. You must meet all eligibility requirements and pay fees in effect at the time of application. You must wait one year from the date of receipt on the unsuccessful portfolio submission to re-apply.

Using the Credential

The NPDA-BC professional portfolio method for certification has been designed to capture the essence of advanced NPD practice through its integration of evidence-based roles, responsibilities and standards with their concomitant NPD specialist competencies (Warren & Harper, 2017) incorporated in the 3rd edition of *Nursing Professional Development: Scope and Standards of Practice*. These roles and responsibilities are delineated in Tables 1 and 2. The NPD standards of professional practice and standards of professional performance are listed in Table 3. The competencies associated with each standard are delineated in the *Nursing Professional Development: Scope and Standards of Practice* (Harper & Maloney, 2016).

Who Can Use the Credential?

The NPDA-BC mark is federally registered with the U.S. Patent and Trademark Office and may only be used in accordance with CCI policy by those who have achieved and actively maintain the credential. See Appendix B for CCI's "Certification Mark Use Policy."

How Long Is the Credential Active?

Certification is conferred for a period of 5 years, with recertification available after that 5-year earning period. When the credential lapses, the nurse may no longer use the NPDA-BC designation in their credentials.

When Can I Begin Using My Credential?

The NPDA-BC credential may be used upon verification of your credential on the [CCI website](#). Certificants will also be able to print a certificate from their [CCI account](#) profile.

How Do I Display My Name and Credential?

In writing, proper usage is as follows: Jane A. Doe, MSN, RN, NPDA-BC®. CCI's "Certification Mark Use Policy" can be found in Appendix B.

General Certificant Data Information

Is My Information Confidential?

The CEO, in consultation with the Senior Manager of Test Development and Certification, Credentialing Department, and Senior Manager of Governance and Accreditation Manager will approve all requests for data and access to certificants.

In accordance with accreditation requirements, CCI is required to make public certain data about its certificants (e.g., demographic breakdown of certificants, number of certificants, number of test-takers, and pass rates for certification exams). All data are de-identified and shared in aggregate only, in accordance with Federal privacy law.

During the professional portfolio review process, your documents will be reviewed by at least two peers holding the NPDA-BC credential. Your documents during this process are confidential. Peer reviewers have view-only access to the account.

Is My Information Public or Shared with Third Parties?

CCI may process certificant data based on the following grounds, as appropriate: you have provided your consent which can be withdrawn at any time; the processing is necessary for the performance of a contract to which you are a party, including processing of certification or recertification applications; the processing is necessary to meet legal obligations or to defend or maintain any claims involving us or our applicants and certificants; the processing is required to protect your vital and legal interests or those of another person; or the processing is necessary for the purposes of CCI's operations and mission.

Is Credential Status Verified?

Verification of your credential can be accessed through the [CCI website](#).

Misuse or Misrepresentation of Certification

What Happens If I Misuse or Misrepresent the Credential?

Any misuse or misrepresentation of the NPDA-BC credential by those not currently holding the credential shall be subject to legal action by CCI. Misrepresentation includes use of the NPDA-BC credential once the credential has lapsed. CCI may render sanctions against the individual, which may include, but not be limited to the following:

- Suspension from submitting a portfolio for an indefinite or specified period of time.
- At the discretion of the CCI Certification Council and as allowable by law, CCI may notify the State Board of Nursing, candidate's employer, insurance company, or other public health agency.

Revocation of Credential

Can My Credential Be Revoked?

CCI may deny, suspend, or revoke certification for cause, including but not limited to the following:

- failing to complete or provide evidence of completion of the requirements for initial certification and certification renewal*
- failure to maintain the required professional licensure
- determination that initial certification or certification renewal was improperly granted
- falsification or misstatement of information on any certification-related document
- providing false or misleading information
- misrepresentation regarding credentialing status
- cheating or assisting others to cheat
- causing, creating or participating in an examination irregularity
- assisting others to wrongfully obtain initial certification or certification renewal
- failure to comply with the scope and standards of practice in an area in which the certification is held
- misuse of or misrepresentation with respect to the CCI credential
- commission of a crime or gross negligence in the practice of nursing
- violation of CCI policy or procedure
- failure of audit processes
- failure to comply with the American Nurses Association's Code of Ethics for Nurses with Interpretive Statements
- conduct unbecoming of the nursing profession; and
- has not paid all outstanding debts to CCI.

**Certified nurses will be informed by letter of CCI's decision to revoke the NPDA-BC status. There will be no refund if the NPDA-BC status is revoked for any reason.*

CCI Complaint, Disciplinary, and Appeals Processes

Does CCI Have an Appeals or Complaint Process?

Yes. Please see Appendix C for more information.

Introduction to Recertification

What Is Recertification?

The continued documented validation of the professional achievement of identified standards of practice by an individual NPDA-BC providing advanced practice perioperative nursing care.

What Are the Purposes of Recertification?

- Recognizes the certificant who is proficient in practice.
- Supports the development of theoretical constructs which strengthen nursing practice.
- Enhances professional development through continued learning that results in acquisition of current knowledge to expand advanced practice skill sets.

Why Should I Recertify?

The rapid pace of change in nursing practice require a conscious effort to maintain competency. The NPDA-BC certification is conferred by CCI for a period of 5 years, at which time a NPDA-BC may seek recertification. The required NPDA-BC recertification activities flow from and are consistent with the knowledge and task statements of the Job Analysis, performed on a 5-year cycle. The recertification requirements guide professional development activities in providing parameters for acceptable practice, and in maintaining a link to the most current body of knowledge. Linking the certification period to the Job Analysis cycle ensures that certificants are engaged in activities pertinent to their professional development.

Competency is the actual performance in a situation, and consists of three components: knowledge, skills and attitude. Each of these components is a necessary element. The NPDA-BC recertification process acknowledges the need for active work in the maintenance of continuing competency by directly addressing all three components. The practice requirement facilitates the maintenance of current skills and promotes the acquisition of new skills through exposure to the practice setting. Other professional development activities e.g., continuing education, facilitate the acquisition of knowledge, which is the second essential component of competency. The self- awareness component of NPDA-BC recertification provides an opportunity to thoughtfully reflect on the need for the acquisition of additional skills and knowledge which is then linked to the next recertification plan and thus promotes a positive change in attitude, the third component of competency.

Recertification: Maintaining Your Credential

When Do I Recertify?

The certified status of NPDA-BC is conferred by CCI for a period of 5 years, at which time a NPDA-BC may seek recertification. The recertification process requires a NPDA-BC to choose a method of recertification, complete recertification activities during the 5-year accrual period, meet recertification eligibility requirements, and apply during the recertification year.

What Is an Accrual Period?

The accrual period is the time period in which the certificant must complete continuing education or professional development activities.

When Are the Accrual Deadlines?

| Year Certified | Recertification Year | Recertification Earning Period | Recertification Applications Accepted | Recertification Application Deadline |
|----------------|----------------------|--------------------------------|---------------------------------------|--------------------------------------|
| 2021 | 2026 | 2021-2025 | Jan 1-Dec 31, 2026 | December 31, 2026 |
| 2022 | 2027 | 2022-2026 | Jan 1-Dec 31, 2027 | December 31, 2027 |
| 2023 | 2028 | 2023-2027 | Jan 1-Dec 31, 2028 | December 31, 2028 |

What Must I Do to Recertify?

To recertify your credential, you must do the following:

- Meet the recertification eligibility requirements (these differ from requirements for first-time certification).

- Choose a recertification method and complete recertification activities during your accrual period.
- Complete CCI's application during your recertification year.
- Pay the application fee.

What Are the Eligibility Requirements to Recertify?

Recognizing that certificants transition into a variety of roles, and all patients benefit from care provided by a certified nurse, NPDA-BC recertification candidates must meet the following eligibility requirements at the time of application:

- Hold an active NPDA-BC credential.
- Hold a current, unrestricted RN and/or APRN license.
- Be currently employed in a NPDA-BC role.

The NPDA-BC credential is not tied or linked to other CCI certifications. For example, a nurse may hold both the NPDA-BC and CNOR certifications, but there is no requirement to do so.

CCI leadership, management and governing bodies jointly support the fair treatment and dignity of all human beings. The certifying organization does not discriminate among candidates as to age, sex, race, religion, national origin, ethnicity, disability, marital status, sexual orientation, and gender identity.

What Are the Fees for Recertification?

Please see below for current list of recertification fees, options, and available discounts. Applications cannot be processed without payment. All fees and/or outstanding debts to CCI must be paid by December 31 of your recertification year.

| NPDA-BC Recertification Method | Fee |
|---|--------|
| Recertification by Responsibility Table with Supporting Documents | \$350* |
| Recertification by Professional Portfolio | \$375* |
| NPDA-BC Emeritus Status | \$125 |

*CNOR/CNAMB Discount: NPDA-BC certificants who also hold the CNOR or CNAMB credential receive a \$45 discount off the standard recertification fee.

OR

*Early Bird Discount: Receive \$45 off the standard recertification fee from January 1 to July 1.

Recertification Methods

NPDA-BC certification is recognized for 5 years, with recertification required prior to the conclusion of that period to retain the credential. Recertification requirements guide ongoing professional development and growth in the specialty based on the most current available evidence to guide NPD practice.

The Association for Nursing Professional Development (ANPD), the specialty association for NPD practitioners, updates the Nursing Professional Development: Scope and Standards of Practice every 5 years as required by the American Nurses' Association's standards for recognition of a specialty practice (ANA, 2017). This update is conducted by a panel of expert NPD practitioners who use the latest evidence within the NPD specialty practice to delineate the roles, responsibilities, and standards of practice and performance and their concomitant competencies.

The NPDA-BC recertification process acknowledges the need for active work in the maintenance of continuing competency. In addition, the applicant for recertification must demonstrate activities that support or demonstrate ongoing engagement in all six responsibilities delineated in Table 2.

To recertify the credential, certificants must complete a total of 300 professional activity points. A required component is completion of an activity table representing all six responsibilities which is worth 100 points. An additional 200 points is required using any of the available recertification professional activity points methods. Certificants have up to 5 years to complete their recertification activities and apply for recertification the following year. Refer to accrual table (above) for earning windows for contact hours and professional activities.

What are the Eligibility Requirements for Recertification?

The following requirements must be met at the time of application for NPDA-BC recertification:

- Hold a current, active RN license in a state or territory of the United States or hold the professional, legally recognized equivalent in another country.
- Hold a current Advanced Nursing Professional Development Certification (NPDA-BC).
- Have a minimum of 4,000 hours of active practice at the NPD specialist level within the last 5 years; practice settings include any practice or learning environment.

What is the Recertification Application Process?

Recertification is required every 5 years. The individual with advanced NPD certification (NPDA-BC) cannot be recertified until the calendar year in which the current certification expires. Applications postmarked after December 31 of the recertification year will not be accepted under any circumstances.

What Are the Recertification Methods?

A nurse holding the NPDA-BC certification has two options to recertify.

- Submission of a Responsibility Table demonstrating NPD specialist activities related to all six NPD responsibilities (Table 2)

OR

- Submission of a portfolio (as required for the initial NPDA-BC certification)

The same policies for NPDA-BC certification by professional portfolio apply to NPDA-BC recertification by portfolio. Please see "Completing the NPDA-BC Portfolio" in the certification section of this handbook for more details.

Responsibility Table

One Responsibility Table providing evidence of ongoing maintenance of advanced NPD practice in all six NPD responsibilities (see Table 2); elements of the table include:

1. Responsibility addressed (See Table 2)
2. Brief reflection on NPD specialist competencies demonstrated
3. Roles demonstrated (See Table 1)
4. Standards exhibited (See Table 3)
5. Supporting evidence; available upon request of appraisers

Points are allocated based on the strength of supporting evidence. Supporting evidence can include continuing education related to the specific responsibility or NPD activities including professional service, publications, presentations, etc.

A total of 300 cumulative points must be earned. The activity table must be completed successfully to earn 100 points. An additional 200 points must be earned in other professional activity points categories. A maximum of 100 points may be earned for continuing education.

How Do I Submit My Recertification Application?

A complete application online in your CCI profile. Application for recertification includes:

- Application, including personal and work information
- Required supporting documents
- Application fee
- Signed Statement of Understanding

What Happens if I Am Audited?

A percentage of recertification applications are randomly selected by CCI for audit. Additionally, if there is reason to believe there has been a breach in the integrity of the process by an individual seeking recertification, CCI may also select those individuals for audit.

Applicants selected for audit will be notified by CCI and required to submit additional documentation (see Appendix F) within 30 days of notification. An e-mail will be sent to the applicant detailing the results of the audit after the documents have been reviewed.

Emeritus and Lapsed Status Credential Status

How Do I Obtain Emeritus Status of the Credential?

CCI offers individuals with NPDA-BC certification who are retiring from advanced NPD practice the option to maintain their credential in an Emeritus capacity with the NPDA-BC Emeritus status designated as NPDA-BC(E). Those holding the NPDA-BC(E) designation are eligible to serve on NPDA-BC portfolio committees and serve as portfolio peer reviewers. NPDA-BC(E) members may be considered for CCI Board and committee appointments.

The certificant must currently hold the NPDA-BC credential in active status to apply for NPDA-BC Emeritus status. The NPDA-BC Emeritus credential is not available if the NPDA-BC credential has lapsed.

What Happens if My Credential Lapses?

If your NPDA-BC credential lapses or expires, a Professional Portfolio must be submitted and approved. All eligibility requirements must be met at the time of application. You are not eligible to use the NPDA-BC credential after it has lapsed.

If your NPDA-BC credential expires, contact hours and professional activities will not be accepted to regain certified status.

Appendix A:

Scope and Standards of Practice for the Nursing Professional development Specialist

Standard 1

Assessment of Practice Gaps

The nursing professional development practitioner analyzes issues, trends, and supporting data to determine the needs of individuals, organizations, and communities in relation to health care.

The nursing professional development specialist:

- Prioritizes macrosystem needs to address them promptly.
- Forecasts potential needs based on environmental scanning.

Standard 2

Identification of Learning Needs

The nursing professional development practitioner collects data and information to validate an identified gap in professional practice and to determine the specific knowledge, skill, or practice deficit or opportunity.

The nursing professional development specialist:

- Oversees the systematic and purposeful collection of data, information, knowledge, and evidence.
- Synthesizes evidence relevant to the situation to identify patterns, trends, and variances.
- Assesses knowledge, skill, and practice gaps within the macrosystem.
- Differentiates between practice gaps and performance/systems issues.
- Collects pertinent data using valid and reliable techniques and instruments including, but not limited to, focus groups, review of evidence, and analysis of trends.

Standard 3

Outcomes Identification

The nursing professional development practitioner identifies desired outcomes of the educational plan.

The nursing professional development specialist:

- Involves learners and key stakeholders in formulating expected outcomes.

- Develops context-specific outcomes based on organizational, stakeholders' and learners' values, goals, current evidence, and regulations.
- Revises outcomes based on trends, evidence, and changes in stakeholders' expectations.

Standard 4

Planning

The nursing professional development practitioner establishes a plan that prescribes strategies, alternatives, and resources to achieve expected outcomes

The nursing professional development specialist:

- Determines appropriate interventions as a result of differentiating educational practice gaps from individual performance/systems issues.
- Incorporates theories pertaining to learning, behavioral change, motivation, epidemiology, and other frameworks in designing educational materials and programs.
- Analyzes cost and anticipated return on investment for learning activities, programs, and projects.
- Exhibits systems thinking throughout the planning process.

Standard 5

Implementation

The nursing professional development practitioner implements the identified plan.

The nursing professional development specialist:

- Uses quality principles and concepts in the implementation of system-wide programs and projects.
- Engages organizational systems and resources that support implementation.

Standard 5-A

Coordination

The nursing professional development practitioner coordinates educational initiatives and activities.

The nursing professional development specialist:

- Leads in the coordination of interprofessional healthcare and community resources (e.g. human, clinical, financial, technical, educational, cultural) for integrated educational

services.

Standard 5-B.

Facilitation of Positive Learning and Practice Environments

The nursing professional development practitioner employs strategies to facilitate positive learning and practice environments

The nursing professional development specialist:

- Evaluates diverse learning environments (such as virtual) and their suitability to the organization and target audience.
- Establishes the value of positive learning and practice environments.
- Role models practices for creating and sustaining positive learning and practice environments.
- Creates processes that support seamless transitions to practice and between practice settings.

Standard 5-C

Consultation

The nursing professional development specialist provides consultation to influence plans, enhance the abilities of others, and effect change.

The nursing professional development specialist:

- Synthesizes data and information, while incorporating conceptual or theoretical frameworks when providing consultation.
- Facilitates the effectiveness of a consultation by involving the learner, stakeholders, and other specialties in the decision-making process and negotiation of role responsibilities.
- Communicates consultation recommendations that influence the identified plan, facilitate understanding by stakeholders, enhance the work of others, and effect change.
- Establishes formal and informal consultative relationships that may lead to professional development or mentorship opportunities.
- Advises in the design, development, implementation, and evaluation of materials and teaching strategies appropriate to the situation and the learner's developmental level, learning needs, readiness, ability to learn, language preference, and culture.

- Incorporates theories pertaining to learning, behavioral change, motivation, epidemiology, and other related frameworks in consulting and collaborating when designing educational materials and programs.
- Develops recommendations and strategies to address problems and complex issues.

Standard 6

Evaluation

The nursing professional development practitioner evaluates progress toward attainment of outcomes.

The nursing professional development specialist:

- Creates processes to identify and involve stakeholders in the evaluation process.
- Formulates a systematic and effective evaluation plan aimed at measuring processes and outcomes that are relevant to programs, learners, and stakeholders.
- Synthesizes evaluation data to guide decision-making about educational programming.
- Demonstrates program value based on achieved outcomes.
- Disseminates the evaluation results of educational programs.

Standard 7

Ethics

The nursing professional development practitioner integrates ethics in all areas of practice.

The nursing professional development specialist:

- Analyzes factors related to privacy, security, and confidentiality in the use and handling of records related to educational programs.
- Develops processes for monitoring the integrity of educational activities including screening for potential or actual unethical behavior, commercial bias, compromise of intellectual property rights, or conflict of interest and to identify and address ethical issues within the learning environment.

Standard 8

Education

The nursing professional development practitioner maintains current knowledge and competency in nursing and professional development practice.

The nursing professional development specialist:

- Determines current and future educational needs of NPD practitioners within professional sphere of influence.

Standard 9

Evidence-Based Practice (EBP) and Research

The nursing professional development practitioner acts as a champion of scientific inquiry, generating new knowledge and integrating best available evidence into practice.

The nursing professional development specialist:

- Synthesizes and appraises the best available evidence to recommend practice changes.
- Applies principles of implementation science to maintain and sustain practice changes.
- Recommends and implements research activities to align with the organizational strategic plan.
- Contributes to interprofessional practice by supporting, conducting, and synthesizing research and evidence-based practice.
- Leads quality initiatives.
- Disseminates research, EBP, and quality improvement findings through activities such as presentations, publications, and consultation.
- Advances the science of NPD practice

Standard 10

Quality of Nursing Professional Development Practice

The nursing professional development practitioner systematically enhances the quality and effectiveness of nursing professional development practice.

The nursing professional development specialist:

- Develops, measures and analyzes NPD unit/department quality outcomes to demonstrate impact on nursing care delivery such as patient outcomes, nurse competency, practice improvements.
- Leads quality improvement processes based on NPD unit/department quality outcome analysis.
- Collaboratively develops improvement plans for those with competency deficits in NPD practice.
- Synthesizes evaluation data, trends and expectations to guide decision-making about

changes and improvement of all components of nursing professional development practice.

Standard 11

Change Management

The nursing professional development practitioner acts as a change agent within all settings.

The nursing professional development specialist:

- Continuously scans the environment for trends and issues that require change.
- Acts as adaptive expert implementing sustainable rapid cycle change.
- Collaboratively creates the change strategy.
- Leads the implementation of change strategies.
- Assesses meso- and macrosystem readiness for change.
- Fosters acceptance, adoption, and action toward change.
- Creates a climate for change. • Manages organizational change.
- Adapts change management strategies based on on-going assessment.
- Sustains change at the macrosystem level.

Standard 12

Leadership

The nursing professional development practitioner provides leadership in the professional practice setting and the profession.

The nursing professional development specialist:

- Creates a culture in which innovation and risk-taking are promoted and expected. • Creates a just culture.
- Assumes leadership roles representing nursing professional development.
- Partners with academia, specialty organizations, and others to create and implement nursing roles for the future.
- Demonstrates value of NPD to the organization through return on investment, enhanced quality of care, and improved patient outcomes.
- Influences decision-making bodies to maintain and improve quality nursing and professional development programs.
- Ensures NPD department compliance with reporting to regulatory bodies. •

Incorporates leadership strategies into all activities.

- Leads organizational committees and shared governance councils.
- Designs project plans using project management tools and oversees implementation.
- Assumes a leadership role in excellence recognition initiatives.
- Participates in local, state, regional, and national healthcare initiatives. • Prepares for and seeks opportunities to serve on health-related boards of directors.

Standard 13

Collaboration

The nursing professional development practitioner collaborates with interprofessional teams, leaders, stakeholders and others to facilitate nursing practice and positive outcomes for consumers.

The nursing professional development specialist:

- Develops partnerships and coalitions to enhance health care through interprofessional initiatives (e.g. quality improvement and organizational excellence initiatives).
- Develops collaborative partnerships for the planning, development, implementation and evaluation of interprofessional continuing education.
- Evaluates the effectiveness of collaborative endeavors.

Standard 14

Professional Practice Evaluation

The nursing professional development practitioner evaluates personal practice in relation to professional practice standards and guidelines, and relevant statutes, rules, and regulations.

The nursing professional development specialist:

- Seeks interaction, peer review, and feedback from colleagues beyond the immediate practice environment.
- Maintains professional certification in NPD.

Standard 15

Resource Utilization

The nursing professional development practitioner considers factors related to quality, safety, effectiveness and cost regarding professional development activities and expected outcomes.

The nursing professional development specialist:

- Allocates human, financial and material resources based on identified needs and goals and in alignment with organizational strategic plan.
- Develops innovative solutions and strategies to secure appropriate resources and technology for professional development initiatives.
- Administers human resources, facilities, materials, equipment, and technology for educational activities.

Standard 16

Mentorship/Advancing the Profession

The nursing professional development practitioner advances the profession and the specialty through mentoring and contributions to the professional development of others.

The nursing professional development specialist:

- Promotes NPD as a nursing specialty.
- Models expert practice to peers, interprofessional team members, healthcare consumers, and learners.
- Advances the profession through publications, presentations, and other scholarly work.
- Collaborates with interprofessional colleagues on activities to advance the profession.
- Develops programs to recognize the role of the NPD practitioner within the organization.
- Promotes the value of NPD practice for healthcare.

Appendix B: Certification Mark Use Policy

The Competency and Credentialing Institute (“CCI”) owns several certification marks (the “Certification Marks”) related to CCI’s perioperative nursing certification programs (E.g., NPDA-PC, CNOR, CSSM, CNS-CP and CNAMB). These Certification Marks represent that authorized individuals performing perioperative nursing services have satisfied applicable requirements established by CCI. This Policy establishes the rules and requirements for use of the Certification Marks, including proper use on occupational and business materials by individuals that have been certified by CCI. All CCI authorized individuals should review this Policy carefully to ensure that all uses of the Certification Marks conform to the Policy requirements.

This Certification Mark Use Policy states the terms and conditions under which CCI certificants may use the Certification Marks.

1. CCI retains all intellectual property and other ownership rights concerning the Certification Marks. CCI may create and use additional certification marks, as it deems appropriate.
2. CCI grants limited permission to use the Certification Marks to qualified individuals who satisfy all applicable CCI certification requirements. Consistent with applicable law and organizational policies, CCI will ensure that the Certification Marks are displayed and otherwise used properly, as such use represents CCI certification to the public.
3. Permission by CCI to use a CCI Certification Mark does not include authorization to use any CCI trademarks.
4. Use of the Certification Marks is limited strictly to those individuals who are CCI certificants in good standing. Each CCI certificant accepts and assumes sole responsibility for understanding and satisfying all CCI organizational and legal requirements related to the use and display of the Certification Marks. CCI will not be liable or otherwise responsible for any claims, complaints, suits, or damages whatsoever, relating to a certificant’s use or display of a Certification Mark.

Among other requirements, each certificant is responsible for ensuring that the use of any Certification Mark on occupational and business-related materials (e.g., business cards, stationery and/or letterhead, email signatures, advertisements, brochures, or Internet websites) is consistent with this Policy, and is not in conflict with applicable laws. CCI assumes no responsibility concerning the interpretation or application of such legal requirements.

CCI certificants are prohibited from making any public statement or representation related to the CCI certification programs that brings CCI into disrepute, that is materially false, or that is otherwise contrary to the interests of CCI.

5. Permission to use the CCI Certification Marks is limited to CCI certificants, and may not be transferred to, assigned to, or otherwise used by, any other individual, organization, business, or entity.
6. Each individual CCI certificant must use the Certification Marks only in conjunction with his/her name, and in connection with the services related to the certification, i.e., perioperative nursing services. The Certification Marks may not be positioned, displayed, or used in a manner which may lead the public to believe that a company or organization is certified or otherwise endorsed by CCI.

Certification Marks must be associated only with the certified individual that is authorized. Certificants are prohibited from using the Certification Marks to expressly or implicitly suggest an affiliation or other relationship with CCI that is untruthful or inaccurate. Additionally, Certification Marks should always be used

in their entirety. If a Certification Mark is protected by federal registration, the registration notice (“®”) must appear at least once in advertising copy.

With respect to other affiliation marks and/or logos, the CCI Certification Marks may be located near such other marks or logos, but must remain separate and distinct so as to avoid confusion concerning the source of the certification, and to avoid the appearance that other marks, certifications, credentials, designations, or organizations are associated with, or endorsed by, CCI. Furthermore, the Certification Marks may not be modified in any manner, except only as authorized by CCI.

The Certification Marks denote more than merely a title; they confirm that the individual certificant has met CCI’s high standards of excellence. Thus, proper use of a Certification Mark must specifically note such certification, such as through use of a term such a “professional,” “practitioner,” “certificant,” or “certification.” Examples of proper use are noted below. Other proper uses include listing the particular certification on a “CERTIFICATIONS” portion of a resume or social media profile. Use solely of a Certification Mark itself at the end of the certificant’s name, with nothing more, is not proper use of a Certification Mark.

Examples of proper uses and appearance of a CCI Certification Mark include, but are not limited to:

Jane C. Doe
CNOR® Certificant

John A. Smith
a CCI CSSM® Professional

Jane B. Thomas
CNS-CP® Nursing Professional

John D. Doe holds a
CNAMB™ certification from CCI

7. A CCI certificant may not prohibit, restrict, or otherwise limit the authorized and appropriate use of a CCI Certification Mark by another certificant.

8. Each CCI certificant has the responsibility to report the unauthorized use, misuse, or other violation of this Policy to CCI in a timely manner. This reporting responsibility includes any circumstance where the use of a CCI Certification Mark is related to an individual or organization that is not a CCI certificant, or where a Certification Mark is used improperly by a CCI certificant.

9. All mark misuse complaints and other matters concerning potential violations of this Policy will be reviewed and resolved by the CCI’s designee. If, after notice and a fair opportunity to respond, the designee determines that there has been a violation of the terms of this Policy, CCI reserves the right to take any action consistent with CCI policies or applicable law, including but not limited to: certification suspension or revocation.

In addition, CCI may refer cases of Certification Mark misuse, infringement, or other similar matters to appropriate agencies and other organizations, or may initiate appropriate legal action.

Appendix C: Complaint, Disciplinary, and Appeals Processes

Appeals Regarding Non-Disciplinary Matters

Candidates who are deemed ineligible to take the exam or submit a portfolio may appeal that decision as a non-disciplinary matter not subject to the disciplinary appeals process. Eligibility is determined by the CCI Credentialing Team.

All appeals regarding eligibility decisions shall be referred to the Senior Manager of Test Development and Certification for further review. The candidate may be asked for additional information to substantiate his or her claim of eligibility. The Senior Manager of Test Development and Certification may uphold or overturn the previous decision. If upheld, the candidate may request a final determination from CCI.

Candidates who experience alleged disruptive and/or inappropriate exam administration conditions may petition to reschedule and re-take the exam without waiting the required 30 days and/or without additional charge. Any such petition may be granted by CCI at its sole discretion.

There can be no appeal for failure to achieve a passing score on the examination, non-approval of a portfolio submission for initial certification, lack of current RN license, or failure to register for the exam by the deadline.

Appeals Regarding Disciplinary Matters

There shall be a Board of Appeals, consisting of individuals not involved in the original disciplinary action, and appointed by the CCI Certification Council, as needed, for any certificant seeking appeal of a decision made by the CCI Disciplinary Committee, as under the Disciplinary Procedures set forth in CCI policy Section 9.10 et seq (found below under the title “Disciplinary Procedures/Sanctions”). Such Board of Appeals will be composed of a subset of the Certification Council not involved in the initial review and determination. The Chair of the Certification Council shall serve as Chair of the Appeals Committee. The committee will review and decide the appeal. Appointment of alternates will be made by the Chair in the event of a conflict of interest or unavailability of any members.

The Appeals Committee will review and determine any appeals solely on the basis of material errors of fact by the Disciplinary Committee in review and determination of any disciplinary action, or if CCI failed to follow published criteria, policies, or procedures during such process. Only facts and conditions up to and including the time of the CCI Disciplinary Committee’s decision under CCI policy Section 9.10 et seq (found below under the title “Disciplinary Procedures/Sanctions”) will be considered during appeal.

A written request for appeal, including supporting documentation, must be submitted by the certificant to the Appeals Committee Chair and CCI CEO, at 400 Inverness Parkway, Suite 265, Englewood, CO 80112, within 30 days following the certificant’s receipt of the Disciplinary Committee’s decision and include reasons why the appeal should be granted. If a request for appeal is not received within that 30-day period, the matter will be considered closed. Acknowledgement of receipt of the request for appeal shall be sent by the Chair of the Appeals Committee to the certificant within 30 days of receipt by the Chair, along with a scheduled date for consideration of the appeal.

The Appeals Committee may affirm, reject, or modify the decision of the CCI Disciplinary Committee. At its sole discretion, the Appeals Committee may consider the appeal at a meeting in person or by conference call. The Appeals Committee shall limit its activities to review of the written record; it will not conduct a hearing and the rules of evidence, discovery, etc., will not apply. The written request for appeal, supporting documentation,

and information related to the Disciplinary Committee's decision will be considered by the Appeals Committee according to the criteria and policies in effect at the time the determination was made.

The Appeals Committee will notify the certificant and Certification Council in writing within 30 days following its decision. The decision of the Appeals Committee, including a statement of the reasons for this decision, shall also be reported by the Certification Council to the individual who filed the complaint, if appropriate, and to relevant licensing boards. The Certification Council may decide also to make this information available to the certificant's employer, or other persons or organizations with a material interest in the matter.

The decision of the Appeals Committee shall be final and binding. There will be no refund of any fees if disciplinary action is imposed.

Disciplinary Procedures/Sanctions

Certificants are required to continue to meet all applicable legal, ethical, and policy requirements of CCI during the time that they hold any CCI credential. Disciplinary action, including sanctions of public or private reprimand, censure, or suspensions or revocation of certification, may be taken by CCI for failing to meet or otherwise violating these requirements. Candidates and certificants shall be made aware of the basis for which certification can be revoked, or other disciplinary action taken. Certification can be denied, suspended or revoked for cause, including but not limited to the following:

- failure to complete or provide evidence of completion of the requirements for initial certification or certification renewal;
- failure to maintain the required professional licensure;
- determination that initial certification or certification renewal was improperly granted;
- falsification or mis-statement of information on any certification-related document;
- providing false or misleading information;
- misrepresentation regarding credentialing status;
- cheating or assisting others to cheat;
- causing, creating, or participating in an examination irregularity;
- assisting others to wrongfully obtain initial certification or to renew certification;
- failure to comply with the scope and standards of practice in an area in which the certification is held;
- misuse of or misrepresentation with respect to the CCI credential;
- commission of a crime or gross negligence in the practice of nursing;
- violation of CCI policy or procedure;
- failure of audit processes;
- failure to comply with the American Nurses Association's Code of Ethics for Nurses with Interpretive Statements;
- conduct unbecoming of the nursing profession; and
- has not paid all outstanding debts to CCI.

Any individual may submit information to CCI alleging violation of one of the standards listed above. In certain cases, CCI may refer complaints to the applicable state licensing board or other legal enforcement authority. The following procedures describe the process CCI uses to consider all complaints and take appropriate disciplinary action. CCI takes all reasonable measures to ensure that any materials regarding a complaint or disciplinary action process are kept confidential and discloses only that information which is required to resolve the complaint. This information is disclosed only to designated staff, legal counsel, and/or other such authorities (e.g., state licensing boards, human resources personnel, etc.) whose role is deemed to be material

to resolution. The information and materials related to the complaint may also be provided to the candidate or certificant who is the subject of the complaint if necessary, to meet due process requirements.

Complaints or other information regarding certificants must be submitted in writing to the attention of the Senior Manager of Test Development and Certification at the following address: Competency and Credentialing Institute, 400 Inverness Parkway, Suite 265, Englewood, CO 80112. Only written complaints will be considered. At its discretion, CCI may itself initiate complaints and investigate actions based on information obtained by or known to CCI (e.g., a certificant has falsified application information or CCI learns of information from newspaper, internet, state nursing boards or other sources).

All formal complaints must include the following:

- the name and contact information of the person initiating the complaint,
- a statement of the certificant's alleged misconduct,
- reasons why that misconduct warrants disciplinary action, and
- supporting documentation if available.

If the CCI Credentialing Team, Senior Manager of Test Development and Certification, and Certification Council Chair determine that a complaint does not have merit, the complaint will be dismissed and the complainant so notified. A complaint will be dismissed if it is determined by the CCI Credentialing Coordinator, Manager of Test Development and Certification, and Certification Council Chair to be frivolous, inconsequential, unreliable, or does not constitute a matter for which disciplinary action may be taken. At the discretion of CCI, the complaint may also be referred to the CEO and/or legal counsel for review and input prior to the initial determination.

If the CCI Credentialing Team and Senior Manager of Test Development and Certification determine that the complaint has merit, the certificant accused of misconduct will be notified in writing that a complaint has been filed against them. The notice will include the facts of the complaint, identify the alleged violation, provide a copy of the procedures, identify the potential disciplinary action, and request any specific information that should be provided. In addition, the notice will state:

- that the certificant may submit a written response and supporting documentation within 30 days of receiving the notice from CCI;
- that the certificant may request the opportunity to appear by teleconference before the CCI Disciplinary Committee. The Disciplinary Committee is appointed by the CCI Certification Council, and is comprised of the Certification Council Vice Chair, and two other members of the Certification Council. Appearance may be granted at the sole discretion of the CCI Disciplinary Committee; and
- the date of the next Disciplinary Committee meeting or conference call at which the matter will be considered.

The CCI Disciplinary Committee, CCI staff, and legal counsel, as appropriate, will investigate the complaint and seek additional information. If the response to the notification is considered by the CCI Disciplinary Committee to be satisfactory and to adequately resolve the complaint, the matter will be considered closed and the certificant and complainant will be so notified. If the response is not considered satisfactory, the CCI Disciplinary Committee may request additional information and proceed as outlined below.

The CCI Disciplinary Committee will consider the matter at a regularly scheduled or special meeting. Review of the matter will not be a trial-type proceeding, and rules of evidence, discovery, etc., will not apply; instead, the CCI Disciplinary Committee will review the written record, may investigate the matter at its discretion, and may provide the certificant an opportunity to appear by teleconference to make a presentation and allow the CCI Disciplinary Committee to ask questions. It is not expected that the certificant be represented by counsel at their appearance, although the CCI Disciplinary Committee may consult counsel at any time. The CCI Disciplinary Committee will deliberate and issue a determination and course of disciplinary action, if any. Such action must be approved by the Certification Council at the next regularly scheduled or special meeting.

Written notification stating the CCI Disciplinary Committee's decision, including the reasons for its decision, and if the matter involves disciplinary action, will be sent to the certificant within 30 days following the meeting at which the matter was heard. The certificant will have the opportunity to appeal the decision in accordance with the CCI Appeals procedures under CCI policy Section 9.30 et seq (found below under the title "Appeals Regarding Disciplinary Matters" above).

If the decision is not appealed, and if appropriate, notice will also be sent to the individual who initiated the complaint to notify them the Council has issued a determination for this matter. To comply with privacy laws, details about the issued sanction will not be shared with the individual who filed the complaint. The CCI Disciplinary Committee and/or Certification Council may provide notice of the decision to relevant licensing boards. In accordance with Federal, State, and Local privacy laws, the CCI Disciplinary Committee and/or Certification Council may decide also, to make the information about the decision available, in accordance or as required by applicable law, and to permissible third parties or organizations with a material interest in the matter (e.g., employers and relevant state licensing boards). To comply with Federal privacy laws, the individual must be notified of any such action.

References

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