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# **NICET Ambassador Program Manual: Policies, Procedures, and Guidelines**

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## GENERAL INFORMATION

### PURPOSE OF STANDARD OPERATING PROCEDURES MANUAL

The Standard Operating Procedures (SOP) manual is designed to provide NICET Ambassadors with the information they need to perform their duties and responsibilities. This document outlines the procedures necessary to ensure consistency by all individuals serving as a NICET Ambassador.

The SOP manual should be referenced for questions or clarification concerning policies and procedures for the NICET Ambassador Program.

### THE NICET OVERVIEW

#### NICET BUSINESS DESCRIPTION

Since the Institute was founded in 1961, more than 130,000 certifications have been issued to technicians and technologists that have met NICET's rigorous certification criteria, and the number grows rapidly as more employers and local and state governments rely on NICET certification to measure the qualifications of their workforce. The certificate and wallet card issued by NICET serve as a portable credential for certified technicians and technologists who seek to maximize their skills and knowledge, in addition to, advancing their career. By employing those workers who have demonstrated their technical mastery, employers can provide their customers higher quality products and services. And, ultimately, the public benefits from a higher level of safety and protection.

#### NICET VISION AND MISSION

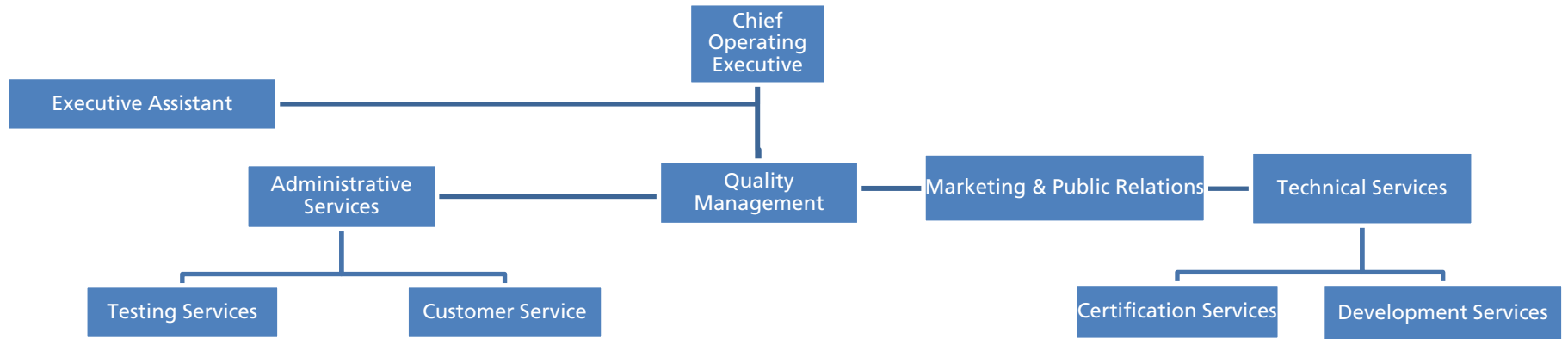
NICET Vision: Providing universally recognized certification for all individuals in engineering technology and related disciplines.

NICET Mission: Providing an independent evaluation of technical knowledge and experience, through certification, among those working in the fields of engineering technology; define and support career paths for engineering technologists and related disciplines; and ensure recognition and continued professional development of certified individuals.

### GEOGRAPHICAL LOCATION OF NICET

The NICET headquarters are located in the Washington, DC metropolitan area inside the Washington Engineering Building at 1420 King Street, Alexandria, Virginia.

# NICET ORGANIZATIONAL CHART<sup>1</sup>



Department	Addresses questions concerning:	Contact person and number
Chief Operating Executive	Overall management of NICET Staff and Operations, Board of Governors, NICET Policy, Policy Violations/Due Process, Personnel Financial and Legal.	Mike Clark, extension 123
Executive Assistant	Assistant to the COE and Board of Governors, Vendors & Contracts, Policy Violations, Event Planning, Executive Staff and General Staff Support.	Cherish Berna, extension 123
Quality Management	Quality of products and services.	Brian Gifford, extension 101
Administrative Services		Regina Stevenson, extension 106
Customer Service	All questions related to NICET, specifically the recertification process and fees, and updates to personal information.	Gloria Mathson, extension 108
Testing Services	Testing process, test dates and locations, scoring.	Regina Smith, extension 109
Technical Services		Ahmed Farouki, extension 103
Certification Services	Certification status, the evaluations process, and evaluation documents.	Paul Stockman, extension 102
Development Services	Program content program development and other program specific questions.	Ahmed Farouki, extension 103
Marketing and Public Relations	Marketing, the NICET website, NICET job board, online training ads, and NICET's participation in seminars and tradeshow	Chip Hollis, extension 107

<sup>1</sup> NICET is a division of the National Society of Professional Engineers.

## NICET AMBASSADOR PROGRAM

### WELCOME TO THE NICET AMBASSADOR PROGRAM

NICET is excited to introduce the NICET Ambassador Program. The Ambassador Program will serve as an opportunity to refine and bring together members of the engineering community as well as recruit potential technicians and technologists. Whether through a brief conversation with potential engineering technicians at a tradeshow or holding a discussion with local authorities and officials, NICET Ambassadors will share the advantages of holding NICET certification, which is internationally recognized. Certification ensures that an individual has met rigorous standards based on work experience, a written examination, job performance and third-party evaluations. Not only does NICET certification serve as a reliable measure of knowledge and skills, certificants are required to recertify every three years, but it also defines a career path from entry-level to senior positions.

Sharing the NICET vision and mission begins with engaging the world and showcasing the importance of NICET certification and what sets NICET certification apart from other certifications. We encourage current, active, and eligible NICET certificants and licensed engineers to become Ambassadors.

### NICET AMBASSADOR PROGRAM VISION

The vision of the NICET Ambassador Program is to educate and increase the number of individuals who hold NICET certification and the number of employers who recognize and require NICET certification.

### NICET AMBASSADOR PROGRAM MISSION

The mission of the NICET Ambassador Program is to inform the engineering and technical community about the advantages of NICET certification and encourage the utilization of NICET certified technicians and technologists as valuable members of the engineering team through volunteer advocacy, dissemination of research data, and other educational activities.

### NICET AMBASSADOR PROGRAM OBJECTIVE

The objective of the NICET Ambassador Program is to develop a team of NICET certified technicians and technologists, licensed engineers, and select others whose purpose is to promote the value of certification and increase awareness within his or her geographic area, with a focus on technicians and technologists, employers, educational institutions, and other stakeholders in the engineering community, by emphasizing the holistic team approach to engineering processes.

## NICET AMBASSADOR PROGRAM GUIDELINES

### DEFINITION OF A NICET AMBASSADOR

A NICET Ambassador is an individual who, without compensation or reimbursement, reaches out beyond the confines of their paid employment and normal responsibilities to contribute time and service to NICET in the belief that their activities are beneficial to others. Ambassadors are encouraged to participate in networking engagements and perform outreach focusing on technicians and technologists, employers, educational institutions, and other stakeholders in the engineering community.

NICET Ambassadorship is an important role within the Institute and is held to the highest set of standards and conduct. Ambassadors are often the first representatives of NICET that the engineering community may encounter. It is therefore, imperative that Ambassadors embrace the NICET Ambassador Program's vision, mission, purpose, and uphold the [NICET Code of Ethics](#) to the highest standard.

### DUTIES AND RESPONSIBILITIES OF A NICET AMBASSADOR

The NICET Ambassadorship is an opportunity, as well as a privilege, for those who wish to assist NICET in advancing the vision and mission within the engineering and educational communities. Specifically:

- **Promote NICET certification.** Individuals will be tasked with advocating NICET certification at local and regional events, to include: tradeshow, seminars, workshops, regular work activities, board meetings, etc.
- **Promote the team approach to engineering.** The engineering team consists of Professional Engineers (PE), engineering technologists and engineering technicians. Each team member has a specific area of expertise that they are responsible for with a given project.
- **Recruit Subject Matter Experts (SME).** NICET is always looking for qualified individuals to volunteer to help write the NICET examination questions. Ambassadors will be encouraged to assist in the search/recruitment for qualified SMEs.
- **Network with Local Industry Stakeholders.** As much as NICET would like to be everywhere, unfortunately we cannot. Therefore we rely on Ambassadors to provide the information and dialogue to and from his or her community. Ambassadors are expected to keep NICET abreast of essential information and conversations that are to be had (i.e., legislation, adoption of NICET within a company/organization).
- **Submit activity reports.** To document the activities of Ambassadors, NICET asks Ambassadors to complete and submit an activity form after each activity. The form will assist NICET in determining if the activity is a relevant activity that requires additional attention, or an activity that needs an evaluation of why we participate. Also, to demonstrate Ambassadors' participation and impact in the community, quarterly reports are expected that will be presented to the NICET Board of Governors for review.
- **Update knowledge of NICET.** Prior to participating in activities NICET will schedule an Introduction to NICET Ambassadorship virtual workshop. The first workshop will provide the foundation for the NICET knowledge that Ambassadors will receive. In addition, periodically (quarterly encouraged) Ambassadors will receive brief training updates via webinars, which will present an opportunity to provide updates on programs and activities that NICET is engaged in.

NICET Ambassadors are considered role models and are therefore expected and will be held to the highest standard of the [NICET Code of Ethics](#). Any Ambassador deemed as having, or potentially having, disciplinary issues will be immediately released of his or her NICET Ambassador role.

## CANDIDATE ELIGIBILITY REQUIREMENTS

In order to serve as a NICET Ambassador the following criteria must be met:

- Current senior-level certified technician, certified technologist or licensed engineer
- Current and active membership in at least one professional or technical society
- Demonstrate a record of leadership and active involvement within your industry
- Must agree and be able to carry out the “Obligations, Expected Involvement, and Activities”

## PROCESS TO APPLY

Interested candidates should submit a completed NICET Ambassador Application. In addition, to the application candidates must submit a current copy of his or her resume.

Completed applications and resumes may be e-mailed to [ambassador@nicet.org](mailto:ambassador@nicet.org), faxed to 703-682-2756, or mailed to NICET, Attn: NICET Ambassador Program, 1420 King Street, Alexandria, Virginia 22314.

## EVALUATION AND SCREENING

**As part of the application process, all persons applying for the NICET Ambassador Program will be evaluated by the Selection Committee.** The purpose of the initial evaluation will be to determine the qualifications, ability and suitability of the individual to perform activities on behalf of NICET; the determining factors in the selection and/or termination process shall be skill in performance, training, educational background, experience, personal suitability, and responsibility.

In addition, individuals will learn about the Institute, its mission, and the expectations of NICET Ambassadors. The evaluation process is designed so that each party may become acquainted, and that acceptance as an Ambassador is not automatic.

## EQUAL OPPORTUNITY

This policy governs all aspects of Ambassadorship, including candidate selection, duties and responsibilities, benefits, training, terms and conditions, discipline, and termination.

NICET appreciates and values diversity. At our best we celebrate the differences in beliefs and views while recognizing the need for leadership. We benefit from a rich range of input into decisions.

In order to provide equal opportunities to all individuals, ambassadorship decisions at NICET will be based on merit, qualifications and abilities. NICET does not discriminate in opportunities or practices on the basis of race, color, creed, religion, sex, national origin, sexual preference or orientation, age, disability or any other characteristic protected by law. NICET will make reasonable accommodations to enable qualified individuals with disabilities to perform the essential functions of the position. Opportunities are based on the qualifications of each applicant related to the specific position requirements.

## POSITION ACCEPTANCE

Individuals selected for the NICET Ambassador Program will receive an official notice of acceptance or appointment. Notice may only be given by an authorized representative(s) of NICET. Applicants should not represent themselves as Ambassadors until they are officially offered and accepted the appointment; have returned the necessary paperwork; and completed the Introduction training. Upon receipt of all necessary paperwork Ambassadors shall receive a copy of the duties and responsibilities as well as a signed copy of the Agreement to Serve.

## ACCESS TO INFORMATION

Ambassadors will have access to all necessary and appropriate written and verbal information pertinent to carrying out their responsibilities for NICET.

## CONFIDENTIALITY

Ambassadors are expected to maintain the confidentiality of all proprietary and privileged information to which they are exposed while serving as an Ambassador, whether this information involves a single staff, Ambassador, certificant, candidate, or other person or involves overall NICET business. All information verbal, written, or computerized concerning certificants will be held in strictest confidence and shared only within the team to the degree necessary to offer expected level of service. Failure to maintain confidentiality will result in termination of the Ambassador's relationship with NICET, or other corrective action, and may even be cause for immediate dismissal. As a condition of participation in programs, Ambassadors are required to sign a confidentiality agreement/pledge of confidentiality and compliance with that agreement. In addition, Ambassadors may not use their organizational affiliation in connection with partisan politics, religious matters, or community issues contrary to positions taken by the Institute.

## CONFLICT OF INTEREST

NICET Ambassadors must be free from conflicts of interest that could adversely influence their judgment, objectivity or loyalty to NICET in conducting business activities and assignments. NICET acknowledges that Ambassadors may take part in legitimate financial, business and other activities outside their Ambassadorship, but any potential conflict of interest raised by those activities must be disclosed promptly to NICET.

## CODE OF ETHICS

NICET Ambassadors must adhere, encourage and promote the [NICET Code of Ethics](#) and report ethical violations of NICET certificants.

### NICET CODE OF ETHICS

NICET-certified engineering technicians and technologists recognize that the services they render have a significant impact on the quality of life for everyone. As they perform their duties and responsibilities on behalf of the public, employers, and clients, they shall demonstrate personal integrity and competence. Accordingly, certificants shall:

1. Have due regard for the physical environment and for public safety, health, and well being. If their judgment is overruled under circumstances where the safety, health, property, or welfare of the public may be endangered, they shall notify their employer, client, and such other authority as may be appropriate. An employee shall initially express those concerns to the employer.
2. Undertake only those assignments for which they are competent by way of their education, training, and experience.
3. Perform their duties in an efficient and competent manner with fidelity and honesty.
4. Admit and accept their own errors when proven wrong and never distort nor alter the facts in an attempt to justify their decisions.
5. Avoid conflicts of interest whenever possible. When unavoidable, they shall disclose to their employer or client, in writing, any action that might create the appearance of a conflict of interest.
6. Avoid receiving and granting bribery in all its forms.
7. Strive to maintain their proficiency by updating their technical knowledge and skills in engineering technology.
8. Not misrepresent or permit misrepresentation of their own or their associate's academic or professional qualifications nor exaggerate their degree of responsibility for any work.
9. Not reveal facts, data, or information obtained in connection with services rendered without prior consent of the client or employer except as authorized by law.

## **SERVING ON BEHALF OF NICET**

Prior to any action or statement that might significantly affect or obligate NICET; Ambassadors must seek prior approval from the Chief Operating Executive or Board Chairman. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, etc. Ambassadors are authorized to act as representatives of the Institute only as indicated within the specified duties and responsibilities. While on assignment for NICET, Ambassadors will not represent themselves as other than an Ambassador for NICET.

## INTRODUCTORY NICET AMBASSADOR WORKSHOP

### TRAINING

NICET has the responsibility to provide the necessary training for satisfactory Ambassador performance in a complete, current, and timely manner to ensure Ambassadors are fully qualified and prepared to serve as a NICET Ambassador.

#### INTRODUCTORY NICET AMBASSADOR WORKSHOP

All Ambassadors will begin with an introductory NICET Ambassador workshop. The workshop training will include, but is not limited to:

- NICET's vision and mission,
- NICET Policies and Procedures,
- Conflict resolution and handling unexpected situations, and
- Appropriate information to provide current and potential certificants.

After submitting the acceptance letter, Ambassadors should contact the Ambassador Administrator to register for the training. It is expected that once an Ambassador has confirmed, whether verbally or in writing, he or she will keep this commitment. Ambassadors who are unable to attend their scheduled training should contact NICET prior to, but as soon as possible, the scheduled training. During that time Ambassadors will be encouraged to register for the next available date. Should an Ambassador not attend the second training, they will be dismissed from the program and unable to reapply for six months.

The training will last approximately two hours in which a presentation will be given followed by a question and answer session. Training sessions will take place once every quarter or by special arrangements as agreed to by NICET.

In the event that an Ambassador receives two negative reports in the course of one year of service, he or she will be required to repeat the training workshop prior to participating in any additional activities. Failure to do so will result in immediate dismissal from the Ambassador Program.

## AMBASSADOR RECORDKEEPING

### REPORTING TO NICET

NICET Ambassadors are required to submit reports to NICET, preferably on a quarterly basis or as needed. The reports will be used to highlight the activities in which NICET participates, and to highlight activities and accomplishments. The information gathered in the reports will be shared with the NICET Board of Governors, NICET Staff, and stakeholders.

#### AMBASSADOR ACCOMPLISHMENT REPORTS

It is imperative to maintain accurate records to preserve the value of volunteerism, continued growth of the Ambassador Program, and to guide the benefits and rewards received for hours served. Therefore, Ambassadors are encouraged to include the following measurables in reports submitted to NICET to illustrate how their involvement supports and contributes to the Institute's mission:

- Hours contributed
- Contacts made
- Tasks completed
- Potential programs needs for new programs
- Quality improvement and potential need for new programs
- Contributions towards the Institute's mission

The data generated for the reports should come from the appropriate source, such as: activity evaluation forms, lead generator forms, and direct feedback. The report should be submitted quarterly to NICET.

#### ACTIVITY REPORT

To evaluate and ensure we are maximizing our participation in appropriate activities, NICET requires that each Ambassador complete an Activity Evaluation Form. The information collected will help NICET make meaningful modifications and/or changes to the activities NICET and Ambassadors participate in. Nonetheless, it is the responsibility of the Ambassador to complete the Activity Evaluation Form. A separate form must be completed for each activity; for example, an Ambassador participating in a seminar held at an annual conference and participating in an exhibit session for an annual conference should complete a separate form for each activity. While the event may garner the same crowd, the activities will reach different individuals. For matters that are time sensitive please report the activity using the online Time-Sensitive Activity Report.

#### ONLINE TIME-SENSITIVE ACTIVITY REPORT

Occasionally there are activities in which the information needs to reach NICET as soon as possible. To help document and expedite this information NICET created the Time-Sensitive Activity Report, which may be found online within the Ambassador Toolkit.

## LEAD GENERATOR FORM

Every interaction has the potential to turn a prospective contact into an actual NICET candidate; therefore, it is important to obtain contact information for individuals who are genuinely interested in NICET.

Ambassadors will be asked to complete NICET Lead Generator Forms during activities. The forms are easy to complete, and are not intrusive. The information collected includes:

- Name
- E-mail address
- Preferred method of contact
- Interested programs
- Permission to use e-mail address
- Permission to send the *NICET Examiner* newsletter
- Additional comments

The Activity Report and Lead Generator Forms should be returned to NICET within a timely manner to allow staff to follow-up with event organizers and participants. The Time-Sensitive Activity Report should be completed online, e-mailed, or faxed within 3 business days.

## NICET AMBASSADOR PROGRAM EVALUATION

### PERFORMANCE REVIEWS

Each Ambassador will undergo an observation period. The rationale of the observation period is to determine whether a good match has been made between the Ambassador and NICET; in addition providing the opportunity for training that may be required to meet the expected level of performance. The observation period will not exceed six months, and will commence once the Ambassador has completed training.

As the observation period concludes, NICET will conduct a formal review to evaluate and determine if the Ambassador has met and fulfilled the duties and responsibilities of a NICET Ambassador.

On an annual basis, during the three-year term, NICET will conduct performance reviews to ensure Ambassadors are meeting goals and expectations.

Ambassadors are expected to exemplify the highest standards, and should adhere to all NICET policies, procedures, the [NICET Code of Ethics](#) and regional regulations. Any violations or infractions received will be investigated and a decision will be rendered within a reasonable timeframe.

## DISCIPLINARY ACTION

### INCIDENT REPORTS

Should an Ambassador receive a negative incident report, defined as any complaint or negative account of behavior or judgment from NICET certificants and/or stakeholders; then progressive dismissal procedures will be enacted.

### DISCIPLINARY PROCEDURES

Due to the significance and visibility, NICET Ambassadors are held to a higher standard than conventional NICET certificants. Therefore, Ambassadors who fail to comply with policies, procedures, and guidelines of NICET and who fail to satisfactorily perform assignments/activities are subject to dismissal.

#### CORRECTIVE ACTION

This is a process through which an Ambassador is warned or disciplined before being faced with the penalty of dismissal. It is called 'progressive' because each step is more serious. A common pattern of progressive discipline is:

- *Warning*
- *Dismissal*

NICET encourages the use of "corrective action" to address position performance or behavior issues that do not escalate to the level of defined misconduct; as well as to guide Ambassadors to meet and exceed standards and expectations.

Dismissal of Ambassadors will be a last resort, with the exception of ethics violations, when other available and appropriate approaches have been attempted and/or exhausted.

NICET will employ the following corrective action procedures consistent with the following guidelines:

### WARNING

An oral/verbal warning is a memorandum to the Ambassador, from NICET, explaining his or her performance is believed to be unsatisfactory. The warning will provide specific details regarding the performance and/or behavior issues, and the consequences for continuing the cited performance and/or behavior violation. If an Ambassador should receive a written warning he or she will be expected to sign the document to acknowledge receipt of the document. It is important to note that signing the document does not indicate agreement with the action taken. Ambassadors are free to record comments to accompany the warning that will go into his or her record.

### DISMISSAL

At times an Ambassador's conduct may be negligent or inappropriate enough to warrant immediate dismissal. While NICET's stance is not to release an Ambassador without warning for just cause, NICET has the right to request an Ambassador to resign. Actions that present the potential of an immediate dismissal may include, but are not limited to:

- Violation of the [NICET Code of Ethics](#)
- Gross misconduct or insubordination
- Under the influence of alcohol or drugs while performing Ambassador assignment
- Theft of property or misuse of agency funds, equipment or materials
- Lies or falsification of records
- Illegal, violent or unsafe acts
- Failure to abide by agency policy or procedure
- Unwillingness or inability to support and further the mission of NICET and/or the objectives of the NICET Ambassador Program.

*Ambassadors have the right to expect:*

- Encouraging and constructive criticism
- Clear details regarding inappropriate or unsatisfactory performance/behavior
- Suggestions regarding what and how to improve; in addition to time and opportunity to demonstrate improvement after each stage
- Written documentation of unsatisfactory performance

## **AMBASSADOR DISMISSAL**

NICET reserves the right to release Ambassadors that violate the [NICET Code of Ethics](#) and/or commit inconceivable acts, display of behavior or performance that may negatively impact NICET. In addition, the alleged violation could have an impact on your certification(s) held.

## **AMBASSADOR RECOGNITION**

NICET appreciates individuals that step up to the task of becoming an Ambassador. Each Ambassador stands to receive acknowledgement for his or her participation in the NICET Ambassador Program. Benefits include:

- Increased recognition of your dedication to NICET and the value of your NICET certification, as well as other accolades from your peers.
- Invaluable opportunities to build new and expand on existing business relationships.
- Enhancement of business leadership and communication skills.
- Affiliation with a widely recognized and respected emblem of excellence within the engineering technology community.
- In recognition of the diligence and dedication, NICET will award Continuing Professional Development (CPD) points towards recertification for service; in addition to other accolades.

## HOW TO REACH NICET

### CONTACTING PROGRAM ADMINISTRATORS

The NICET Ambassador Program Administrators are always available via phone or e-mail to answer additional questions or request for information.

<a href="#">Cherish Berna</a> , Executive Assistant	Extension 123
<a href="#">KeShonda Morris</a> , Marketing Specialist	Extension 127
<a href="#">Chip Hollis</a> , Manager, Marketing and Public Relations	Extension 107
<a href="#">Paul Stockman</a> , Manager, Certification Services	Extension 102
<a href="#">Ahmed Farouki</a> , Senior Director of Technical Services	Extension 103
<a href="#">Michael Clark</a> , Chief Operating Executive	Extension 105

### CONTACTING NICET BY PHONE

We know that occasionally you have questions/concerns. NICET is always here to assist you and can be reached Monday through Friday, 8:30am to 5:00pm EST at:

NICET Main Number: 888-476-4238

NICET Local Number: 703-548-1518

Option 1: Staff Directory

Option 2: Customer Service

Questions regarding: certification and recertification process and fees; personal certification status; calculating Continuing Professional Development (CPD) points; update personal information

Option 3: Examination Services

Questions regarding: testing; test dates and locations; submitting an application; scoring

Option 4: Certification Services

Questions regarding: the evaluations process; receipt of a Conditional Decision Letter (CDL)

Option 5: Development Services

Questions regarding: program content; program development; and other program specific technical issues

Option 6: Marketing and Public Relations

Questions regarding: marketing; the NICET website; NICET job board and training directory; and NICET's participation in seminars and tradeshow

Keep in mind the fastest way to obtain general information is to visit our website [www.nicet.org](http://www.nicet.org).

**APPENDIX**

**LIST OF FORMS**

AGREEMENT TO SERVE

ALTERNATIVE CONTACT INFORMATION

ACTIVITY EVALUATION FORM

LEAD GENERATOR FORM

TIME-SENSITIVE ACTIVITY FORM

SME RECOMMENDER FORM