



Program Description

Council-certified Emergency Operations Coordinator

CEOC

The American Council for Accredited Certification offers the Council-certified Emergency Operations Coordinator (CEOC) to individuals whose knowledge of emergency operations management warrants professional recognition.

Objectives of the CEOC Program:

- To raise the standards of those engaged in emergency operations management.
 - To identify persons with acceptable knowledge of emergency operations management and the standards and regulations affecting Council-certified Emergency Operations Coordinators.
 - To qualify applicants for certain state licenses.
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Eligibility:

Individuals are eligible for the CEOC certification who can attest to their involvement in the field of emergency operations management.

Applicants for licenses where the CEOC is required must meet the eligibility requirements published by each state.

The Required Body of Knowledge:

A CEOC must demonstrate basic knowledge of emergency operations management. For certification purposes, candidates for the CEOC designation must demonstrate familiarity with the following publications:

- American Council for Accredited Certification, Code of Conduct (www.acac.org)
 - FEMA, *Community Emergency Response Team Basic Training Participant Manual* (Washington, D.C.: FEMA, 2011). [Available free of charge at http://www.fema.gov/media-library-data/20130726-1839-25045-8729/pm_combined.pdf]
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The Certification Process:

1. Complete and forward the notarized application to the Council office. Incomplete applications will not be forwarded to the Certification Board for review.
 2. Pass the closed-book examination. If the examination is not successfully passed, a fee is required before rescheduling a makeup examination.
 3. Applicants have up to 2 years from the date of their examinations to complete the application process. Examination results for applications left incomplete after two years will be considered null and void.
 4. Wait for the awarding of the certification. The Certification Board will meet approximately every four (4) weeks to review the examination results and supporting materials before voting to award the certification.
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The Application:

The Application form provides an area for contact information and employment background. We recommend a notarized application be sent to the Council office prior to the examination, so that the certification staff may prepare the applicant's file for Board review.

The CEOC Examination:

1. The applicant must complete a 2-hour, closed-book, written examination. The examination questions are based on the listed exam topics and required body of knowledge. For an updated list of exam topics and item references to use in test preparation, visit www.acac.org.
2. The examination is closed-book! It is strongly recommended that candidates read the reference materials listed above before taking the examination.
3. There are 50 questions on the examination. Each question is multiple-choice with at least four (4) possible answers. A score of 70% must be achieved to pass this examination.
4. The examination is delivered electronically at an authorized testing center operated by Kryterion, Inc. There are no paper exams. Once a complete application packet is on file in the Council office, the candidate may register for the examination by calling the office at (888) 808-8381.
 - Candidates should arrive 30 minutes before the testing appointment.
 - Candidates must present two forms of government-issued identification at the testing center, one of which must be picture ID.
 - Candidates must follow proctor instructions with regard to the use of personal belongings and test materials.
 - Candidates failing to abide by these rules will not be permitted to sit for the exam, and a re-examination fee will be required.
5. All examinations contain the same questions; however, the examination questions are presented to each candidate in random order and the examination answers are presented to the candidate in random order.
6. Examinations are graded electronically at the testing facility, and scores are available to candidates immediately. An email is sent to the candidate's email address confirming test results.

The Certifying Body:

1. The American Council for Accredited Certification is the certifying body for this certification program.
2. All decisions regarding application materials, examinations and the awarding of certifications are made by the CEOC Certification Board, which functions as part of the American Council for Accredited Certification.
3. The certifying body's responsibility to applicants is to provide a credible certification. Operation of the certification program is closely monitored to ensure that reference materials remain current with the industry guidelines and standards and the eligibility requirements for certification are at appropriate levels. Examination questions are developed by certified personnel who are currently active in the field of emergency operations management. Pass/fail scores are set by the CEOC Certification Board at the ACAC annual meeting using the modified Angoff method. The Board authorizes an annual statistical review of examination item performance and test reliability and updates the examination to reflect the latest changes in this rapidly evolving field.
4. The CEOC certification is valid for two (2) years, after which time re-certification is required according to the policy described below.
5. Certification Board members are required to abstain from voting on any applicant's completed file that may present a conflict of interest, either personally or professionally.

Re-certification:

Recertification Eligibility:

CEOCs may recertify once only. CEOCs who remain active in emergency operations management are encouraged to apply for certification as Council-certified Emergency Operations Managers (CEOMs) as soon as they become eligible. The CEOC certificate shall expire permanently two (2) years from the date of recertification (that is, four (4) years from the date of initial certification), except as provided below.

Exception:

CEOCs who continue to work in association with a Council-certified Emergency Operations Professional (CEOP) as an employee or apprentice may recertify at the end of each two-year term. The supervising CEOP shall be responsible for signing off on their recertification affidavits.

Recertification procedures can be found on the ACAC website at www.acac.org/recertify/recertification.aspx.

Due Process Procedures:

1. The CEOC Certification Board is responsible for all facets of the certification program, including the review and evaluation of applications, the development and administration of examinations, the granting and reissuing of certificates and the adjudication of complaints against certificants.
2. **Suspensions:** If a Council-certified Emergency Operations Coordinator does not complete the required re-certification activities, certification shall terminate unless, in the judgment of the Certification Board, extenuating circumstances exist and the deficiency can be readily overcome. Examples of extenuating circumstances include documentation of active military service or documentation of a serious medical condition.
3. **Complaints:** If a Council-certified Emergency Operations Coordinator fails to abide by the ACAC Code of Conduct or is formally accused of gross negligence in the performance of his or her professional duties, the Certification Board may vote to refuse re-certification.
4. Appeals: Any holder of a valid Council certification or applicant for such a certification may appeal the decisions of the Certification Board.
5. Complaints or appeals shall be made in writing via certified mail to the Certification Administrator.
6. In the case of complaints, the Certification Administrator shall forward the complaint to the accused certificant and allow him or her ample time to respond.
7. The Certification Administrator, at the direction of the Executive Committee, may forward complaints or appeals to the appropriate Certification Board.
8. The Certification Board shall rule on all complaints or appeals by unanimous vote.
9. Complaints or appeals may be continued in writing via certified mail to the National Advisory Board.
10. The National Advisory Board shall be the final court of appeal and will rule on complaints or appeals by unanimous vote.
11. In resolving complaints or appeals, ACAC may rule only on its own decisions to grant or deny certification and recertification.

Reinstatement of the CEOC:

Council-certified Emergency Operations Coordinators who do not complete the required re-certification activities by their recertification date will be notified in writing to cease using the CEOC designation. They will be listed as expired on the Council website and will no longer be listed as a CEOC in any ACAC publication.

Fees:

All fees are listed on the ACAC website. Corporate purchase orders, checks, Visa, MasterCard and American Express are accepted.

Certification Fee for a two-year certification:

- Certification fees include a non-refundable processing fee.

Examination Fee:

- Examination and certification fees are required prior to taking examinations.

Re-certification Fees:

- Re-certification fees include a non-refundable processing fee.

Re-examination Fees:

- For those who failed a previous exam.

Penalties for late Re-certification.

- May be waived in case of documented active military duty or medical issues.

Use of the CEOC Designation:

- A Council-certified Emergency Operations Coordinator (CEOC) may use the designation with his/her name on organization letterheads, business cards and all forms of address. When using the CEOC designation, we encourage the spelling out of the designation fully in smaller print immediately below the signature block, as in the following example:

John Doe, CEOC

Council-certified Emergency Operations Coordinator
Board-awarded by the American Council for Accredited Certification

- Public use of the designation must include its full and complete name. Altering the title or its acronym is grounds for immediate revocation of this designation.
- Certification is for individuals only. The CEOC designation may not be used to imply that an organization or firm is certified.
- The CEOC certificate remains the property of ACAC and must be returned upon request.

ACAC Code of Conduct:

- **Objective**

The objective of this code is to provide guidance for appropriate conduct for the certificants of the American Council for Accredited Certification as they engage in their individual professions.

- **Rules of Conduct**

Certificants of the American Council for Accredited Certification shall:

- Practice their respective professions following accepted industry standards and guidelines.
- Exercise caution not to misrepresent their credentials, training or experience in the course of their professional activities.
- Deal responsibly in advising parties regarding potential damage to property and/or risk to health.
- Maintain confidentiality concerning both personal and business information gathered in the performance of their professions, except in the case of overriding legal and/or health concerns.
- Avoid instances where conflict of interest or compromise of professional judgment may occur.
- Act with integrity to uphold the standards of their profession and of the Council and avoid any conduct that could adversely reflect on the Council and its certificants.

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ACAC reserves the right to change/update certification examination material, eligibility requirements and re-certification requirements at any time deemed necessary to maintain the professional integrity and validity of its certifications.