CCO Certification

CANDIDATE HANDBOOK

- TELEHANDLER OPERATOR

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Certification Policies
TELEHANDLER OPERATOR

ELIGIBILITY

To be eligible for certification, candidates must:

- Be at least 18 years of age
- Comply with CCO's Substance Abuse Policy
- Comply with CCO's Code of Ethics
- Pass a written examination
- Pass a practical examination

EXAMINATION FEES

For all exam and related fees, visit www.nccco.org/fees.

CCO CERTIFICATION TIME FRAMES

Candidates have 12 months after they pass their first exam (written or practical) to pass the corresponding written or practical exam. Any tests passed within a 12-month period count towards certification. For example, a candidate passing the Telehandler Operator written exam in January 2024 has until the end of January 2025 to pass either the Fixed Telehandler or Rotating Telehandler practical exam.

If a certified operator subsequently becomes certified in an additional telehandler designation by taking the appropriate practical exam, the certification period for the additional designation expires at the same time as he/she was originally certified (i.e., all designations within a category expire on the same date, regardless of when in the three-year certification period the candidate passed them).

RECERTIFICATION REQUIREMENTS

CCO Telehandler Operator certification is valid for three years. ***Recertification candidates must complete all recertification requirements during the 12 months prior to their certification's expiration date.*** Regardless of the date of the exams within that one-year period, the new three-year certification period begins from the date of expiration of the candidate's initial certification.

Recertificants must:

- Pass the Telehandler Operator practical examination
- Comply with CCO's Substance Abuse Policy
- Comply with CCO's Code of Ethics

There is no grace period after their certification's expiration date. Candidates whose certification has lapsed must take the full written and practical examinations over to be certified again.

NOTE: Candidates who recertify more than 12 months prior to their expiration date will have their new certification period begin immediately, not from the end of their current certification period.

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Written Examination Outline

TELEHANDLER OPERATOR

70 QUESTIONS/60 MINUTES (CALCULATOR PERMITTED)

The CCO Telehandler Operator written exam tests the following knowledge areas relating to the operation of telehandlers:

Domain 1: Conduct Pre-Operational Inspection

- Approximately 22% of test

Domain 2: Evaluate Jobsite Conditions

- Approximately 15% of test

Domain 3: Prepare Pre-Lift Preparations

- Approximately 25% of test

Domain 4: Operate the Telehandler

- Approximately 38% of test

DOMAIN 1: CONDUCT PRE-OPERATIONAL INSPECTION

1. Complete pre-operational inspection of machine
   a. Identify components
   b. Understand the importance of positioning of all attachments (cylinders)
   c. Recognize when a component is unsafe or unusable; know where it is; know what it does; know if it's good to go
   d. Ensure all corresponding load charts are with machine
2. Perform startup procedure
   a. Know the precursors for starting the machine
   b. Check gauges
   c. Check for noises and anything out of the ordinary
3. Perform function check
   a. Know what each function does and how the controls work
   b. Understand why functions fail to operate (interlocks and what their functions)
4. Complete pre-inspection form
   a. Know how to properly complete the form (don't leave anything blank, be sure that it is signed, etc.)

DOMAIN 2: EVALUATE JOBSITE CONDITIONS

1. Conduct site inspection
   a. Know what hazards exist
   b. Understand frame leveling
   c. Understand OSHA regulations regarding powerlines
   d. Recognize environmental factors on stability
   e. Observe location of edges of excavations, ramps, or other working edges
   f. Reference operator's responsibilities from ITSDF B56.6
   g. Identify underground utilities
   h. Identify overhead obstructions
   i. Identify proximity to buildings and other equipment
   j. Identify location of personnel on jobsite (including the public)
   k. Understand when a spotter or ground men are needed
2. Mitigate site hazards
   a. Know who you need to go to regarding making changes
   b. Understand ground conditions
   c. Know how to operate on rough terrain
   d. Aware of edges of excavations, ramps, or other working edges
   e. Knowledge of power lines and clearances
   f. Know when to put up a barrier (barricade as needed)
   g. Traffic control
3. Participate in job briefings/safety meetings

DOMAIN 3: PERFORM PRE-LIFT PREPARATIONS

1. Develop a lift plan
   a. Know the weight of the load
   b. Know how to read a load chart and make needed calculations
   c. Know the dimensions of the load (center of gravity)
   d. Know the travel path (where is the load going to?)
   e. Know attachment capacity
   f. Refer to site hazards
   g. Basic math skills
2. Verify legitimacy and capacity of attachments
   a. Select the right attachment
   b. Know the load chart/data plate for the attachment
   c. Verify attachment has been approved by manufacturer or engineer

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d. Properly disconnect attachment and store it when not in use
e. Knowledge of 1926 subpart CC when using winch
f. Know B56.6 definition of attachment

3. Install attachments
   a. Know how to relieve hydraulic pressure; select the right attachment
   b. Know the load chart/data plate for the attachment
   c. Verify proper attachment installation
   d. Verify attachment has been approved by manufacturer or engineer
   e. Properly disconnect attachment and store it when not in use
   f. Knowledge of 1926 subpart CC when using winch
4. Determine handling configuration
   a. Know to place the C/G between the fork tines
   b. Positioning the hook directly above the C/G
   c. Stabilizing the telehandler
   d. Leveling the frame
   e. Confirm boom length
   f. Verify the correct quadrant(s)
5. Stabilize the telehandler
   a. Knowledge of indoor cribbing, blocking, ground bearing pressures
   b. Knowledge of telehandler lifting limitations of the chart
6. Barricade the swing radius
   a. Understand 1926 subpart CC work area control

DOMAIN 4: OPERATE TELEHANDLER

1. Perform frame leveling
2. Ensure load retention/load securement
   a. Know how to use straps for securement
   b. Location of C/G
   c. Rigging techniques
3. Utilize various steering modes
   a. Knowledge of the effects of steering modes 2, 4 and oblique (crab steering) while roading
   b. Articulating steering
4. Travel with load
   a. Knowledge of leveling the frame
   b. Knowledge of when and how to use taglines
   c. How to maintain proper speed
   d. Traveling up or down a hill
   e. Boom position
   f. Boom height
   g. Ground conditions
   h. Knowledge of blind spots
   i. Braking
   j. Traveling on public roads
5. Follow signal communications
   a. Knowledge of signals (voice and hand)
   b. Knowing when a spotter is needed
   c. Communications skills
6. Lift and place loads
   a. Knowledge of shift/load dynamics
   b. Speed of operation
   c. Knowledge of handling loads on forks versus loads suspended
   d. Knowledge of when and how to use taglines
7. Conduct critical lifts
   a. Knowledge of the specific lift
   b. Tandem lifts, submerged in water, demolition, high capacity lifts, blind lifts
8. Conduct personnel lifts
   a. Knowledge of B56.6 and manufacturer's instructions for conducting personnel lifts
9. Perform shutdown procedure
   a. Knowledge of differences between shutting down for unattended machines, shutting down for adjustments, and end-of-day shutdown

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Practical Examination
TELEHANDLER OPERATOR

SKILLS TESTED

CCO Telehandler Operator Practical Examinations are available on two crane telehandler types:

- **Rotating**: A rough terrain forklift truck with a telescopic boom, that rotates with the chassis, that lifts, transports, and place loads in a horizontal or vertical plane using forks or a variety of other lifting attachments.
- **Fixed**: A rough terrain forklift truck with a telescopic boom, that does not rotate with the chassis, that lifts, transports, and place loads in a horizontal or vertical plane using forks or a variety of other lifting attachments.

Candidates who take and pass the practical exam on a rotating telehandler do not need to take the exam on a fixed telehandler. Candidates who pass the practical exam on the rotating telehandler will also be granted certification on the fixed telehandler.

The practical examination comprises nine main tasks that increase progressively in the skill level tested. Skills tested are: inspecting the equipment, elevated placement of a load, pallet use, driving, and combination (multifunction) operations. Telehandler operation with load and without load is required.

The following is an outline of the practical testing procedure, as provided to candidates at the time of testing.

CANDIDATE INFORMATION AND INSTRUCTIONS

The following sections describe the specific tasks you will be performing when taking the practical examination. It is important that you understand these instructions. If there is anything you do not understand, please request clarification from the Proctor.

TASKS

The practical exam tasks are:

- ***Task 1: Pre-Operational (Shift) Inspection***
- ***Task 2: Elevated Pick & Place***
- ***Task 3: Elevated Pick & Return***
- ***Task 4: Pick & Stack (DA-1 to DA-2) Reverse***
- ***Task 5: Pick & Return (DA-1 to DA-2) Forward***
- ***Task 6: Pick & Return (DA1-to Corral to DA-2)***
- ***Task 7: Straight-Line/Zigzag Corridor (Forward)***
- ***Task 8: Straight-Line/Zigzag Corridor (Reverse)***
- ***Task 9: Shutdown***

There is also a Pre-Test Familiarization Period and a Pre-Task Familiarization Period (Rotating telehandlers only). You will be required to complete all phases of the test in sequence.

During the practical examination, you are under the direction of the Proctor and must follow the Proctor's directions at all times.

Once you have completed all of the tests you are taking, you must leave the testing area. Only personnel involved in the administration of the test are allowed in the test area.

OPTIMUM TIMES

For some tasks ***optimum time limits*** have been set. If the task is completed within this time period, you receive no time penalty. Other tasks are untimed, as noted below.

Once you exceed this time limit, however, you will lose points on a gradual basis. The optimum time for each task is stated as part of the task descriptions. At one-and-a-half times the optimum time the Proctor may end the task and move on to the next task.

PRE-TEST BRIEFING

While candidates are waiting to take their tests, they will have sufficient time to read the description of the tasks to be performed and review the operator's manual for the telehandler they will operate. In addition, they will be informed of the make and model of the telehandler, the boom length, and the weight of the test load.

Note that:

- The telehandler's LMI system (if so equipped) has been correctly programmed and will not interfere with the proper operation of the telehandler.
- None of the target points has been placed at a radius that exceeds the telehandler's rated capacity.

CIRCUMVENTING THE COURSE

Circumventing the course on CCO Telehandler Operator practical exams is defined as when:

1. Chain leaves the corridor while on or off the ground and passes more than one pole left still standing on the original string line before re-entering the corridor; you ***must*** enter the circles from inside the corridor to avoid this being marked as a deficiency
2. Chain leapfrogs from one leg of corridor to another with the chain off the ground, outside the corridor

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3. Chain passes four or more poles consecutively with the chain off the ground, inside the corridor
4. ***Rotating Telehandlers only:*** Test weight and chain enters or exits the corridor without vertically clearing the hurdle (i.e., by going around the hurdle)
5. ***Fixed Telehandlers only:*** Test weight goes from one designated area to another designated area without attempting the course

UNSAFE ACT

If, at any time during the Pre-Test Familiarization Period or during the test, you commit an unsafe act, you will be disqualified from continuing with the test. An "unsafe act" is defined as an action by a candidate that is uncontrolled or reckless, and is sufficient to cause safety concern for persons or property damage.

The Proctor has the authority to stop the test at any time for reasons of safety. Please ask the Proctor if you have any questions. If you are disqualified due to an unsafe act, you will not be permitted to take any additional practical exams that day.

WEATHER CONDITIONS AND EQUIPMENT PROBLEMS

The Proctor will use an anemometer to check the wind speed and then will record the weather conditions on the score sheet.

The Proctor has the responsibility to determine if weather conditions or equipment problems are such that a test needs to be suspended. If the test is interrupted due to weather conditions or equipment problems, the procedure for restarting is as follows:

- You will resume the test at the beginning of the task you were performing at the time of the interruption, except for Task 7, when you will go back to the beginning of the Task 7 or Task 8, as appropriate.
- You will be entitled to a Pre-Test Familiarization or Pre-Task Familiarization (rotating telehandlers only) period before resuming the test.
- If testing resumes on a different machine, you must start the test over from the beginning. The first score sheet will be marked as "VOID" with an explanation and returned to CCO.
- If the testing is delayed to a different day, the test must be restarted from the beginning.

PRE-TEST FAMILIARIZATION PERIOD

- You are allowed up to 15 minutes to get used to operating the equipment.
- You may run the equipment through any of its functions and set any functions to your specifications.
- Do not interfere with the course or the test weight; do not shadow the zigzag/straight-line corridor.
- When you are ready, move the telehandler into the corral with the boom fully retracted and the fork tips on the ground.
- I will let you know when there are 10, 5, and 1 minute(s) remaining.
- If at any point you feel like you are not ready to test, you may disqualify yourself and you will be required to sign to that effect on the score sheet.
- Do you understand these instructions?

TASK 1: PRE-OPERATIONAL (SHIFT) INSPECTION

- You will be asked to identify five items regarding the equipment that are part of the pre-operational inspection. One at a time, you will describe how you would inspect it and what deficiencies you would look for.
- You have approximately one minute per item.
- Points will be deducted for each incorrectly identified inspection item.

TASK 2: ELEVATED PICK & PLACE

Optimum time: 2:45

- For all tasks, the driving range marked by the soccer cones designate a building. At no time during the exam should you cross the boarder marked by the soccer cones.
- At the Proctor's indication to start, at which point timing will begin, travel so that the front plane of the tires is at the denotation line located in front of the "goal post" and prepare for lifting. Do not pass the denotation line with the front plane of the tires. Do not extend the outriggers.
- Pick the horizontal pipe from its starting position and place the pipe on top of the elevated posts.
- Once the forks are clear of the pipe, fully retract the boom.
- The Proctor will give you a stop signal once the boom has been fully retracted and the fork tips are on the ground.
- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Touching anything but the pipe
  b. Traveling outside the driving range (soccer cones)
  c. Tires past the denotation line
  d. Knocking poles over (including those around the corral)

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e. Knocking balls of the poles (including those around the corral)
f. Exceeding the optimum time

TASK 3: ELEVATED PICK & RETURN

Optimum time: 1:45

- At the Proctor's indication to start, at which point timing will begin, lift the horizontal pipe from the elevated posts and place the pipe between the two front poles on the frame.
- Once the forks are clear of the pipe, fully retract the boom and lower fork tips to the ground.
- The Proctor will give you a stop signal once the boom has been fully retracted and fork tips are on the ground.
- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Touching anything but the pipe
  b. Knocking poles over (including those around the corral)
  c. Knocking balls of the poles (including those around the corral)
  d. Exceeding the optimum time

TASK 4: PICK & STACK (DA-1 TO DA-2) REVERSE

Optimum time: 4:30

- For all pallet tasks, the pallet must rest against the back stop or fork tips must be extended outside of the pallet ***prior*** to traveling.
- At the Proctor's indication to start, at which point timing will begin, travel to DA-1, pick the pallet from DA-1, and travel to DA-2 in ***reverse*** travel until you have reached the end of the driving range.
- Do not cross the border of the driving range marked by the soccer cones until you have cleared the final cone. Once you have cleared the final cone, you may travel in any direction.
- Place the pallet on the top of the pallet located in DA-2 from ***side A*** and interlock the pallets.
- Once the forks are clear of the pallet, fully retract the boom and lower fork tips to the ground at which time the Proctor will give you a stop signal.
- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Pallet touching ground outside of the DA
  b. Traveling outside the driving range (soccer cones)
  c. Soccer cones passed while outside of driving range
  d. Forks not properly/fully engaged during travel (traveling is defined as movement of the wheels)
  e. Knocking poles over (including those around the corral)
  f. Knocking balls of the poles (including those around the corral)
  g. Pallet not interlocked (3 out of 4 corners)
  h. Exceeding the optimum time

TASK 5: PICK & RETURN (DA-2 TO DA-1) FORWARD

Fixed Telehandler optimum time: 2:00

Rotating Telehandler optimum time: 2:30

- At the Proctor's indication to start, at which point timing will begin, pick the bottom pallet and travel to DA-1 in ***forward*** travel. Do not cross the border of the driving range marked by the soccer cones.
- Place the stacked pallets fully within DA-1.
- Once the forks are clear of the pallet, fully retract the boom and lower fork tips to the ground, at which time the Proctor will give you a stop signal.
- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Pallet touching ground outside of the DA
  b. Traveling outside the driving range (soccer cones).
  c. Soccer cones passed while outside of driving range
  d. Forks not properly/fully engaged during travel (traveling is defined as movement of the wheels)
  e. Knocking poles over (including those around the corral)
  f. Knocking balls of the poles (including those around the corral)
  g. Exceeding the optimum time

TASK 6: PICK & RETURN (DA-1 TO CORRAL TO DA-2)

Fixed Telehandler optimum time: 1:45

Rotating Telehandler optimum time: 2:00

- At the Proctor's indication to start, at which point timing will begin, pick the top pallet from DA-1 and travel to the corral (start point). Using boom functions, place the pallet into DA-2 through side B (from the corral side). The pallet must be fully within the designated area.
- Once the forks are clear of the pallet, fully retract the boom and lower fork tips to the ground, at which time the Proctor will give you a stop signal.

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- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Pallet touching ground outside of the DA
  b. Traveling outside the driving range (soccer cones).
  c. Soccer cones passed while outside of driving range
  d. Forks not properly/fully engaged during travel (traveling is defined as movement of the wheels)
  e. Knocking poles over (including those around the corral)
  f. Knocking balls of the poles (including those around the corral)
  g. Exceeding the optimum time

The Proctor will direct you to deploy the outriggers/stabilizers, assist in disconnecting the fork assembly (if applicable), and connect the hook attachment. You will then be directed to DA-3 and the test weight will be connected.

FOR ROTATING TELEHANDLERS ONLY

PRE-TASK FAMILIARIZATION PERIOD

This part of the test is not scored.

- You are allowed up to five minutes to get used to operating the equipment with a suspended load.
- You may use all functions, but do not interfere with or shadow the course.
- When ready, place the test weight in DA-3.
- The Proctor will let you know when you have one minute remaining.

TASK 7: ZIGZAG CORRIDOR (FORWARD)

Optimum time: 4:00

- At the Proctor's indication to start, at which point timing will begin, lift the test weight and chain over the hurdle. Once the hurdle is cleared, lower the weight until the ***chain*** makes contact with the ground before the denotation line.
- Continue to guide the weight through the corridor. Avoid contacting anything and keep the chain on the ground until the chain passes the denotation line located before designated area 4.
- Once the chain has passed the denotation line, raise the test weight and chain over the hurdle and place the test weight in designated area 4, at which time the Proctor will give you a stop signal.
- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Knocking balls off poles
  b. Moving pole bases off line
  c. Knocking poles over
  d. Knocking down hurdle
  e. Chain leaving ground before denotation line
  f. Passing poles with chain off ground
  g. Test weight touching ground outside of designated area 4
  h. Exceeding optimum time

TASK 8: ZIGZAG CORRIDOR (REVERSE)

Optimum time: 4:00

- At the Proctor's indication to start, at which point timing will begin, lift the test weight and chain over the hurdle. Once the hurdle is cleared, lower the weight until the chain makes contact with the ground before the denotation line.
- Continue to guide the weight through the corridor. Avoid contacting anything and keep the chain on the ground until the chain passes the denotation line located before designated area 3.
- Once the chain has passed the denotation line, raise the test weight and chain over the hurdle and place the test weight in designated area 3, at which time the Proctor will give you a stop signal.
- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Knocking balls off poles
  b. Moving pole bases off line
  c. Knocking poles over
  d. Knocking down hurdle
  e. Chain leaving ground before denotation line
  f. Passing poles with chain off ground
  g. Test weight touching ground outside of designated area 3
  h. Exceeding optimum time

POST-TASK

- At the Proctor's direction, swing the boom to the hook attachment area in preparation for the next candidate.
- The Proctor will assist in disconnecting the hook assembly and install the fork assembly (if applicable).
- Once the fork assembly has been installed, fully retract the boom and place the fork tips on the ground.

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FOR FIXED TELEHANDLERS ONLY

PRE-TASK SET UP

This part of the test is not scored.

- At the Proctor's indication to start, travel to the hook attachment area and prepare to connect the hook attachment.
- Once connected, travel to the denotation line located in front of designated area 3. The Proctor will indicate when you have reached the denotation line. Alignment of the telehandler to the corridor is at your discretion. The Proctor will only indicate to you when you have reached the line.
- Once you indicate you are in position, deploy the outriggers/stabilizers (if equipped). You will not be permitted to move the telehandler once the outriggers have been deployed or after the Proctor has attached the test weight.
- The Proctor will then attach the test weight. You may lift and reposition the weight within the designated area; you may not lift the weight outside of the designated area or move the telehandler.
- You are allowed up to 5 minutes to position the telehandler and the weight.

TASK 7: STRAIGHT-LINE CORRIDOR (FORWARD)

Optimum time: 3:00

- At the Proctor's indication to start, at which point timing will begin, lift the test weight and chain over the hurdle. Once the hurdle is cleared, lower the weight until the ***chain*** makes contact with the ground between each hurdle.
- You will repeat this process until you land the weight within designated area 4.
- The Proctor will give you a stop signal once the weight is placed within the designated area.
- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Knocking balls off poles
  b. Knocking poles over
  c. Knocking down hurdle
  d. Chain not touching the ground in between the hurdles
  e. Test weight touching ground outside of designated area 4
  f. Circumventing the course
  g. Exceeding optimum time

TASK 8: STRAIGHT-LINE CORRIDOR (REVERSE)

Optimum time: 3:00

You may reposition the boom tip but may not lift the test weight.

- At the Proctor's indication to start, at which point timing will begin, lift the test weight and chain over the hurdle. Once the hurdle is cleared, lower the weight until the ***chain*** makes contact with the ground between each hurdle.
- You will repeat this process until you land the weight within designated area 3.
- The Proctor will give you a stop signal once the weight is placed within the designated area.
- If your time exceeds one-and-a-half times the optimum time, the Proctor may stop you and move on to the next task.
- Points will be deducted for the following:
  a. Knocking balls off poles
  b. Knocking poles over
  c. Knocking down hurdle
  d. Chain not touching the ground in between the hurdles
  e. Test weight touching ground outside of designated area 4
  f. Circumventing the course
  g. Exceeding optimum time

POST-TASK

- At the Proctor's indication, travel to the hook attachment area and prepare to disconnect the hook attachment.
- The Proctor will assist in disconnecting the hook assembly and will install the fork assembly (if applicable).
- Once the hook assembly has been disconnected, travel to the corral.
- Ensure the boom is fully retracted and the fork tips are on the ground outside the corral in front of DA-3.

TASK 9: SHUTDOWN (ROTATING & FIXED)

- Before leaving the operator station, please apply safe shutdown procedures to the equipment in preparation for the next candidate.
- Once complete, please leave the operator station.
- Describe the procedures you would follow to secure the equipment at the end of the workday.

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Reference List
TELEHANDLER OPERATOR

The latest versions of the following reference materials are used by CCO's Telehandler Exam Management Committee to verify the accuracy of CCO test questions.

ANSI/ITSDF B56.6 (2021)

Safety Standard for Rough Terrain Forklifts

AEM (2016)

Rough Terrain Forklifts: Safety Manual for Operating and Maintenance Personnel

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION, U.S. DEPARTMENT OF LABOR CODE OF FEDERAL REGULATIONS

- 29 CFR 1910.178—Powered Industrial Trucks (Subpart N)
- 29 CFR 1910.180—Cranes in General Industry
- 29 CFR 1910.184—Slings
- 29 CFR 1926 Subpart CC—Cranes and Derricks in Construction (pertinent sections: excluding 1423, 1426, 1429, 1431, 1433, 1435, 1436, 1437, 1438, 1439, 1440, 1441, 1442)
- 29 CFR 1926.251—Rigging Equipment for Material handling (Subpart H) (Construction Rigging)
- 29 CFR 1926.600, 601, 602 (Subpart O)

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CCO Policies
TELEHANDLER OPERATOR

Code of Ethics

www.nccco.org/coe

Disciplinary Policy

www.nccco.org/discipline

Substance Abuse Policy

www.nccco.org/abuse

Testing Accommodations

www.nccco.org/accommodations

Test Security

www.nccco.org/security

Information Release Policy

www.nccco.org/inforelease

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