

Appeal Process: CAREER LADDER

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The Nevada Registry has developed a multi-step process that provides members with two levels to appeal a decision regarding their Career Ladder level.

Appeal Procedure

A Career Ladder Level Placement Appeal can be initiated only when courses and/or degree acceptance/non-acceptance is in question. Appeals cannot be initiated to factor in field experience in lieu of formal education, to request acceptance of Non-ECE degrees in lieu of ECE degrees, and/or if the level granted is lower than expected due to the member's failure to submit necessary documentation at the time of initial application/renewal. In the latter instance, the member has the option to submit a Career Ladder Level Re-Evaluation Form. Career Ladder re-evaluations occurring in conjunction with an individual's scheduled annual renewal are completed at no cost. The cost to re-evaluate Career Ladder levels for any other reason than the recent completion of college courses and/or an ECE degree that will result in a Career Ladder increase (i.e. to factor in documentation that was not originally submitted with your initial application or most recent renewal, etc.) is \$20.

Career Ladder Level Placement Procedure

Each applicant is placed on the Career Ladder and granted the highest level possible based on the documentation supplied and in accordance with current Registry program policies and established verification processes. The member is notified when his/her digital certificate is available from within their Online Portal.

A member who believes that there was an error in the calculation of his/her Career Ladder level should contact The Nevada Registry office directly within 30 days of processing to inquire about the assigned Career Ladder level. Contact made by the individual to any other office and communicated to the Registry via a third party will not be taken into consideration when reviewing an individual's level. The individual will be provided with an explanation regarding his/her current level placement and the documentation used to make the level determination.

Scenario 1:

If it is determined that the level was incorrectly assigned by The Nevada Registry, a Career Ladder re-evaluation will be processed at no cost to the member. The file will be rerouted back to a Registry Specialist for handling and processing. The file will be reprocessed and an updated digital Certificate of Achievement will be issued. No further review is necessary and the matter will be considered closed.

Scenario 2:

If it is determined that the member failed to include documentation with their Membership Application or Update/Renewal Form, he/she will be asked to submit a Career Ladder Level Re-Evaluation Form with the additional information needed to place at his/her requested level. A fee of \$20 will be assessed. The file will be rerouted back to a Registry Specialist for handling and processing. The file will be reprocessed and an updated digital Certificate of Achievement will be issued. No further review is necessary and the matter will be considered closed.

Scenario 3:

If it is determined that coursework and/or degrees were not accepted for Career Ladder level placement, the individual will be offered suggestions as to the type of information that can be submitted in order to document ECE course content and relevancy. The individual will also be asked to complete a College/University Course Description Form. This form must be submitted with the Career Ladder Level Re-Evaluation Form. A fee of \$20 will be assessed.

The Career Ladder Level Re-Evaluation Form will be reviewed upon receipt. If the information submitted warrants a Career Ladder level change, the member will be notified via email. The file will be rerouted back to a Registry Specialist for handling and processing. The file will be reprocessed and an updated digital Certificate of Achievement reflecting the updated Career Ladder level will be issued. This information will be noted in the member's account. No further review is necessary and the matter will be considered closed. If the information submitted does not warrant a Career Ladder level change, the member will be notified via email and the original level granted will stand. This information will be noted in the member's account. No further review/action is required.

First Level Appeal

If the individual remains dissatisfied with his/her Career Ladder level following the Career Ladder re-evaluation, he/she may initiate the first level of the appeal process by contacting the Registry Program Director in writing via email to request a second review. The review becomes an official appeal at this point. The original Career Ladder level placement issued will remain in effect until the appeals review process is concluded.

The Registry Program Director will review the file and make a determination based on the documentation submitted. If the Director determines that the information submitted warrants a Career Ladder level change, the member will be notified via phone and email. The member's file will be re-processed and a new digital certificate will be generated reflecting the updated Career Ladder level. This information will be noted in the member's account. No further review/action is required. If the Registry Program Director determines that the information submitted does not warrant a Career Ladder level change, the member will be notified via phone and email and provided with the specific verification policy and/or policies supporting the decision. The original level granted will remain in effect. This information will be noted in the member's account. No further review/action is required.

Second Level Appeal

If the individual is unsatisfied with the resolution of the first level appeal, he/she can follow through with the second level of the appeal process by filing a formal appeal in writing. All appeals must be submitted to The Nevada Registry Advisory Committee c/o The Nevada Registry at 240 S. Rock Boulevard, Ste. #143 Reno, Nevada 89502. The letter must contain (a) the nature of the appeal; (b) all steps taken to resolve the issue; and (c) the desired outcome expected from the appeal.

Appeal Processing Time

A review will be scheduled within 30 days of receipt of the formal letter of appeal (unless otherwise agreed upon). The Registry Program Director will appoint an ad hoc Appeals Panel to consider the appeal. An

email will be sent to the appellant to confirm that a review has been scheduled within the designated timeframe.

The Appeals Panel will be comprised of three members of the Registry Advisory Committee and will be appointed based upon the following criteria: a) comprised of rotating Advisory Committee members; b) members' ability to meet during the established time frame; and c) members must not have any professional or personal conflicts of interest with the appellant (cannot be employed by the same employer, etc.). No information about the appellant or the basis for the appeal will be shared with any member of the Appeals Panel prior to the review. One member of the Appeals Panel will be designated the contact person for the review and will be responsible for notifying the Registry Program Director and the appellant of the panel's decision. The Appeals Panel will conduct their review in person or virtually via video-conference depending on the composition of the Appeals Panel. Travel will not be provided for Appeals Panel members.

During the review, the Appeals Panel will review the appellant's complete application, including all support documentation, the letter of appeal, The Nevada Registry's Review/Appeal Tracking Form and any other correspondence that has occurred between the individual and Registry staff. To ensure anonymity and to reduce the likelihood of a conflict of interest, the appellant's name and any other identifying information will be removed from the documentation. All Appeals Panel reviews are considered confidential. As such, no other individuals other than the three appointed Appeals Panel members will be present during the review process.

A decision will be made at the conclusion of the review. If the Appeals Panel determines that there is documentation to warrant a Career Ladder level change, the individual's file will be re-processed to reflect the new Career Ladder level. This will be completed at no additional cost to the individual. If the Appeals Panel determines that there is not enough documentation to warrant a Career Ladder level change, the individual's original Career Ladder level will stand. The designated Appeals Panel point person will notify the individual in writing via email of the panel's decision within two business days of the review. The Registry Program Director will be provided with the panel's decision as well.

The decision of the Appeals Panel is final. Once the Appeals Panel makes a determination, no further appeals can be requested to any other third party (funding agent, Registry Advisory Committee, etc.). Additionally, the individual may not request another appeal in subsequent years to review the documentation already considered by the Appeals Panel. However, a member's Career Ladder level may be reviewed again upon his/her annual renewal to the Registry if documentation is submitted to verify the completion of additional coursework and/or degrees that would substantiate a Career Ladder level change.

