



Certification Procedures Manual

**Approved by
United States Conference of Catholic Bishops (USCCB)
Subcommittee on Certification for Ecclesial Ministry and Service (CEMS)**



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NACC Certification Commission**

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**National Association of Catholic Chaplains (NACC)
4915 S. Howell Avenue, Suite 501
Milwaukee, Wisconsin 53207-5939
Phone: 414-483-4898**

Certification Procedures Manual

Part Fifteen – Palliative Care and Hospice Advanced Certification Appeals Procedures

- CP15.1 When an Applicant for NACC Palliative Care and Hospice Advanced Certification (PCHAC) receives notification of denial of certification and believes that PCHAC Procedures for Certification, were violated, resulting in a negative certification decision, the right to a timely appeals procedure is ensured. The Certification Appeals Panel strives to resolve all appeals according to the timeline established below.
- CP15.2 Procedures
- 15.21 With the notification of denial of certification, the Applicant will receive information about the appeals process including:
- 15.21.1 Appeals Procedure Letter.
 - 15.21.2 A copy of PCHAC Certification Appeals Procedures.
- 15.22 If an Applicant chooses to appeal the decision of the Certification Commission, the Applicant must make a formal appeal in writing within thirty (30) calendar days of the date of the letter accompanying the written copy of the completed Interview Form (PRPII). All members involved in the PCHAC certification process understand that confidentiality must be maintained during this thirty (30) day time frame.
- 15.23 Formal appeals must cite relevant PCHAC Procedures that are alleged violations. An appeal must be based upon the grounds that the decision of the Certification Process Committee, Interview Team or Action Reflection Process Team, was in disregard or violation of PCHAC Procedures and that the violation had an impact on the outcome of the advanced certification process. Examples of grounds for appeal may include:
- 15.23.1 Substantial inaccurate representation of the Applicant’s application materials as presented by the Applicant’s Interview Team or Action/Reflection Process Committee.
 - 15.23.2 Failure of the Certification Process Committee, Interview Team or Action/ Reflection Process Committee, to uphold the policies or follow the procedures of the certification process.
- 15.24 Applicant must include:
- 15.24.1 Letter of request for an appeal clearly stating the identified reasons for the appeal, referring to the policies and/or procedures that may have been violated.
 - 15.24.2 A copy of the Presenter’s Reports Part I and Part II.
- 15.25 Within fifteen (15) days of the postmark of the formal appeal from the Appellant, the Certification Appeals Panel reviews copies of the Appellant’s formal appeal for the purpose of determining whether the formal appeal has demonstrated probable cause. The Panel completing the review will include 1 PCHAC member, not involved in the certification process being appealed.

- 15.25.1 Demonstrates probable cause which indicates a potential violation of the Advanced Certification Policies and/or Procedures, or
 - 15.25.2 Does not demonstrate probable cause and it is determined that there are no grounds to proceed.
- 15.26 If it is determined that there are no grounds to proceed, the Appellant is notified by the Certification Appeals Panel via the NACC National Office. The decision is final.
- 15.27 If it is determined there is probable cause to proceed with the formal appeal, the Certification Appeals Panel, in consultation the NACC National Office will facilitate the appeals process. The panel will include 1 PCHAC member, not involved in the certification process being appealed.
- The Appellant is notified of the composition of the Certification Appeals Panel by electronic mail (with a read receipt) and has ten (10) days from the postmark of the notification of the composition of the Certification Appeals Panel to indicate a conflict of interest with a member of the team by notifying the Chair of the Certification Appeals Panel via the NACC National Office.
- 15.28 The Certification Appeals Panel will request the Certification Interview Team involved in the interview to respond to the appeal individually in writing. Responses will be sent directly to the Certification Appeals Panel.
- 15.29 Within forty-five (45) days of the composition of the Panel being finalized, the Certification Appeals Panel deliberates and renders a decision to:
- 15.29.1 Uphold the decision of the PCHAC Certification Interview Team to deny certification or,
 - 15.29.2 Grant a new interview.
- 15.30 The Certification Appeals Panel prepares a Summary Report that includes the findings, decisions and reasons based on the policies and procedures. The Certification Appeals Panel notifies the NACC National Office of the decision and submits a Summary Report using the current template.

CP15.3 Outcomes

- 15.31 When the Certification Appeals Panel upholds the decision of the Certification Commission to deny certification, the Appellant is notified via email. The decision of the Certification Appeals Panel regarding upheld denials is final.
- 15.32 When the Certification Appeals Panel decision is to offer the Appellant a new interview, that recommendation is communicated to the Certification Commission for action. Final decision of the Certification Commission is communicated to the Appellant via email through either the NACC National Office within sixty (60) days of the Certification Process Committee's action. The decision of the Certification Appeals Panel/Certification Commission is final.
- 15.33 At the conclusion of the appeal process, NACC National Office retains the following in the long-term certification files:
- 15.33.1 A copy of the Appellant's formal appeal.

15.33.2 A copy of the completed Summary Report Form.

15.33.3 A copy of the notification letter alerting the Appellant of the decision.

All other written and electronic documents from the appeals process are destroyed.