

NCCER PRIMARY ADMINISTRATOR RESPONSIBILITY CHECKLIST

Instructions: NCCER recommends for all new Primary Administrators to complete this checklist as they review the accompanying [NCCER Primary Administrator Responsibilities](#) document.

Getting Started

- 1. Maintain AAC and AAS Locations in the Registry System
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NCCER Primary Administrator Responsibilities

This list serves as a reference material for individuals new to the Primary Administrator role. After reviewing this resource, you should have a better understanding of your responsibilities as a Primary Administrator.



1. Maintain AAC and AAS Locations in the Registry System

As the Primary Administrator, you are responsible for maintaining your list of associated organizations in the NCCER Registry System which includes updating the address and name of your Authorized Assessment Site (AAS) locations. Please note that NCCER will receive and review these changes before they will show in the Registry System.

- a. To change your AAC's name, you will need to provide NCCER with official name change documentation. NCCER does not accept residential addresses, so please ensure the address is commercial only. Any changes to your organization's name in the Registry System will automatically update in the NCCER Assessment Platform.
 - i. **How-To Guide:** [Change Accredited Organization Address](#)
- b. You are responsible for changing the AAS Representative when necessary. The AAS Representative must hold a current Assessment Proctor or Assessment Administrator certification.
 - i. **How-To Guide:** [How to Change a Facility Representative](#)
- c. You will need to manage the credential shipping option for each site. This option decides whether credentials will be shipped directly to the AAC or AAS location.
- d. The Primary Administrator is also responsible for deactivating AAS locations from the associated organization list when they are no longer active.
 - i. **How-To Guide:** [How to Clean Up Associated Organizations List](#)



2. Register an Authorized Assessment Site (AAS)

Any location where assessment activity is consistently performed must be registered as an Authorized Assessment Site (AAS). The registration process can be completed by the Primary Administrator or AAS Representative in the Registry System.

- a. NCCER will receive the AAS application in the Registry System and review to ensure the address is commercial and the AAS Representative is currently certified as an Assessment Proctor or Administrator. Upon approval, the AAS is automatically added to the NCCER Assessment Platform. Before they can begin proctoring tests and pulling Score Reports, the Primary Administrator must associate assessment personnel with the AAS location in the Registry System.
 - i. **How-To Guide:** [Registration of an Assessment Site](#)

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3. Order Assessment Personnel Training Materials

When training assessment personnel, please ensure that you have purchased the correct training materials from NCCER's shop website. Order the Assessment Proctor's Guide to train and certify an Assessment Proctor. Order the Performance Evaluator's Guide to train and certify an Assessment Performance Evaluator.

- a. Please note that Pearson does not fulfill orders for assessment personnel training materials. Orders should be placed at the NCCER website using the link below.
 - i. **Order Materials Here:** <https://shop.nccer.org/>



4. Conduct Assessment Personnel Certification Training

You and/or your Master Trainers and Assessment Administrators are responsible for conducting training to certify Assessment Performance Evaluators and Assessment Proctors. You will first need to order training materials from NCCER before scheduling any assessment personnel certification training sessions.

- a. Your Performance Evaluator training must cover how to download and submit Performance Verification (PV) packets in the Registry System.
 - i. **Registry System Training Webinar:** [Performance Evaluators \(Recorded\)](#)
 - ii. **How-To Guide:** [How to Download a Performance Verification Packet](#)
 - iii. **How-To Guide:** [How to Submit a Performance Verification Form](#)
- b. Your Assessment Proctor training must cover how to use the NCCER Assessment Platform. NCCER recommends that you hold a 1-on-1 or small group training session to guide new personnel through the Assessment Platform. It is important to identify the individual personnel's purpose for accessing the Assessment Platform and then customize the training session based on what they will perform. Training resources can also be found on the Assessment Platform login page.
 - i. **How-To Guide:** [NCCER Assessment Platform How To Guides](#)
 - ii. **How-To Video:** [NCCER Assessment Platform Task-Based Videos](#)
 - iii. **NCCER Website:** [NCCER Assessment Platform Login Page](#)
- c. Your training must reinforce that assessment personnel are required to **accurately** enter candidate names when adding them to test assignments in the NCCER Assessment Platform. Careful attention to typing and spelling will ensure timely printing of credentials. Assessment organizations will incur a \$20 fee for each set of credentials reprinted due to misspelling.
 - i. **How-To Guide:** [How to Order Credential Reprints](#)
- d. Your training for all assessment personnel should cover NCCER's retest policy.
 - i. **AAC Guidelines:** [Retesting Policy](#)

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5. Submit Registration of Assessment Certifications

You are responsible for submitting assessment personnel certifications in the Registry System. You should confirm that all records have been securely stored **BEFORE** submitting any training or certifications (see [Comply with Record Keeping Policies](#)).

- a. When submitting assessment personnel training via the Registration of Assessment Certifications in the Registry System, you will need to ensure you're logged in as the AAC Primary Administrator when completing your own Registration of Assessment Certifications. Submitting under any other role (such as Master Trainer of Assessment Administrator) will require you to review your own submission.
 - i. **How-To Guide:** [Create an Assessment Proctor Certification Form](#)
 - ii. **How-To Guide:** [Certify a Performance Evaluator for an Accredited Assessment Center](#)



6. Maintain Associated Users and Certifications

You are required to maintain your list of users associated with your AAC organization and AAS locations in the Registry System. Users must be associated with your AAC organization in the Registry System before they can proctor assessments, submit performance verifications, and evaluate practical examinations. You will also need to consistently maintain your list of Organization Users to remove any users or certified personnel that leave your organization. When NCCER conducts your audit, we will choose certified assessment personnel based on your list of users in the Registry System, so it is recommended that you frequently update this list. Users must be associated with an AAS location in the Registry System in order to access the NCCER Assessment Platform to proctor and pull Score Reports for that AAS location.

- a. Users can independently request association with your organization, or you can manually add them to your list instead. Users who request association will need you to approve their request.
 - i. **How-To Guide:** [How to Request Company Association](#)
 - ii. **How-To Guide:** [How to Approve User Role Requests](#)
 - iii. **How-To Guide:** [How to Clean Up the Personnel List](#)
 - iv. **How-To Guide:** [How to Assign User Roles](#)
- b. Maintaining certifications for your associated users includes reminding your assessment personnel about upcoming expirations and their need to maintain their certification before expiring. NCCER only contacts the Primary Administrator to notify them about their own expiring Master Trainer and Assessment Administrator certifications. *It is your responsibility to ensure your certified personnel remain current and do not expire.*
 - i. **AAC Guidelines:** [Accredited Assessment Center Personnel](#)

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7. Download and Submit Performance Verification (PV) Packets

The Primary Administrator and Assessment Performance Evaluator are responsible for downloading and printing the PV Packets from the Registry System. Once all completed PV tasks have been recorded by the Assessment Performance Evaluator, either the Primary Administrator or Assessment Performance Evaluator may submit the PV form in the Registry System. The PV form must be approved by the Primary Administrator and then the PV Form fee must be paid. Only the Primary Administrator can pay the PV Form fee.

- a. *Submit PV Form* – this can be done by the Primary Administrator or the Assessment Performance Evaluator. After the PV Form is created it can be tracked through the approval and payment process.
 - i. **How-To Guide:** [How to Submit a Performance Verification Form](#)
- b. *Approve PV Form* – this can only be done by the Primary Administrator. The form must be approved before the individual can receive PV Task credit.
 - i. **How-To Guide:** [How to Approve a Performance Verification Form](#)
- c. *Pay PV Form Fee* – this can only be done by the Primary Administrator. The fee must be paid for before the individual can receive PV Task credit.
 - i. **How-To Guide:** [How to Approve Payment for Performance Verification](#)



8. Comply with Record Keeping Policies

You are required to ensure your assessment program and certified personnel comply with NCCER's record keeping policy.

- a. Ensuring that every member of certified assessment personnel at your organization, regardless of whether you had originally certified them, has a file containing their completed Responsibilities & Liabilities form, completed Registration & Release form, completed ACTP module exams, and completed evaluation forms. A random selection of these items will be requested during the audit, so be sure to have these in a secure and accessible location. Assessment Performance Evaluators must also have documentation on file qualifying their journey-level experience for each curriculum restriction in their certification.
 - i. **AAC Guidelines:** [Accredited Assessment Center Personnel](#)
- b. Ensuring that all completed answer sheets and Registration & Release forms are kept on file for all candidates for any assessment, practical examination, and performance verification. A random selection of these items will be requested during the audit, so be sure to have these in a secure and accessible location.
 - i. **AAC Guidelines:** [Registration and Release](#)
 - ii. **AAC Guidelines:** [Assessment Policies](#)
 - iii. **AAC Guidelines:** [Performance Verification Policies](#)

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9. Comply with all Additional Policies as Outlined in the Guidelines

You are responsible for understanding and adhering to all policies as outlined in the NCCER Accreditation Guidelines and NCACP Procedures.

- a. Assessment room set up
- b. PV area set up OR indicate if PVs are conducted on the jobsite
- c. Retest policy for journey-level assessments and performance verifications
- d. Safety policy for performance verification testing
- e. Policy for maintaining security of candidate information and testing documentation
- f. Policy for handling cheating
- g. Appeals and grievances policy and procedure
- h. Policy for ensuring certified personnel maintain certifications
- i. Policy for notifying your network and personnel about NCCER policy/procedure revisions
- j. Policy for relaying or communicating your organization's assessment program contact information (i.e., Primary Administrator, Assessment Proctor, etc.) to personnel and candidates
- k. Policy for removal/replacement of Primary Administrator
- l. Procedure for returning assessment records to Primary Administrator or Assessment Site Representative following:
 - i. Departure of Assessment Performance Evaluator, Assessment Proctor etc.
 - ii. Closure of assessment program/location
 - iii. Transfer of AAS to a new AAC
- m. Endorsement section (Comply with same policies as outlined above)



10. Review NCCER Assessment Platform Responsibilities

The Primary Administrator is responsible for managing user access, assessment testing sessions, and all other assessment activities not listed. Step-by-step instructions on how to complete these responsibilities can be found within the NCCER Assessment Platform User's Manual.

- a. Manage NCCER Assessment Platform User Permissions
 - i. The Primary Administrator can assign permissions to any user associated with an AAS location in the Registry System.
- b. Manage AAS Billing
 - i. The Primary Administrator can manage the billing settings for all AAS locations in the NCCER Assessment Platform.
- c. Proctor Assessments
 - i. The Primary Administrator and Assessment Proctor have a responsibility to proctor assessment sessions. These roles must have an active and

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current knowledge of using the NCCER Assessment Platform system to launch tests, find test graphics, submit/review candidate question comments, and troubleshoot internet browser issues. NCCER should be contacted immediately if issues arise during a testing session.

- d. Pull Score Reports
 - i. The Primary Administrator and Assessment Proctor have a responsibility to pull score reports and provide a copy to the candidate.



11. Review Registry System Submissions

You are also responsible for reviewing several areas in the NCCER Registry System.

- a. Reviewing/submitting applications for new locations that register in the Registry System and request association with your organization.
 - i. **How-To Guide:** [Registration of an Assessment Site](#)
- b. Reviewing association requests for any certified assessment personnel in the Registry System. You will need to ensure your certified personnel are associated with an AAS location in the Registry System before they start conducting any assessment responsibilities.
 - i. **How-To Guide:** [How to Approve User Role Requests](#)
- c. Reviewing the Registration of Assessment Certifications for other Master Trainers and Assessment Administrators at your organization. This will not include your own submissions if you perform this process as the AAC Primary Administrator.
 - i. **How-To Guide:** [How to Approve an ACTP Certification Form](#)
- d. Reviewing the Master Trainer and Assessment Administrator class registrations. For Master Trainer class registrations, you should only approve if the registrant meets the Master Trainer qualifications linked below.
 - i. **How-To Guide:** [How to Approve Class Registrations](#)
 - ii. **How-To Guide:** [Qualifications to Attend Master Trainer Class](#)



12. Evaluate Assessment Locations and Certified Personnel

You are responsible for evaluating your assessment sites, assessment sessions, and assessment personnel at least once every 3 years.

- a. Conducting site audits of all AAS locations once with the first year of accreditation, and then once every three years thereafter. You must keep a written document of the audit with the date of completion clearly displayed. A random selection of these items will be requested during the audit, so be sure to have these in a secure and accessible location.
 - i. **AAC Guidelines:** [Assessment Locations](#)
 - ii. **How-To Guide:** [Authorized Assessment Sites Audit Form](#)
- b. Observing an assessment session to evaluate certified personnel once with the first year of accreditation, and then once every three years thereafter. A random

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selection of these items will be requested during the audit, so be sure to have these in a secure and accessible location.

- i. **AAC Guidelines:** [Performance Evaluator Evaluations](#)
- ii. **AAC Guidelines:** [Proctor Evaluations](#)
- iii. **How-To Guide:** [Assessment Session Evaluation](#)
- iv. **How-To Guide:** [Assessment Performance Evaluator Evaluation](#)



13. **Register Individuals for ACTP and/or MTICTP Classes**

- a. Individuals attending the Assessment Administrator and/or Master Trainer class will commonly complete their own class registration, but the Primary Administrator does have access to complete this process for them. The only caveat to this process is that whoever completes the class registration will be responsible for paying the class fee. If the Primary Administrator plans to pay for the attendee's registration using their own payment method, then they should complete the class registration for the attendee.
 - i. **How-To Guide:** [How to Register and Pay for Master Trainer Class](#)
 - ii. **How-To Guide:** [How to Register and Pay for Administrator Class](#)



14. **Review Endorsed Program Responsibilities**

The Primary Administrator is responsible for overseeing all endorsed program activities including the endorsement application, registering practical examiners for certification training, and reviewing practical examination applications.

- a. The Primary Administrator will first complete the endorsement application in the Registry System. The application should include photos of the practical exam space and all required equipment.
 - i. **How-To Guide:** [How to Apply for Endorsement](#)
 - ii. **How-To Guide:** [Endorsed AAC Application Requirements](#)
- b. The practical examiner will submit their qualifications in the Registry System. The Primary Administrator will review their qualifications to ensure they meet all experience documentation and have complete the required assessments. If the practical examiner still needs to complete the assessments, then the Primary Administrator must contact NCCER to have them preassigned.
 - i. **How-To Guide:** [How to Submit Practical Examiner Qualifications](#)
 - ii. **How-To Guide:** [How to Approve Practical Examiner Qualifications](#)
 - iii. **How-To Guide:** [Practical Examiner Certification Process](#)
- c. The practical examiner will receive a message in the Registry System with a link to where they can register for class.
 - i. **How-To Guide:** [How to Register for Practical Examiner Class](#)
- d. The Primary Administrator must approve the practical examiner class registration and then NCCER will send a confirmation email to the registrant.

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- i. **How-To Guide:** [How to Approve Class Registrations](#)
 - e. The Primary Administrator is also responsible for approving practical examination applications and uploading the candidate's photo to each application. This process of approving the application and uploading the candidate's photo must be done once for each type of practical examination (Rigger, Signal Person, Mobile Crane, Tower Crane) before the Registry System will give the candidate credit for the practical exam.
 - i. **How-To Guide:** [How to Approve Practical Exam Application and Upload Candidate Photo](#)
 - ii. **How-To Guide:** [How to Validate Gold Card Certification Requirements](#)



15. Verify Credentials and KV/PV Completion Records

Using Online Verification (available to public) and the Quick Check feature (only available to Primary Administrators) to verify credentials in the Registry System.

- i. **How-To Guide:** [How to View My Credentials](#) (Online Verification)
- ii. **How-To Guide:** [How to Perform a Quick Check](#)



16. Complete Annual Accreditation Requirements

- a. The Primary Administrator is responsible for completing the annual accreditation survey. NCCER will communicate a deadline for all organizations required to complete the survey. Failure to submit the annual survey will result in suspension.
 - i. **AAC Guidelines:** [Accredited Assessment Center Responsibilities](#)
- b. The Primary Administrator must submit payment of the annual maintenance fee. NCCER will communicate a deadline for all organizations required to pay the annual maintenance fee within the next calendar year after the initial audit has been conducted. Failure to submit payment will result in suspension.
 - i. **AAC Guidelines:** [Accredited Assessment Center Responsibilities](#)



17. Review NCCER Support Knowledge Base

Your final responsibility is to review the NCCER Support Knowledge Base. This part of NCCER's customer portal gives you the ability to search a vast collection of support articles and how-to guides, many of which have been linked in this document. The search feature allows you to find information by entering keywords and choosing suggested articles, or by entering as much information as possible to query the collection for all common word matches.

- a. NCCER highly recommends searching the knowledge base as your first step to answering questions and obtaining more information.
 - i. **NCCER Support Knowledge Base:** <https://support.nccer.org/>

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Additional Resources

Audit Preparedness Articles

<https://nccer.freshdesk.com/a/solutions/folders/13000001973>

NCCER Accreditation Guidelines

[https://www.nccer.org/docs/default-](https://www.nccer.org/docs/default-source/manuals/nccer_accreditation_guidelinesb527712ac95a6cd4834aff0000731bb1.pdf)

[source/manuals/nccer_accreditation_guidelinesb527712ac95a6cd4834aff0000731bb1.pdf](https://www.nccer.org/docs/default-source/manuals/nccer_accreditation_guidelinesb527712ac95a6cd4834aff0000731bb1.pdf)