



**Neonatal Therapy Certification Board (NTCB)
Public
Policies and Procedures**

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Questions and concerns regarding these policies can be directed to info@ntncb.com.

Website Privacy Policy

Collection of Information

Users of the NTCB website agree to this privacy policy. The NTCB requires users to submit personally identifying information to receive materials, create user accounts, and apply for certification or recertification. This includes information such as the user's name, email address, phone number, and place of employment. More extensive information is required from applicants applying for certification and recertification.

Deidentified site traffic is evaluated to identify user engagement patterns, including the most frequently visited pages and accessed services. The website automatically collects certain technical information, including IP addresses, browser types, domain names, dates and times of access, and general location data. Cookies are used to preserve user information, such as login credentials and the time between visits.

Use of Information by the NTCB

Personal identifying information is kept by the NTCB to complete transactions as requested by users, including user-provided email and mailing addresses for services and offerings. The NTCB maintains a public directory of CNTs, which includes names and practice locations. Analysis of de-identified certification data is complete, enabling refinement and development of NTCB services.

Use of Information by Third Parties

The NTCB works with reputable partners to complete requested transactions that require sharing information with a credit card company, credentialing agency, or other outside party, such as the exam administrator. This website may include applications and links to third-party websites. The NTCB is not responsible for third-party practices.

Accessing Personal Information

Users may review and modify account information at any time by logging into the personal NTCB account and navigating to the account page.

Security of Information

Safeguards are used to protect personal identifying information. Sensitive information submitted through this website, such as credit card numbers, is encrypted. NTCB does not sell or share personal information with third parties without the user's explicit consent. However, it reserves the right to verify CNT status upon request and to share information with third-party providers involved in administering the certification process, such as exam administrators.

Users Outside the US

NTCB operations are primarily located in the United States. Information submitted through this website will be transferred from the country where the user is located to the United States and will therefore be subject to United States laws.

Testing Accommodations Policy

The Neonatal Therapist Certification Board (NTCB) is committed to providing equitable access to the certification examination for all qualified candidates. The NTCB provides reasonable testing accommodations to qualified candidates with documented disabilities in accordance with the Americans with Disabilities Act (ADA), as amended, and applicable state and federal laws. Applicable laws and regulations are routinely monitored, and policies and procedures are reviewed and updated as necessary to ensure ongoing legal compliance.

Accommodation requests are evaluated through an individualized review process and are granted when supporting documentation demonstrates a functional limitation that substantially limits one or more major life activities relevant to test taking. No qualified candidate is denied the opportunity to test solely on the basis of a documented disability. Accommodation requests may be denied if they are unreasonable, cannot be implemented without fundamentally altering the examination, or are unsupported by sufficient documentation.

Candidates requesting testing accommodations must submit a written request to info@ntncb.com, including appropriate and current supporting documentation from a qualified professional that substantiates the need for the requested accommodation(s). Requests must be received at least 60 calendar days prior to the desired examination date to allow adequate time for review and coordination with the testing vendor. The accommodation request form can be found here: [Accommodations Form](#)

All accommodation requests are reviewed on a case-by-case basis by the appointed NTCB Examination Liaison within two weeks. Candidates will be notified in writing of the determination prior to scheduling or sitting for the examination. Approved accommodations are provided at no additional cost to the candidate. All accommodation decisions and related records are handled confidentially and maintained in accordance with NTCB record retention and data security policies.

Eligibility and Examination Access Policy

The NTCB ensures that eligibility and examination access decisions are fair, objective, and legally compliant through clearly defined policies and procedures. Eligibility requirements for certification are established based on job-related criteria, are documented in writing, and are applied consistently to all applicants. Certification decisions are made without regard to protected characteristics and are governed by established standards to promote fairness and impartiality.

To support equitable access to the certification examination, NTCB maintains a written testing accommodations policy and supporting procedures that comply with the Americans with Disabilities Act (ADA), as amended, and applicable state and federal laws. Accommodation requests are reviewed through an individualized, case-by-case process, with determinations made prior to examination scheduling. Reasonable accommodations are provided when documentation demonstrates a functional limitation relevant to test-taking, while preserving the validity, security, and standardization of the examination.

NTCB further ensures compliance through defined timelines, documented decision-making, confidentiality safeguards, and coordination with its testing vendor to implement approved accommodations. Responsibility for eligibility and accommodation decisions is clearly assigned, and all

related records are managed in accordance with data minimization and record-retention practices. Policies and procedures are periodically reviewed and updated as needed to maintain alignment with evolving laws, regulations, and professional standards.

Nondiscrimination and Fairness Policy

The NTCB is committed to ensuring fairness, equity, and impartiality in all aspects of its certification processes and activities. NTCB administers its application, examination, certification, and recertification processes in a manner that is free from unlawful discrimination and consistent with applicable federal and state laws.

In collaboration with its testing vendor, the NTCB and Pearson VUE, does not discriminate against applicants, candidates, certificants, volunteers, board members, or staff on the basis of race, color, national origin, age, disability, sex, gender identity or expression, religion, marital status, sexual orientation, political beliefs (where applicable), or any other characteristic protected by law. All eligibility determinations, examination decisions, and certification actions are based solely on established, job-related criteria and are applied consistently and objectively.

NTCB is also committed to maintaining a professional environment that promotes respectful interaction, equal opportunity, and the free exchange of ideas. All individuals participating in NTCB-related activities, including examinations, meetings, events, and volunteer service, are expected to treat others with respect, comply with site rules, and report unsafe or concerning behavior to NTCB staff or security personnel when appropriate.

Harassment, bullying, or abusive conduct of any kind is strictly prohibited. Harassment is defined as unwelcome conduct or behavior that creates an environment in which a reasonable person would feel intimidated, hostile, excluded, or abused. This includes, but is not limited to, harassment based on race, color, religion, national origin, age, disability, sex, gender identity or expression, sexual orientation, marital status, family responsibilities, genetic information, political affiliation, or personal appearance. Violations of this policy may result in corrective action, removal from NTCB activities, or referral to law enforcement when behavior poses an imminent threat or significant disruption.

If an NTCB board member, volunteer, or staff member is found to be in violation of this policy, appropriate disciplinary action will be taken. This may include a written warning, removal from board or volunteer service, termination of employment, or notification of law enforcement in cases involving imminent danger to others. Disciplinary actions are determined based on the severity and nature of the violation.

NTCB strictly prohibits retaliation against any individual who, in good faith, reports discrimination or harassment or participates in an investigation. Any act of retaliation is considered a serious violation of this policy and may result in disciplinary action. NTCB also reserves the right to take corrective action against individuals who knowingly submit false or misleading information related to allegations of discrimination or harassment.

Retesting Policy

Applicants who do not achieve a passing score on the certification examination may retake the examination. A retake may be scheduled no earlier than 60 days after the initial test date and must occur within one year of that date, provided the candidate's eligibility remains current and applicable fees are paid. If the examination is failed a second time, the candidate must wait a minimum of one year before reapplying for certification, at which time the entire application and testing process must be completed again to allow sufficient time for additional professional development and to ensure continued competence at the time of reapplication. All retesting requirements are applied consistently and impartially to all candidates, and approved testing accommodations remain available for subsequent attempts in accordance with the accommodations policy. Candidates may appeal examination-related decisions in accordance with the Appeals Policy (below).

Appeals and Complaints Policy

The NTCB ensures that examination appeals, certification-related appeals, and complaints are addressed fairly, consistently, and in accordance with established policies. Examination appeals are limited to verification of score accuracy through a defined hand-scoring review process with established timelines and final determinations. All complaints must be submitted in writing and must clearly describe the nature of the concern and the facts supporting the allegation.

Informal complaints involve concerns related to administrative processes, customer service, or communication and are typically resolved through communication with an appointed board liaison and, when appropriate, through structured remediation. Formal complaints involve allegations related to professional conduct, competence, ethics, or patient safety and are referred to the appropriate state licensing board or other regulatory authority with jurisdiction over the individual's professional practice for investigation and final determination. The NTCB does not investigate professional conduct complaints and acts in accordance with the outcomes of regulatory determinations, which may include dismissal of the complaint, conditions on practice, loss of licensure, or revocation of certification.

When a complaint is dismissed by the regulatory authority, the NTCB takes no further action. If a substantiated complaint results in the loss of legal authority to practice, NTCB certification shall be revoked until the individual's licensure or credentialing is formally reinstated.