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Quality Assurance and Accountability

Independent oversight of the certification processes and procedures are to be administrated by National Inspection Testing Certification (NITC).

ABOUT NITC:

National Inspection Testing and Certification, Inc. (NITC) tests and certifies personnel in the Plumbing, Piping, HVACR and a number of other related industries. During the 1990's NITC was created as a separate entity from P.I.P.E. (www.pipe.org) for the specific purpose of maintaining a separation between the Certification of individuals in the Piping Industry, and the training of such individuals.

NITC offers a large number of personnel certifications that include Journey and Mastery Level Plumbing and Mechanical, Medical Gas, IAPMO Voluntary Plumbing and Mechanical Inspectors, assorted City, County and State government-required certifications as well as many others. A list of the certifications most frequently requested can be found NITC's web site at http://www.nationalitc.com/NITCService.cfm?GO=CERTLIST.

NITC accepts applications and issues certifications to qualifying candidates without regard to membership in any trade, association, union, etc., and complies with Federal and State ADA regulations. View additional detailed information in NITC's Rules and Procedures document found on the web site of NITC at http://www.nationalitc.com/PDF/NEWS_WI7.2-06_RulesandProcedures.pdf and in the many Examination Candidate Bulletins provided there for each Certification.

NITC QUALITY SYSTEM(S):

NITC is ISO 9001:2008 certified and also has three certification schemes accredited under the rigorous ANSI/ISO/IEC Standard 17024 for bodies operating certification of persons.

NITC EXPERIENCE AND INFRASTRUCTURE:

NITC is thoroughly experienced in the business of testing including job task analysis, exam blueprint development, test item development and banking as well as delivery via computer, paper/pencil, and "hands-on" (practical). The infrastructure necessary to accomplish this range of activities is in place, thoroughly tested, and efficiently run by an internal staff of 13 long-term employees with an average of 9 years at NITC.

Proctor agreements acceptable to both ANSI and ISO auditors are currently in place throughout the United States for all types of testing including "hands-on". Threat assessments are updated annually to identify actions that may need to be taken on any risks to the security of data.

A list of entities related to NITC's testing and certification activities is shown in the table below. In addition to any contractor agreements in place, each entity has signed Confidentiality and/or Non-disclosure agreements filed with NITC.

Name of related entity	Relationship to NITC	Description
NITC Scheme Committee	NITC's body of volunteer subject matter experts	NITC's Scheme Committee oversees certification scheme maintenance and updating.
TesTrac, Inc.	Subcontractor - the delivery arm of NITC for computer-based examinations	TesTrac is a world leader in online testing and is serving more than 50 clients in high stakes testing including PSI, WorkKeys, GED, colleges and universities, and states and other governmental agencies.
PSI	Subcontractor - provides sites and proctors for delivery of NITC's certification and recertification exams	TestTrac, Inc. contracts with PSI Services, LLC to provide for proctored computer-based delivery of NITC's certification and certain recertification examinations at any of more than 500 PSI sites throughout the United States. PSI staff schedule NITC's exam sessions from a centralized call center, manage candidate testing sessions at each site, report results to candidates immediately after testing is concluded. At no time does the exam content reside on their computer equipment. PSI proctors are furnished with a password which, when paired with the TestTrac password provided to the candidate, allows the test to activate from TestTrac's site.
Vintage Communications	Subcontractor for support of computers, digital media, copy machines	Vintage Communications out of Napa California provides secure remote as well as on-site support for all of NITC's computers, digital media and storage, and copy machines.
West Coast Analytics	Subcontractor for Psychometric Services	West Coast Analytics provides a yearly analysis and detailed psychometric reports for select NITC certification examinations. Data sent to West Coast for such reports does not normally identify candidates or provide access to test questions.

Integrated Software	Subcontractor for NITC's database of certifications	NITC manages its database of certification holders including names, addresses, dates of expiration and examination history through Integrated's "Certification Manager" software. Examination history includes such things as where they took their exam, what score they received, who proctored the exam and who taught the required course. Integrated Software has the answer key for examinations, however they do not have the exam questions.

NITC EXPERIENCE WITH PRACTICAL EXAMINATIONS:

NITC is thoroughly experienced in the business of practical "hands-on" testing. As an example, Medical Gas Installers and Instructors are required to pass a brazing test as part of their certification. Details (with photos) for how this operation is handled including preparation, materials, oversight (proctoring), testing, and packing and shipping results, can be found at this link:

http://www.nationalitc.com/PDF/NITC_BrazeInstructions.pdf

Another method of practical testing commonly employed by NITC involves analyzing and decisions-making using schematics and/or drawings, such as is done with Medical Gas Verifier testing.

NITC MANAGEMENT OF CERTIFICATION PROGRAMS

NITC manages its database of over 10,000 certification holders -- including names, addresses, dates of expiration and examination history -- through Integrated Software's "Certification Manager" software. This database is searchable on NITC's web site at https://nationalitc.net/map/stateCerts.html .

Examination history includes such things as where certificant took the exam, what score was achieved, who proctored the exam, and who taught the required course. Prompted by the Certification Manager software, NITC is able to send out expiration notices and renewal reminders on schedule to help certification holders maintain their credentials in good standing.

Integrated Software's access to internal data is limited to only that information which NITC supplies to them. They have the answer key for examinations, however they do not have the exam questions.

NITC maintains memberships or affiliations with these trades and testing organization:
- National Association of State Contractors Licensing Associations (NASCLA) www.nascla.org
- American Society of Safety Engineers (ASSE) www.asse-plumbing.org
- National Fire Protection Association (NFPA) www.nfpa.org
- American Welding Society (AWS) www.aws.org
- ASME (formerly American Society of Mechanical Engineers) www.asme.org
- The International Association of Plumbing and Mechanical Officials (IAPMO) www.iapmo.org

See **Appendix G** for the NITC Rules and Procedures Handbook, or download the most current edition of it from the web site of NITC at http://nationalitc.com/wp-content/uploads/NEWS_WI7.2-06_RulesandProcedures.pdf.