

NCLC

Laser Certification Candidate's Handbook



National Council on Laser Certification™

<https://LaserCertification.org>

NCLC LASER CERTIFIED™

Laser Certification for Health Care & Aesthetic Professionals

Medical Laser Safety Officer, Laser Repair Technician,
Laser Operators in the areas of Aesthetic Laser Procedures, and Laser & Light Based Hair Removal

3142 Broadway, Suite 200, Grove City, OH 43123

Tel: 305.407.8901

Email: Info@LaserCertification.org

NCLC

Laser Certification Handbook

This handbook contains applications and important information for ALL NCLC credentialing programs. You may wish to retain this information for future reference. A “Supplemental” Handbook covers additional policies and procedures of the NCLC that go beyond applicant related polices and reflect the overall corporate policies and procedures of the NCLC.

Table of Contents:

| | |
|--------------------------------------------------------------------------------------------------------------------|----|
| This Handbook | 4 |
| Nondiscrimination Policy | 4 |
| Access to Certification Policy | 4 |
| Testing Agency..... | 4 |
| Disclaimer and Clinical Licensing Issues..... | 5 |
| NCLC Examinations and Admissions Policies: | 5 |
| Note Regarding Manufacturer Provided "nonaccredited" training | 6 |
| FULL NCLC LASER CERTIFICATION - REQUIREMENTS:..... | 6 |
| CLRT – Certified Laser Repair Technician..... | 6 |
| Certified Medical Laser Safety Officer - CLSO/M | 7 |
| CLHRS – Certified Laser Hair Removal Specialist and CLHR Supervisor - Certified Laser Hair Removal Supervisor..... | 8 |
| CLO/A – Certified Laser Operator / Aesthetic | 9 |
| Education and Experience Requirements - Discussion | 10 |
| Continuing Competency Program Requirements & Re-Certification | 11 |
| NCLC and State Licensing | 12 |
| APPLICATION PROCEDURES AND EXAMINATION POLICIES:..... | 13 |
| Filing Your Application and Notification of Eligibility | 13 |
| Fees | 14 |
| Assessment Center Facilities / Locations | 16 |
| Inclement Weather..... | 16 |
| Release of Information | 16 |
| Cancellation of Scores | 16 |
| Inactive Eligibility Records..... | 17 |
| The Day of the Test | 19 |
| Security..... | 19 |
| Rules for Examination..... | 20 |
| Timed Examinations..... | 20 |
| Finishing the Examination..... | 21 |
| Passing the Examination..... | 21 |
| Failing the Examination & Retests | 21 |
| Feedback on Examination Content and Fairness..... | 21 |
| Post-Examination Review Results..... | 22 |
| Test General | 22 |
| Study Suggestions | 22 |

The National Council on Laser Certification™
PO Box 997, Grove City, OH 43123

Phone: 305-407-8901, Fax: 305-946-0232
Website: <https://LaserCertification.org>

Copyright ©2000, 2004, 2005, 2007, 2009, 2012, 2015, 2020 The National Council on Laser Certification, all rights reserved.
Printed in USA. Original NCLC handbook first published April 7, 2000.

The National Council on Laser Certification is a non-profit credentialing organization created in 2000 by the nonprofit Professional Medical Education Assn, inc., est. 1978 and incorporated 1980. The NCLC was incorporated in 2011

(The designations of NCLC Laser Certified, Laser Certified, NCLC, CLRT, CLSO-M, CLO-A, CLHRS are trademarks of the National Council on Laser Certification.

Eligibility, Training and Testing:

This handbook spells out the eligibility requirements for proctored testing and subsequent full certifications. A specified number of hours of accredited academic training are required in order to sit for the examination itself. These training hours may be accumulated or accomplished in one training or home-study/online course (Computer Based Learning), and the training may be acquired from any accredited training course (contact hours or credits given for nursing, physician CME, dental CE, technical or any other body or company that provides accredited certificates.) In addition there are experience and background requirements, and/or documentation of clinical cases that are required to meet the full Certification requirements. Once one has passed the examination they are considered a Certification “Candidate” and receive the appropriate Certificate. Once documentation is provided to fulfill the other requirements their Certificate is converted into a full Laser Certification.

In addition to more than 755 exam proctors available worldwide through ETA International, the NCLC works with affiliated International, United States and Regional training programs that are authorized to offer Reviews and Certification Exams at the end of their training courses. Please visit the <https://LaserCertification.org> website for a list of current affiliates.

As of July 2020, ETA has now partnered with a group to offer SECURE, MONITORED, ONLINE TESTING. This means that it is now possible to take a proctored examination without having to travel – saving both time and money. The application and approval process is the same as with in-person proctored testing, but you’ll just schedule it as “remote testing”.

Please contact us if you’d like consideration given to your program for an NCLC affiliation to provide on-site testing with a qualified proctor.

info@LaserCertification.org

The NCLC

The National Council on Laser Certification (NCLC) is a Non-Profit Credentialing Board providing Laser Certification as a Professional Credential based upon standardized testing and eligibility standards. These are starting to be accepted by various States in meeting licensing requirements for those States, where they exist. The NCLC was incorporated as its own nonprofit organization in 2011, but was started in 2000 by Professional Medical Education Association - a federally recognized 501 C3, tax exempt, nonprofit, private foundation which was founded itself in 1978. The NCLC is still affiliated with, but independent of , Professional Medical Education Association and its Laser Training Institute.

The NCLC standards for laser certification are governed by the Council Advisory Board, with committees developing examinations in areas of certification (ie; Laser Repair, Aesthetic Laser Operators, etc.) and are comprised of representatives from Hospitals, Laser Manufacturers, Laser Service Organizations, Nurses, Aestheticians, and member organizations.

This Handbook

This handbook and the supplemental materials enclosed with it were developed to help you apply and prepare for NCLC credentialing examinations. Collectively, they contain the NCLC's admissions and examination policies, applications for testing and other important information about the content of the respective examinations. These materials are in no way a substitute for a thorough education or your commitment to study, but they can help you increase your confidence and ability to perform well on the examinations.

The NCLC is NOT a training organization. It is a Laser Credentialing organization to establish Certification requirements and administer testing and application processing.

Detailed content outlines and applications for each NCLC examination are provided on the website. Specific Certification Review outlines for each type of Laser Certification are available on the "Exam Reviews" and "Applications" pages of <https://LaserCertification.org>, and there are online practice exams for purchase that are not exactly the same as the actual exams, but cover exactly the same content.

Since the Laser Certifications available through the NCLC may be used by various states as a requirement for State Licensing, *clinically related* questions concerning laser tissues interactions and safety practices will be asked for some Certifications. This relates to certifications for laser hair removal and aesthetic laser operator, but does not apply to certifications for medical laser safety officer or laser repair technician.

Nondiscrimination Policy

The NCLC does not discriminate among applicants on the basis of age, gender, race, religion, national origin, disability or marital status.

Access to Certification Policy

The NCLC does not restrict entrance to the NCLC Certification Program on the grounds of membership in any organization, excessive and unsupported eligibility or renewal requirements, or graduation from or attendance at an affiliated training program or proctors. Certification is open to all qualified candidates.

Testing Agency

Electronic Technicians Association – International (ETA-Intl) is a worldwide professional association that has been instrumental in certifications and test administration since 1978. They are affiliated with and work closely with the International Certification Accreditation Association (ICAC). References to the testing agency in this publication refer to ETA-Intl. www.eta-i.org .

A few independent Exam Proctors are appointed by the NCLC outside of ETA, and each signs a nondisclosure, confidentiality and conflict of interest agreement with the NCLC.

The NCLC utilizes LXR software for exam and question database development and analysis, which incorporates the capability for test question and psychometric analysis.

Disclaimer and Clinical Licensing Issues

NCLC Laser Certifications are not intended to be a certification of, nor indication of competency in performing medical, dental, aesthetic or Photobiomodulation procedures, including laser hair removal, dermatological or surgical procedures. Such medical certification and licensing is regulated by Governmental Medical Boards and various Government Agencies, although some of these agencies accept the NCLC Certifications for licensing purposes. Individuals desiring to perform patient treatments with lasers and intense pulsed light and LED sources must comply with the requirements of the various agencies of their own State or government, if any exist at all. NCLC Laser Certification does not constitute a license to practice medicine.

NCLC Laser Certifications are primarily directed toward physicians, physician extenders and non-physicians working with various health care and Aesthetic laser systems - primarily staff working in Physician practices, but independent cosmetic laser practitioners are also accepted. Physician applications are accepted as well. Photobiomodulation certifications are presently under consideration by the NCLC. Such certifications do reflect academic achievement in the area, but with the explicit acknowledgement by the applicant that such NCLC Laser Certifications imply no affiliation whatsoever with Board Certifications of the American Board of Medical Specialties nor any Medical, Dental or Medical Specialty Certification.

NCLC National Laser Certifications are primarily professional credentials that indicate a level of competency in safely operating medical laser equipment by indicating a working knowledge of the basic underlying physical principles and safety involved with medical laser systems, and relevant clinical issues in the areas of hair removal and aesthetic certifications, by the holder of the NCLC Laser Certified™ designation. It also indicates a working knowledge of the physical parameters of energy delivery and tissue effects of various lasers used as a basis for patient safety in patient treatment, which the applicant would gain in further study and hands-on clinical experience evidenced in the NCLC Laser Hair Removal Certification or Aesthetic Laser Operator Certification.

NCLC National Laser Certifications are used as a prerequisite for some State and other Governmental licensing agencies regulating medical and aesthetic laser procedures, both in the U.S. and International Licensing Agencies in other countries. The NCLC Certification is adjunctive to the medical certification or licensing process. Some States/Governments may opt to require this National Laser Certification, in addition to specific additional clinical experience, as part of an application for licensing in that State. The NCLC will assist State/Governmental agencies with integrating the Laser Certification process into the agencies other licensing requirements. Each State's requirements will vary. Consult with your own State Medical Board /Governmental Authority for information on which agency regulates medical laser use for your area of interest.

NCLC Examinations and Admissions Policies:

Successful Candidates will earn the right to utilize the following designations:

- Certified Laser Repair Technician - CLRT
- Certified Medical Laser Safety Officer – CLSO/M
- Certified Aesthetic Laser Operator - CLO/A
- CLHRS – Certified Laser Hair Removal Specialist

Successful Candidates in any of these categories earn the right to utilize the designation “NCLC Laser Certified™”, from the NCLC.

Certification Candidates (testing only) – All Categories.

Applicants may take the written examination (if qualified) before meeting the other certification requirements such as the experience level or clinical cases. Applicants passing the written examination but waiting to complete the other Certification requirements earn the status of “Certification Candidate”. It

should be noted that some States require only academic training to meet State licensing requirements and this Certification Candidate level would be evidence of meeting those requirements.

Individuals that do not meet the full eligibility requirements (primarily due to lack of time in the field, or of submitted cases for hair removal or aesthetics) for Laser Certification may take the proctored examination and, if successful, have 3 years from the date of the examination to meet the remaining eligibility requirements and make final application for such Certification, without having to retake the examination. They may carry a Certification Candidate card which indicates their successful completion of the written examination and their pending full Certification. To qualify to take any NCLC written certification examination, applicants must meet the following documented educational requirements for their specific Certification designation:

Documented attendance at a formal, accredited Laser Course(s) of:

- 15 hours or more (single or collectively) for Certified Medical Laser Safety Officer - CLSO/M
- 16 hours or more (single or collectively) for CLHRS (Laser/Light Hair Removal)
- 24 hours or more (single or collectively) for CLO/A (Aesthetic Laser Operator)
- 40 hours or more (single or collectively) for CLRT (Repair Technician)

THE ACCREDITATION AND HOURS OF TRAINING WILL BE PRINTED ON THE CERTIFICATE OF TRAINING. IF THESE TRAINING REQUIREMENTS ARE MET, YOU MAY SIT FOR THE WRITTEN LASER CERTIFICATION EXAMINATION PRIOR TO MEETING THE ADDITIONAL EXPERIENCE REQUIREMENTS FOR FULL CERTIFICATION.

NOTE: Regarding Manufacturer provided “non-accredited” training.

Most laser manufacturers provide high quality training for their customers, but most are unable to issue an “accredited” Certificate of Training simply because they are commercial in nature. The NCLC will accept non-accredited training from Manufacturers provided that the Certificate of Attendance is accompanied by a signed letter from the manufacturer, on their letterhead, that clearly states the number of hours (not days) of training involved in what specific type of laser/light based devices. General Aesthetic/Cosmetic training certificates that do not specify laser/light based devices are unacceptable, nor are email messages from the manufacturer or unsigned letters that do not have the manufacturer’s spokesperson name on it.

FULL NCLC LASER CERTIFICATION - REQUIREMENTS:

CLRT – Certified Laser Repair Technician

The CLRT Examination is designed to objectively measure essential knowledge, skills and abilities required of entry level Laser Repair Technicians. Candidates include biomedical engineers, technicians or those simply mechanically inclined and trained to work on lasers. The certification is intended to meet the A.N.S.I. 136.3 recommendations that laser service technicians obtain training in both laser safety, and technical repair procedures commensurate with the level of work they will be performing. It is also intended to meet the Center for Medicare & Medicaid Services (CMS) requirement for hospitals that laser maintenance/repair is to be performed by “qualified” personnel.

The examination consists of 155 multiple-choice questions distributed among 13 major content areas: Laser & Energy Concepts, Types of lasers, Laser Safety, Laser delivery systems, Power Supplies, Cooling systems, Optics & common alignments, Calibration & requirements, CO2 lasers & subsystems, Solid State lasers & subsystems, Ion lasers & subsystems, Diode lasers & subsystems, Regulations and Standards. The time to complete these questions is four (4) hours.

CLRT Requirements (Effective April 7, 2000)

In addition to the successful completion of the proctored examination, applicants for NCLC Laser Certification as a Laser Repair Technician must meet eligibility requirements by evidencing:

1. Applicants shall be 18 years of age or older.
2. Applicants shall satisfy the following experience requirement:

- a. 2 years full time laser repair work prior to the date of application supported by reasonable documentation of experience. (This experience does not have to be full time if working in a health care facility if the application is accompanied by a letter from the institution or supervisor stating that maintenance of inhouse lasers has been a responsibility of the applicant.) If you do not yet meet this experience you become a “Certification Candidate”.
3. Applicants shall satisfy ONE of the following background/educational requirements:
 - a. An Associate or higher degree in a Technology Discipline (i.e., electronics, laser, biomedical, etc.), or Bachelor’s or higher degree in any discipline.
OR –
 - b. Electronics Technology with Military or OJT experience,
OR –
 - c. CBET or other ICC or technical certification,
OR –
 - d. some combination of all of the above, indicating substantial background,
4. Documented attendance of 40 hours or more (singularly or collectively) at formal, accredited Laser Maintenance courses including computer based online learning.

Certified Medical Laser Safety Officer - CLSO/M

Applicants who attend a training program of The Laser Training Institute™ of Professional Medical Education Association, or other affiliated programs, may take this exam at the conclusion of the course. All other applicants must apply through the NCLC and schedule an examination with one of the ETA IITL testing centers. The American National Standards Institute Z136.3 publication on “Safe Use of Lasers in Health Care Facilities” now recommends a National Certification as Laser Safety Officer.

The Medical Laser Safety Officer Examination is designed to objectively measure essential knowledge, skills and abilities required of entry level Medical Laser Safety Officers. The examination consists of 100 multiple-choice questions. The time to complete these questions is three (3.0) hours.

CLSO/M Requirements (Effective January 1, 2015)

In addition to the successful completion of a proctored examination, applicants for NCLC Laser Certification as a Medical Laser Safety Officer must meet eligibility requirements to take the examination by evidencing:

1. Applicants shall satisfy ONE of the following background/educational requirements:
 - a. 4 year degree from an accredited institution,
OR –
 - b. Medically related degree or credentials such as RN, CBET, RRT, CST, etc.
OR -
 - c. 2 year AS degree, or high school diploma WITH substantial experience in laser safety and/or operation,
2. One (1) year of experience with laser safety or acting as LSO, having performed the specific responsibilities outlined in the ANSI Z136.3 *Safe Use of Lasers in Health Care Facilities* standard. (Note – those not having such experience may take the examination if they have completed a safety officer course, and will be a Certification Candidate until they have obtained the 1 year experience).
3. A certificate of completion of an accredited Laser Safety Officer course of 15hrs or more. (The 15 hrs can include previous hours of just laser safety programs)

RECIPROCITY WITH BOARD OF LASER SAFETY (BLS):

The NCLC developed the original Medical Laser Safety Officer Certification, but were later joined by the BLS in an agreement to jointly offer that Certification. The BLS subsequently left the joint program and offer their own stand-alone program separate from the NCLC. Individuals who hold a Laser Safety Officer Certification from the Board of Laser Safety (BLS) may convert their Certification to an NCLC Certified Medical Laser Safety officer at no charge. They will then come under the continued competency

requirements of the NCLC and their 3 year period will begin at the time of transfer from the BLS to the NCLC Laser Certification. Applicants should simply submit an application form for the CLSO/M along with a copy of their BLS Laser Certification Certificate, and receive an NCLC Laser Certified™ Certification.

CLHRS – Certified Laser Hair Removal Specialist and CLHR Supervisor - Certified Laser Hair Removal Supervisor

The CLHRS Examination is designed to objectively measure essential knowledge, skills and abilities required of entry level Laser Operators in Laser and IPL (but not electrolysis) Hair Removal areas such as medical spas, physician offices, cosmetology and aesthetic centers, specific to Laser hair removal. The requirements are specifically designed to exceed all existing State training requirements for licensing of laser hair removal providers, and therefore represent the highest standard of competency

The certification will require submission of a minimum number of clinical cases in order to meet the requirement for full certification, but applicants may sit for the examination once the academic training is acquired. The examination consists of 100 multiple-choice questions distributed among 8 major content areas: Fundamentals of Optics & Lasers, Laser Hazards to Eye & Skin, Laser Tissue Interactions (Specific to Skin & Hair, related to laser hair removal), Laser non-beam hazards, Class of Laser Hazard & controlled areas, Regulations & Standards, Administrative Controls, Procedural Controls. The time to complete these questions is three (3) hours. It is oriented toward specific Laser or IPL Hair Removal environments, but not specific make/models of devices.

The CLHRS is the first step toward the broader CLO/A, in that the CLHRS specifically covers only laser safety and Laser and IPL Hair Removal. Those obtaining the CLHRS Certification and wishing to add the CLO/A Certification may do so by submitting evidence of an additional 8 hours of training and completion of an incremental 25 question exam to complete the CLO/A requirement. The incremental exam may be taken at the same time as the CHLRS exam if application is made accordingly – or they can just take the 125 question Aesthetic exam to begin with.

CLHRS Requirements (Effective April 30, 2009)

In addition to the successful completion of a proctored examination, applicants for Laser Certification as a Laser Specialist (Hair Removal) may meet eligibility requirements by evidencing:

1. Applicants shall be 18 years of age or older
2. Documented attendance of 16 hours or more (singularly or collectively) at formal, accredited Laser Hair Removal and/or Safety courses including online training.
3. Submission of 20 clinical hair removal cases as follows:
(the exam may be taken after the course requirements are met and the applicant will obtain a Certificate as “Certification Candidate”, which may be converted to the full Certification once the clinical case requirement has been met and submitted)
 - a. 10 or more Cases under the direct supervision of a more senior provider or physician who is in the room during these cases. If more than one type of device is used then at least 10 of those cases must be submitted for each TYPE of laser or IPL. (cases need not be submitted for differing models of devices but only the type – i.e. Lasers, or any IPL. Once the 10 case requirement is met on any one type of laser, i.e. Nd:Yag – then additional direct supervision is recommended for other laser types, i.e. alexandrite, diode, etc., but the number of cases is left to the discretion of the supervisor). Cases must be submitted on the proper NCLC form.
 - b. 10 additional Cases (of any type) under indirect supervision of a more senior provider or physician who does not have to be in the room but is available in the building for consultation. This supervisor will review each client with the applicant before and/or after each case to assess the applicant’s evaluation of and treatment choice(s) for the client.

An Advanced Certification of “Laser Hair Removal Supervisor” CLHR Supervisor, is available to those who subsequently submit an additional 80 cases of unsupervised hair removal treatments, for a total of 100 treatments.

*Note - for either the CLHRS or CLHR Supervisor, if you have a license from a State that requires the equivalent or greater number of cases from that State, then we will accept a copy of your license in lieu of redundantly submitting those cases to the NCLC.

RECIPROCITY WITH SOCIETY FOR CLINICAL/MEDICAL HAIR REMOVAL (SCMHR):

Individuals who hold a Certified Laser Hair Removal Professional (CLRHP) certification from the SCMHR may convert their Certification to an NCLC Certified Laser Hair Removal Specialist at no charge. They will then come under the continued competency requirements of the NCLC and their 3 year period will begin at the time of transfer from the SCMHR to the NCLC. Applicants should simply submit an application form for the CLHRS along with a copy of their SCMHR Laser Certification Certificate, and receive an NCLC Laser Certified™ Certification.

CLO/A – Certified Laser Operator / Aesthetic

The CLO/A Examination is designed to objectively measure essential knowledge, skills and abilities required of entry level Laser Operators in aesthetic type medical practices or aesthetic/cosmetic business'. An Aesthetic Laser Operator utilizes lasers & IPL's, either under the supervision of a physician, or independently where allowed by law, to treat clients for benign cosmetic skin conditions and general noninvasive skin rejuvenation. They may be, but are not limited to, physicians, nurses, aestheticians, technicians, physician assistants, other physician extenders, or others who have received appropriate training.

The examination consists of 125 multiple-choice questions distributed among 8 major content areas: Fundamentals of Optics & Lasers, Laser Hazards to Eye & Skin, Laser Tissue Interactions (Specific to skin & dermatological laser use), Laser non-beam hazards, Class of Laser Hazard & controlled areas, Regulations & Standards, Administrative Controls, Procedural Controls. The time to complete these questions is three (3.5) hours. It is oriented toward aesthetic environments in dermatology and plastic surgery settings.

The CLO/A certification is generally oriented more toward medically related operators and is more encompassing than the specific and more limited CLHRS certification for hair removal, but the CLO/A INCLUDES Laser Hair Removal. The CLO/A operator might be running equipment for a variety of dermatological laser procedures, whereas the CLHRS is specifically limited to laser hair removal.

Successful CLO/A applicants will receive TWO printed Laser Certifications – One is for the CLO/A itself, and the other is for the CLHRS because that is part of the CLO/A. Applicants will be charged for only the CLO/A fee for both initial testing and also on the renewals.

Those who wish to first obtain the CLHRS Certification may subsequently request the incremental 25 question test add the CLO/A Certification at a later date.

CLO/A Requirements (Effective April 30, 2009)

In addition to the successful completion of a proctored examination, applicants for NCLC Laser Certification as a Laser Operator (Aesthetic) must meet eligibility requirements by evidencing:

1. Applicants shall be 18 years of age or older
2. One year experience in an aesthetic or cosmetic practice setting, surgical or nursing area (not necessarily laser related), such as inpatient or outpatient surgery, dermatology or plastic surgery clinic, or similar experience in a private clinic or physician's office, OR have submitted 20 Laser or Light based cases for review. The NCLC form for case submission must be used.
3. Applicants shall satisfy ONE of the following background/educational requirements:
 - a. Dermatology Nurse Certified, (Dermatology Nurses Association Certification)
OR –
 - b. 4 year degree from an accredited institution,
OR –

- c. Medically related degree or credentials in areas such as RN, CST, PA, Certified Aesthetician, etc
OR –
 - d. 2 year AS degree, or high school diploma AND experience in laser safety and/or operation, or in dermatological or plastic surgery health care services, that otherwise exceeds the requirements listed here.
OR-
 - e. Hold a Laser Hair Removal Certification from either the NCLC or SCMHR (Society for Clinical and Medical Hair Removal).
4. Documented attendance of 24 hours or more (singularly or collectively) at formal, accredited Medical Laser and/or Safety courses including online training.

Education and Experience Requirements - Discussion

These requirements are stated under the NCLC Examination and Admissions policies for each class of Laser Certification. For the designations of Certified Laser Repair Technician, and Certified Medical Laser Safety Officer, the experience requirement is intended to include laser related work or background experience. For the designations of Certified Aesthetic Laser Operator, the experience requirement is intended to reflect some background in their professional field (surgical, dermatological or cosmetic) but does not necessarily include previous laser experience. This reflects the fact that laser operators may be trained to safely operate laser equipment without previous laser experience, provided that they are familiar with the environment and therapeutic practices in the area of their work. Note that no previous experience is required for the Laser Hair Removal Operator given that a significant clinical case reporting is required as part of the certification and this represents the experience. The Aesthetic Laser Operator does have an experience requirement, but that can also be met simply by submitting the case reports.

Some sections of the policies indicate “that the experience level otherwise exceeds the requirements listed here”. This is intended to include individuals who otherwise might not meet the background requirements but do have substantial experience in the area that would make them eligible for the certification. The definition of how much additional experience is required is entirely in the judgment and discretion of the NCLC and its advisory board members. It is included to make a provision for those individuals who truly have very substantial experience in the laser area of interest, but who do not meet the other requirements for Certifications. Applicants agree that all such decisions on the part of the NCLC as to the suitability of the experience requirement are partly subjective in nature and all such decisions made by the NCLC are final.

Documentation of work related experience may be provided by letters from supervisors or administrators indicating the length and area of experience. Documentation of educational and training programs may be provided by copies of Certificates from such programs. If the certificate does not include specific information on the hours of training or laser relevance, then a syllabus or brochure should accompany the Certificate. In-service sign-in sheets are also acceptable, provided it clearly indicates the topic and time frame. Please refer to the previous discussion of “Manufacturer provided training” on page 6 of this handbook.

Documentation of formal education or a credentialing designation such as RN, CBET, CST or certifications through JCAHPO, DNA, Aesthetic Certifications or similar certification organizations should be provided by copies of Certificates, Diplomas or letters granting such designations or educational degrees. They do not have to be current.

Continuing Competency Program Requirements & Re-Certification

Certifications are valid for a period of three years, at which time they must be renewed by one of the following options and paying the required renewal fee.

All individuals credentialed by the NCLC beginning April 1, 2004 shall be required to participate in the Continuing Competency Program. Individuals credentialed prior to April 1, 2004 shall not be required to participate, and may choose to do so voluntarily, but their original credential shall remain in effect (This would apply only to the CLRT certifications prior to April 1, 2004). The policies governing the program follow:

- i. **Length of Initial Credentialing Period:** Effective April 7, 2000, all credentials issued by the NCLC will be awarded for a **term of three years**, calculated from the end of the calendar month in which the credential was issued. An exact expiration date will be contained on the credentialing certificates, clearly indicating the requirement that the individual renew the credential through the Continuing Competency Program. It will be set at March 31st of that third year, or if that is less than 3 years it will be set at March 31st of the following year, until all such Certifications are synchronized to that month. Renewal of credentials for all individuals are due by March 31st in that year for ease of processing, and the initial credentialing period will be extended to coincide with this renewal date at no charge to the individual. Failure to recertify by the March 31st date will result in an "Inactive" status of the individual. They may reinstate their active status by submitting the application with all required information, fee, and a \$50 late fee within one year from the expiration date (March 31st the following year). After this grace period it will be necessary for the individual to retake the certification exam in order to regain active status. (Note - this policy is just being implemented in 2020 and all renewals will be accepted without late fees or penalty until March 31st of 2021)
- ii. **Continuing Competency Program Options:** Individuals shall have the following three options from which to choose in renewing their credentials for an additional three years beyond their initial credentialing date:
 - a. **Provide proof of completion of a minimum of 24 hours of accredited Continuing Education (CE) acceptable to the NCLC.** Such accreditation may be physician CME credits, nursing accredited contact hours, or accredited programs through related organizations such as, but not limited to, JCAHPO (ophthalmic), DNA (dermatology), AAMI (biomedical), AEA (cosmetic / Electrology), LIA (industrial/commercial laser safety) LTI (Laser Training Institute of Professional Medical Education Assn) and other such organizations. A copy of a Certificate of Attendance stating the hours of training will satisfy proof of this requirement. Alternative supporting documentation may also be provided such as letters from supervisors, sign-in sheets for facility provided inservice education, etc., but all must have the hours of training stated on the document(s).

Continuing Education is defined as participation in an educational activity directly related to laser use or safety in the area of the Certification designation. It may also include education in their field of application (medicine, nursing, aesthetics, technical, etc) that does not have to be directly laser related, but is related to their professional field to show that they are staying current. It may include any one of the following.

- i. Lecture – a discourse given for instruction before an audience or through teleconference.
- ii. Panel – a presentation of a number of views by several professionals on a given subject with none of the views considered a final solution.
- iii. Workshop – a series of meetings for intensive, hands-on, study or discussion in a specific area of interest. This will include In-house laser training in institutions.
- iv. Seminar – a directed advanced study or discussion in a specific area of interest.

- v. Symposium – a conference of more than a single session organized for the purpose of discussing a specific subject from various viewpoints and by various presenters. This will include attendance at the annual scientific meeting of the American Society for Laser Medicine and Surgery.
- vi. Distance Education (Online Training) – includes such enduring materials as home study programs, text, internet or CD, provided the proponent has included an independently scored test and/or Certificate of Completion as part of the learning package.

It is the intent of the NCLC for this provision regarding completion of continuing education credit to coordinate with the requirements of state licensure agencies such that the individuals may use the same continuing education hours to satisfy state requirements as well as NCLC requirements. Since different professional areas may overlap NCLC credentials (nursing, biomedical engineers, administrators, surgical technicians, electrologists, cosmetologists, etc.) the requirements for each profession will of course vary from state to state, but it is the intent of the NCLC to allow such CE activities that may be best utilized by the applicant to meet both the NCLC and their own professional requirements, to show that they are active in their field.

Or

- b. **Retake the respective examination(s) for the certification being renewed, and achieve a passing score, OR obtain a different NCLC Laser Certification** during that period, which will automatically renew the previous Certification.

Or

- c. **Obtain a letter from the applicant's Medical Director or Administrative Supervisor**, indicating that they have been working under supervision and obtaining ongoing training during this period, which will meet the continued competency requirement.

Individuals who hold NCLC credentials completed prior to April 1, 2004, and who pass an NCLC credentialing examination, not previously completed, after April 1, 2004, shall be required to participate in the Continuing Competency Program only for the credential achieved after April 1, 2004, and may voluntarily participate for all other credentials held. Credentials achieved prior to April 1, 2004 shall not be impacted by this program, although individual State requirements for licensing may vary.

NCLC and State Licensing

The NCLC has adopted a policy of cooperation with states that have enacted legislation to regulate the practice and use of medical and/or aesthetic laser systems. It is the intent of the NCLC to structure the voluntary national credentials of Laser Certification so that it may effectively meet the laser portion of various state agency requirements for legal credentialing and licensing, aside from any additional clinical or educational requirements the agencies may have. This is particularly applicable to laser use in non-medical practices such as MediSpas, salons, laser hair removal clinics, pain management clinics and Low Level Light Therapy, since these areas may utilize non-physicians including technicians or aestheticians who would otherwise be regulated through medical licensure. Questions concerning legal credentialing and licensure should be directed to the responsible governmental agency.

If applying to the NCLC for the international credentials of Laser Certification, and also applying to a government agency for legal credentialing or licensure, **IT IS THE CANDIDATE'S RESPONSIBILITY TO ENSURE THAT ALL REQUIRED DOCUMENTS ARE SUBMITTED BOTH TO THE NCLC**

AND THE GOVERNMENT AGENCY SEPARATELY AND INDEPENDENTLY. THE NCLC DOES NOT AUTOMATICALLY SUBMIT PAPERWORK NOR INFORMATION TO GOVERNMENT LICENSING AGENCIES. – BUT WILL VERIFY THOSE CREDENTIALS WHEN REQUESTED BY THE AGENCY.

U.S. State and other Government officials wishing to discuss Laser Certification requirements and synchronization with specific agency requirements should contact Gregory Absten, NCLC Board Chairman, at 305.407.8901. (Absten@Lasercertification.org) This process can simplify the administrative aspects of licensing and training verification for Government Agencies.

APPLICATION PROCEDURES AND EXAMINATION POLICIES:

Filing Your Application and Notification of Eligibility

NCLC examinations are administered both in conjunction with Electronic Technicians Association International (ETA-Itl) at approximately 750 testing sites worldwide, and also through a program of online remote secure testing through ETA, also available worldwide.

In addition, proctored examinations are available with some affiliated training courses that have approved proctors. They are offered in conjunction with all training programs offered by Professional Medical Education Association and other affiliated training programs with authorized proctors. For those taking courses with such affiliated courses, you may complete the exam at the time of the course and no advance application is required. Proctors will screen you for eligibility. There are no application deadlines and candidates who meet the admission requirements for an examination may submit their applications at any time. Applications are available online at <https://LaserCertification.org> under the “Applications” menu. Ineligible applications will be returned less a \$50 processing fee. Once the NCLC has validated the applicants eligibility to sit for an examination both the applicant and the ETA-Itl organization or other authorized proctor will be notified. Applicants may register as follows:

1. **Download application forms online. – <https://LaserCertification.org>**

Visit the NCLC website at <https://LaserCertification.org> to download an application online. Submit the completed application and wait for an immediate response from the NCLC. You should also print or download a copy of the “Certification Handbook” to review certification eligibility requirements and details of the application process. You will either be notified of additional information required to complete the application process or you will be prompted to schedule your examination appointment.

Test site locations are available online at www.eta-i.org for all individuals who are subsequently notified of their eligibility for testing. Remote, secure online testing is also available from your own computer if you have a web camera, microphone and meet the other ETA requirements for such secure remote testing.

If you are taking a course with Professional Medical Education Association (The Laser Training Institute – <https://LaserTraining.org>), or other affiliated programs, applications will be provided at the time of the course and you may complete them there and take the examination at the conclusion of the course. You will have automatically qualified to take the written examination by attending the course, but may have additional experience requirements for full certification as explained in the certification handbook.

2. **Mail/Fax/Email your application form. THIS IS A TWO-STEP PROCESS**

- a. Complete all sections of the application form. Send it to the NCLC with the required documentation and examination fee (paid by credit card, check, cashier’s check, purchase order or money order, or our online payment form) to the address indicated on the form. If submitting a purchase order your eligibility will not be confirmed until the P.O. has been paid. The NCLC recommends using certified mail or a

certificate of mailing and keeping your receipt as proof that your application was sent to the NCLC.

SEND TO: National Council on Laser Certification

Mail: 3142 Broadway, Suite 200, Grove City, OH 43123

Fax: 305.946.0232

Email: Info@LaserCertification.org

You may also use an secure, online payment form for your examination fee. Just indicate in the remarks box what the payment is for, and when we receive your application we can process it right away. Go to the <https://LaserCertification.org> website and click on the “PAYMENT” link in the bottom left column.

- b. Within approximately one week after receipt by the NCLC, the candidate’s application will be processed and a confirmation notice of eligibility sent to the candidate. Your email address is required to send your eligibility notice. Written notices will be sent only if the applicant has no email access. If eligibility cannot be confirmed, a letter explaining why the application is incomplete will be sent to the candidate. If you do not receive a confirmation of eligibility or an incomplete notice from the NCLC within two weeks after mailing your application, contact the NCLC at 305.407.8901. If your application is not on file, you will be asked to send a replacement application form and fee.

AND

- c. The email confirmation notice will contain a telephone number and website address for the ETA- International organization so that the candidate may schedule their examination with a proctor convenient to them, or alternatively the secure online examination from your own computer. ETA-Intl will not allow applicants to schedule examinations unless they have been so notified of their eligibility by the NCLC. Do NOT contact the proctors directly. Contact ETA Intl and let them know what proctor you’d like to test with. Locations of ETA proctors are listed in the NCLC website under the “Exam Locations” page so you can browse, but DO NOT contact these locations directly for scheduling until you have been cleared by ETA Intl.

Confirmation of a candidate’s eligibility will be valid for a period of 90 days. If a candidate fails to schedule an examination appointment within the 90 day eligibility period, he or she will be required to reapply and resubmit the application fee. The exam can be scheduled for more than 90 days out, but the scheduling itself must occur within 90 days. Scheduling applies whether it is an ETA in-person proctor, or you schedule a secure online examination session.

All individuals are scheduled for examination appointments on a first-come, first-served basis. Refer to the chart below.

Fees: (July 2020 – subject to change)

TESTING FEES:

Application Fee – all examinations \$50, plus the test fee of;

First time testing Fee - CLSO/M: \$245

First time Testing Fee – CLRT: \$245

First time Testing Fee – CLHRS: \$245

First time Testing Fee – CLO-A: \$245

(If taking the incremental CLO-A exam to add to the CLO-HR certification, then only \$120 total fee)

Retesting Fee: \$120, any exam

All fees include your option of either ETA in-person proctored testing, or the secure online testing. The applicant pays the testing and application fee to the NCLC, which

Please note that the application and exam fees are frequently included in the course price for programs conducted by Professional Medical Education Association and no other fees are required. These testing and application fees apply when you make the application to take the exam outside of an authorized course.

OTHER FEES:

Renewal of Certification at end of each 3 year period - \$95 (pending continued competency completion)

Reissue of any Certificate - \$30

Verification of Credentials - \$30, and available only upon the request.

(Except that verification may be made directly to Government Licensing Agencies at no charge if requested)

Transfer & Refund of Examination Fees

The NCLC's policies regarding transferring and/or refunding examination fees are:

- Candidates deemed ineligible to sit for an examination will receive a refund of their examination fee, less a \$50 processing fee for the application. Applicants are encouraged to review the requirements carefully in the Certification Handbook prior to submitting an application so that they are not rejected as being ineligible.
- Candidates who do not schedule an examination appointment within 90 days from the date their eligibility is confirmed (but testing can occur after the 90 days) will forfeit their application and testing fee and must reapply and submit the fees. Exceptional circumstances will be considered by the NCLC.
- Candidates, who are hospitalized or experience a death in the immediate family that prevents them from attempting the examination, may transfer their examination fees and reschedule the examination appointment. This policy is strictly enforced, and proof of the candidate's hospitalization or a death in the immediate family is required.
- Candidates who fail to appear for an examination appointment will not be tested; they will not receive a refund and cannot transfer their fees to a future testing appointment. They will be required to submit another application and fee. After approval by the NCLC, the candidate may schedule another appointment for the examination. There is no limit to the number of times an individual may attempt the examination, but there is a 30 day waiting period before retaking an exam. Individuals who are late for an appointment for an examination may still take the examination, but no additional time will be allowed for the exam, per the discretion of the proctor. For example, if an applicant is 30 minutes late for an appointment, then the time allotted for the test is 30 minutes less than the published time. In other words the clock starts ticking at the scheduled time. Individual proctors may extend the testing time if their schedule permits, but in no circumstances may the individual examinee take longer than the allotted time for the exam.

Assessment Center Facilities / Locations

Assessment Centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas, and many countries worldwide. Specific ETA-Itl Test Sites are available on their website on the specific page https://www.eta-i.org/test_sites.html.

ETA now offers secure, remote, online testing from your own computer if you meet certain requirements. The fees paid to the NCLC cover the testing fees whether proctored in-person, or using the online option.

The NCLC and the testing agency are concerned with providing the best assessment center facilities possible for candidates attempting NCLC examinations.

Testing is also offered in conjunction with courses offered by Professional Medical Education Association (The Laser Training Institute) and other affiliated training programs. Look for the NCLC Laser Certification information in course promotional materials. Approved proctors administer the exams.

Inclement Weather

In the event of inclement weather, other acts of God or unforeseen emergencies on the day of an examination, the NCLC and ETA-Itl will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination at a particular Testing Site. The examination will usually not be rescheduled if the supervisor is able to open the Testing Center.

Every attempt will be made to administer all examinations as scheduled. However, should an examination be canceled at a Testing Site, all scheduled candidates will be contacted about rescheduling their examinations at no additional charge to the candidate.

Release of Information

The NCLC and its testing agency are committed to protecting the confidentiality of candidates' records and have adopted policies to ensure their privacy. Information about candidates for credentialing and their examination results are not released by telephone under any circumstances. However, nothing in these policies prohibits transfer of data in the custody of the testing agency to the NCLC. Candidates' test results and credentialing status may be released to government licensing agencies. Pursuant to specific authorization, an individual's examination results may be released to the accredited education program entered on the application by the candidate.

Once a candidate has successfully completed the Laser Certification requirements, their status as a NCLC Laser Certified™ individual will be posted on the NCLC website for public viewing. However, no specific test results, background information, personal contact information, or status of failing examinations, will be posted on the website.

Cancellation of Indeterminant Scores

The NCLC and the testing agency are concerned with reporting only valid scores. On rare occasions, circumstances may make test scores invalid. The NCLC and/or the testing agency reserve the right to cancel or withhold any test scores if, in their sole opinion, there is cause to question the validity of the scores. Scores declared invalid and canceled by the NCLC and/or testing agency may be grouped into two categories:

1. Doubts may be raised about the validity of candidates' scores because of suspected misconduct; in such circumstances, candidates are to cooperate in the investigation of their scores. If scores are cancelled because of suspected candidate misconduct, the NCLC will investigate such matters to

determine if candidates will be eligible for retesting.

2. Some scores may be rendered invalid because of circumstances beyond the candidates' control, such as mistiming. The testing agency will investigate such situations. When such occurrences result in canceling candidates' scores, the NCLC is notified that there are no reportable scores for reasons beyond the candidates' control. In this event, the testing agency arranges a free make-up examination for all candidates concerned.

In addition to the reasons listed in this section, the NCLC may cancel or invalidate examination results if, upon investigation, violation of NCLC policies outlined in this publication are found to have been committed.

Cheating

The NCLC maintains strict policies to safeguard the security of the examinations. Any individual who removes, or attempts to remove, examination materials from the testing site, including memorizing examination questions or trying to take photos, is subject to prosecution in addition to sanctions that may include removal of certification and restrictions on future access to the examination.

Should the NCLC determine evidence of cheating, it reserves the right to invalidate test scores and mandate retesting, or to bar the applicant from any future testing or certifications in the case of blatant cheating.

Inactive Eligibility Records

An application on file in the NCLC Office shall be considered inactive after a period of 90 days has elapsed since the applicant was notified of their eligibility to schedule an examination, without the applicant having scheduled such an examination or providing any indication of a desire to attempt an examination. When a file is inactivated, all application fees shall be forfeited and the candidate shall be required to submit a new application and fee and to provide documentation of eligibility under current admission policies to re-enter the NCLC examination system.

When the NCLC makes a request for further information or documents from the candidate's application, and the candidate fails to respond within 45 days of the request, the application will become void, application fees shall be forfeited and the candidate shall be required to submit a new application and fee and to provide documentation of eligibility under current admission policies to re-enter the NCLC examination system. If a candidate responds within the 45 days that they are still waiting and trying to obtain documents, then the 45-day period will begin anew with each such conversation.

Certificants Code of Conduct Agreement

All NCLC Certificants agree to abide by the following Code of Conduct:

- If something occurs during the period of NCLC certification that makes it impossible or dangerous for me to continue performing the tasks for which I was certified, I shall notify the NCLC of the change of situation to determine if continued certification is in the best interests of NCLC and/or the industry.
- I will notify the NCLC if I am convicted of a felony or any other serious criminal violation that might bring the NCLC certification program into disrepute.
- I will make claims regarding this certification only with respect to the scope for which certification has been granted;
- I will not use the certification in such a manner as to bring the NCLC into disrepute, and will not make any statement regarding the certification which the NCLC considers misleading or unauthorized;
- I will discontinue the use of all claims to certification that contain any reference to the NCLC or

certification upon suspension or withdrawal of certification, and to return any certificates issued by the NCLC;

- I will not use the certification in a misleading manner.

NCLC Judicial and Ethics Policies

Applications for NCLC examinations or certification may be refused or revoked if the NCLC receives evidence to indicate applicants or NCLC Laser Certified™ individuals may have committed any of the following violations:

1. Obtaining or attempting to obtain Certification, or Recertification, by fraud, deception, or artifice. This will include obtaining the Certification through an affiliated training program and defaulting or failing to pay the course fees or incurred expenses for such program through which they took their proctored Certification exam.
2. Knowingly assisting another person or other persons in obtaining or attempting to obtain Certification or Recertification by fraud, deception or artifice.
3. Unauthorized use of a NCLC Certification designation or falsification of credentials or any other NCLC documents. This includes previous public claims of “Laser Certification” of any type, when no legitimate basis for any Laser Certifications exist.
4. Unauthorized possession and/or distribution of any official NCLC testing or examination materials to include copying and/or reproduction of any part of NCLC examination questions.
5. Credentialed practitioners and/or examination candidates may be disciplined for offenses, directly related to their practice of Laser related health care or aesthetics which gives cause to question the individual’s ability to practice in a safe and competent manner. Such offenses include but are not limited to:
 - a. Conviction in a court of law, after all appeals have been exhausted, of a drug or alcohol-related offense in connection with the individual’s practice related to laser or light source use.
 - b. Conviction in a court of law, after all appeals have been exhausted, of a job related offense indicated the individuals intentional negligence and/or purposeful misconduct that results in endangering the health and/or safety of a patient.
 - c. Conviction in a court of law, after all appeals have been exhausted, of an act of physical violence (murder, assault, rape, robbery, etc.) that would cause question as to the individuals ability to appropriately interact with patients and others on the job in health care.
 - d. Revocation or denial of a license to practice in their professional field (medical, dental, nursing, surgical assistant, ophthalmology assistant, endoscopy assistant, cosmetologist, Electrologist, certified aesthetician, biomedical engineering, or another health-related profession, by an authorized governmental agency due to:
 - 1) A drug or alcohol-related offense in connection with the individuals practice.
 - 2) A job-related offense indicating the individual’s intentional negligence and/or purposeful misconduct that results in endangering the health and/or safety of a patient.
 - 3) An act of physical violence (murder, assault, rape, robbery, etc.) that would cause question as to the individual’s ability to appropriately interact with patients and others on the job.
 - a. Use of any authorized designation (CLSO/M, CLO/A, CLHS, CLRT, NCLC Laser Certified™, National Council on Laser Certification) in any unauthorized manner, including, but not limited to, disparaging usage or usage for commercial gain, other than to recognize the individuals’ legitimately earned credentials.
6. Non-credentialed practitioners and/or potential examination candidates, who improperly utilize the NCLC name or certification designations without proper authorization, will be barred from making any future application for legitimate NCLC credentials or use of the NCLC name, in

addition to any other legal remedies which may be available to the NCLC.

7. Unethical conduct or practices in their professional field or laser related applications that would reflect poorly upon the reputation of the NCLC as a credentialing body. Actions taken by the NCLC may include revocation of credentials for those already Certified, or barring from future Certification or membership for those not already Certified.

If the NCLC determines that any evidence warrants additional consideration, applicants will be notified and will have an opportunity to present information on their behalf. Upon receiving information from all parties involved, the NCLC will either issue a decision or recommend that a formal hearing be conducted and a final decision made by a Judicial and Ethics Committee appointed by the NCLC board. All decisions made by the NCLC are final.

The Day of the Test

Professional Medical Education Association and other affiliated Courses and NCLC proctors:

You may complete an application at the time of the course and submit it with your exam at the conclusion of the course. You are encouraged to review the requirements in the certification handbook prior to attending the course, and to study the Certification Review Outlines which are available free on the website. If copies of certificates or documents are required to complete the application after the course, you will have 45 days to provide such documentation.

ETA International authorized testing locations:

Report to the ETA-Itl or other authorized Test Site no later than your scheduled testing time. If you do arrive late you will be allowed to take the examination, but no additional time will be provided for the examination, except at the discretion of the proctor. Candidates are encouraged to arrive 15 minutes early.

To gain admission to the assessment center, a candidate needs to present two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate's current name and signature. The candidate will also be required to sign a roster for verification of identity.

Bring two pieces of identification including one of the following:

1. drivers license with photograph
2. state identification with photograph
3. passport
4. military identification card with photograph

The second form of identification may just display your name and signature for signature verification. You must present proper identification to gain admission to the Testing Site.

Note: A temporary driver's license or any other temporary form of identification (e.g., employment and student ID cards) are not acceptable.

After your identification has been approved, and the authorization verified by the NCLC / ETA-Itl, you will be admitted for testing.

If you elect to use the remote, secure online testing through ETA, they will provide instructions for you at the time of scheduling with them.

Security

The NCLC and the testing agency maintain test administration and test security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities and to prevent any candidates from gaining an unfair advantage over others due to testing irregularities or misconduct.

The Testing Site will be continuously monitored for security purposes, and you will be provided with a “Proctor Evaluation” at the time of your testing for feedback about any perceived unfair practices.

Rules for Examination

1. You may wish to take your watch to the examination to help pace yourself during the test. The testing proctor will ensure that you are given the actual amount of time allotted for your examination.
2. No personal belongings, including notes, purses, briefcases, books, papers, dictionaries or other reference materials may be on the table in the examination room. You may wear a watch. You may use a calculator but these are generally not needed for any NCLC Laser Certification exam.
3. No electronic devices are permitted in the testing center, including Telephones, PDA,s , Cameras, or signaling devices such as pagers and alarms.
4. No documents or memoranda of any kind are to be taken from the examination room.
5. No questions concerning the content of the examination may be asked of the supervisor during the test. (When the examinee is less than fluent in English, which is not their first language, they may be allowed to ask for clarifications of the wording of questions, and they may also use a language translation dictionary)
6. Your proctor may allow you to leave the room to take a break at any time, but you will not be allowed additional time to make up for time lost. This is up to the discretion of the individual proctor and their ability to maintain security over the examination.
7. The supervisor of the examination may dismiss a candidate from a test for any of the following reasons:
 - a. If the candidate’s admission to the test is unauthorized by the NCLC
 - b. If a candidate creates a disturbance, is abusive or otherwise uncooperative
 - c. If a candidate gives or receives help or is suspected of doing so,
 - d. If a candidate attempts to remove test materials or notes from the testing room, or attempts to copy, photograph or transmit test material.
 - e. If a candidate attempts to take the test for someone else. (Both individuals will thereby be barred from eligibility for any NCLC Certifications or membership.)
1. Each person will be provided with one sheet of scratch paper (or the use of the backside of the large envelope which contains the test) to use during the examination. This paper must be returned to the supervisor at the completion of testing, or you will not be allowed to receive a score report. No documents or notes of any kind may be removed from the examination room. All questions, paper and written materials are the copyrighted material of the NCLC and may not be reproduced in any form.

Timed Examinations

The following time limits will be in effect for NCLC examinations:

| | |
|--------|----------------------------------------------------------------------------------------------------------------------|
| CLRT: | 4 hours, to include 155 questions. |
| CLHRS | 3 hours, to include 100 questions |
| CLO/A: | 3.5 hours, to include 125 questions (The incremental CLO/A test is 25 questions for which 45 minutes is allotted) |
| CLSO/M | 3 hours, to include 100 questions |

The proctor will monitor the time you spend on the examination. The examination will terminate at the allotted time limit, whether you arrived late for the scheduled time or not (unless approved by proctor).

Finishing the Examination

The minimum passing level (MPL) on NCLC multiple-choice examinations has been established as a PASSING SCORE of 70%. (70 correct answers on the 100 question test, 88 correct answers on the 125 question test, 108 correct answers on the 155 question tests and 18 correct answers on the 25 question incremental test)

Passing the Examination

Successful candidates will receive the appropriate NCLC credential. All will be credentialed NCLC LASER CERTIFIED™. The national/international credentials and any designated acronym are listed below. Your date of credential will be listed as the date you passed the respective examination(s):

- CLRT – Certified Laser Repair Technician
- CLSO/M – Certified Medical Laser Safety Officer
- CLHRS – Certified Laser Hair Removal Specialist
- CLO/A – Certified Aesthetic Laser Operator

On about the 15th day of the month following your successful completion of the examination, the NCLC will mail your certificate, and wallet card. You will receive active NCLC membership for the three years following the date of the examination. Your name will appear on the NCLC Certification Registry on the NCLC website.

In successive years, credentialed individuals can renew their status and maintain active membership by submitting the renewal forms mailed by the NCLC every three years or can renew online by visiting <https://LaserCertification.org>. The requirements for active membership are submission of a renewal form every three years and payment of the required fee. Continuing Education, discussed in a previous section of this handbook, is also a requirement for maintaining active Certification status and renewal. Renewals are due in March of the third year from your initial and subsequent Certification.

Failing the Examination & Retests

Failed candidates may repeat an examination by submitting a reapplication form and the appropriate retesting fee. Ample opportunity is provided to retake exams quickly at a reasonable cost. There is a one month mandatory waiting period between attempts for the NCLC examinations. Candidates who pass the examination are not allowed to retest just to try to improve their scores.

Feedback on Examination Content and Fairness

A candidate who has a concern about administrative procedures at a testing site or who has observed a breach of security or other improper conduct should submit a report in writing within 14 days after taking the examination. A proctor evaluation form is provided at testing, and can serve this purpose. A candidate who has a question or concern about the reliability, validity, or fairness of the examination may submit the question or concern in writing to NCLC no later than 14 days after taking the examination. You may contact the NCLC at Info@LaserCertification.org, or mail to PO Box 997, Grove City OH 43123. The NCLC will not consider reports about improper test administration procedures or test contents that exceed the 14 day deadline, or are not submitted in writing – either physically or via email.

Post-Examination Review Results

Candidates may be given an opportunity to review their missed exam questions upon request at no charge in the offices of the NCLC, or other secure location as determined solely by the NCLC. This is done in a sequestered environment under the supervision of authorized staff. No materials are allowed to be brought in and candidates are required to sign appropriate non-disclosure agreements. The candidate may compare their answers with the correct ones from an answer sheet and look at the question in the exam booklet. Alternatively, if the candidate is unable to travel to the NCLC office or designated location for review, they may request a written summary of their missed exam questions. This is available for a fee of \$35 and subject to change at any time. The summary will not include the exact questions that are missed (since they are being transmitted to the candidate outside of the NCLC office) but will include the category and subcategory of content that the specific questions were classified under in the test question database, and include a general description of the content area that needs to be further studied for that exam question.

EXAMINATION PREPARATION

Test General

To begin your preparation in an informed and organized manner, you should know what to expect from the actual examination in terms of the content areas tested. The detailed content outlines in the examination supplements enclosed with this handbook describe the content areas covered on each examination. The matrix can be used to get a general impression of the examination, and with closer inspection, can give you specific study direction. For example, you can determine the relative importance of each content area on the examination by reviewing the number of items in each section. The detailed content outline presents the specific content areas available for testing.

Study Suggestions

Candidates should remember that the questions on NCLC credentialing examinations are job-related; They are not designed to test the recall of isolated facts or the basic information presented in specific courses of the curriculum for lasers in health care education programs.

Professional Medical Education Assn (PME) publishes accredited Laser Certification Preparation home study/online programs to assist candidates in studying for these examinations. They include a written course manual, online narrated lectures including embedded videos, and a specific certification review outline for study purposes. PME also offers accredited Laser Courses, Seminars and Workshops that include sessions at the conclusion of the courses for Laser Certification Review, and administration of the Certification exam. Consult the <https://LaserTraining.org> website for details.

Professional Medical Education Assn (PME) offers inhouse training classes for individual practices, with the NCLC Certification exams offered at the end of such courses.

If staff already has qualified documented training then one day Certification Review and Exam administration are available at your site. Information is on the www.LaserTraining.org website. One day Certification Review and Exam programs are available for your staff of up to 10 individuals, at a fee of \$1500 plus travel expenses. This includes all testing and application fees.

There are also other numerous training organizations not affiliated with PME in any way that also offer training and materials that may qualify the candidate for eligibility for an NCLC Laser Certification exam.

Certification review outlines are available free of charge on the <https://LaserCertification.org> website under the “Study Materials” page. Candidates are encouraged to study these outlines thoroughly prior to taking an examination.

ONLINE PRACTICE CERTIFICATION EXAMS: Online practice exams are available for purchase from the nonprofit Professional Medical Education Association. As of 2020 these are available for \$39 each. Go to <https://LaserCertification.org> and click on the “Practice Exams” link on the left. These online exams do NOT exactly reproduce the questions on the actual exams, but they do cover exactly the same content areas, so scores should be indicative. These online exams are self-grading you go along through the exam, and if you get an answer wrong it will show the correct answer, and usually explain the answer. There is no time limit on the online session, but you should generally do it all at once as you would a real exam. Registration for these practice exams allows you to go through it one time only. Your best practice would be to thoroughly review the free printed “review outline” first, and then do the online practice exam.

Study Resources

A variety of publications and courses are currently available to assist candidates in preparing for credentialing examinations of the NCLC. Candidates should consult the following websites: <https://LaserCertification.org> – the National Council on Laser Certification – The website includes a more complete list of affiliated training groups, along with website links and phone numbers, and specific exam review outlines.

www.ASLMS.org – the American Society for Laser Medicine and Surgery

<https://LaserTraining.org> – The Laser Training Institute of Professional Medical Education Association

OTHER resources not listed here - do a google search for "laser training" or similar.

Complaints Process

Any number of situations may arise which may lead an NCLC member or non-member to file a formal complaint with the NCLC. This may include a complaint regarding a perceived flaw in a question or exam process, or a complaint against an NCLC certified individual, staff member, proctor, or volunteer. This process offers any individual the opportunity to have his or her concerns heard in a fair, objective forum. However, individuals will not be entitled to receive a copy of either the certification examination or the answers to any questions on the examination.

Such individuals may present written evidence of the basis for their complaint. Such evidence shall be reviewed and appropriate action taken. No disciplinary action will be taken against the individual simply because he/she has filed a complaint. All complaints will be treated as confidential.

To ensure an impartial appeals process, a Complaint Review Panel consisting of three (3) NCLC Board members is formed: the Chairperson and two other voting members. The Chairperson of the panel will be the NCLC Board Chairperson, who will appoint the other two voting members from the existing NCLC Board or Advisors. If the Chairperson chooses a Complaint Review Panel member who has a personal or financial conflict of interest, that Panel member will be withdrawn from the Panel. If the Chairperson is the subject of the complaint, then another Board member of the NCLC will assume the lead role in this process.

The Complaint Review Panel reviews each case individually and then processes the results of the review directly with the individual filing the complaint. The NCLC Board grants to the Complaint Review Panel full and final authority to institute corrective action (if any is required).

The chairperson of the Complaint Review Panel will chair all meetings of the Panel, which will be held, as needed, by conference call or online or electronic meeting unless an in-person review is requested and paid for by the complainant. Dates and times for review will be determined by the Chairperson. Panel members and the complainant will be informed of the date at least one (1) month prior to the meeting. All materials available for the review will be provided in writing to the members in advance of the review.

Procedure

An individual must submit a written request for a complaint hearing, which must be signed by the individual, and submitted to the Chairperson of the NCLC Board.

Following the receipt of the complainant's request, the NCLC Board Chairperson shall, as soon as practical, appoint two members of the NCLC Board to serve as the Complaint Review Panel if, in possible consultation with NCLC's legal counsel, the Chairperson feels the complaint is credible and warrants further action.

After receipt of a request for a formal complaint, and selection of the Complaint Review Panel, the Panel will consider the case as soon as practical.

In advance of the review, all supporting materials for the case will be sent to the Complaint Review Panel by the NCLC office.

At the request of individual members of the Panel, the Chairperson may, but need not, submit additional questions in writing to the complainant. If an individual is the target of the complaint, questions may also be submitted to the subject of the complaint. The complainant and the subject will have the opportunity to respond in writing.

Panel members, the subject and the complainant will be informed of the date for the review at least one (1) month prior to the conference call or meeting.

If the complainant or the subject desires an opportunity to address the Panel in person or by conference call, the complainant may do so but must bear the cost of such in-person review. The complainant and/or subject can contact the NCLC office for an estimate of such costs.

The subject of the complaint may be represented by legal counsel at any meeting at which the appellant addresses the Panel, whether in person or by conference call.

The voting members of the Panel will review each case and reach a majority decision. The decision of the Appeals Panel will be final.

The Chairperson of the Complaint Review Panel will send the complainant the Panel's decision in writing by certified mail as soon as practical after the review.

Written materials considered in the Complaint Review Process and written decisions of the Complaint Review Panel will be securely stored and retained in the NCLC office for 3 years.