



Volunteer Handbook



Year of the Yin Fire Rooster

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Dedication

This handbook is dedicated to all the NCCAOM volunteers' past, present and future who commit their time and expertise to the advancement of the Acupuncture and Oriental Medicine community.

Thank you for giving your time and expertise to help protect the public through quality credentialing. We hope you find volunteering at NCCAOM a positive and rewarding experience.



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Welcome to the NCCAOM®

Volunteers are a vital part of the NCCAOM system and are deeply appreciated. The Commissioners and staff sincerely hope the NCCAOM will be a wonderful experience and that the organization will bring opportunities to collaborate with colleagues and share professional expertise and talent. The information contained in this handbook provides an overview of the NCCAOM Volunteer program and is designed to be a reference for new and experienced volunteers. NCCAOM staff will be happy to assist to make the volunteer experience a positive one. We hope this information is helpful to you.

About the NCCAOM®

Founded in 1982 as a non-profit 501(c)6 corporation, the National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM®) is widely accepted as the most influential leader in the field of certification for acupuncture and Oriental medicine (AOM). NCCAOM's purpose is to assure the public that Diplomates meet entry-level skills and continued competencies in their profession by evaluating and attesting to rigorous eligibility standards that demonstrate and assess the core knowledge, skills and abilities of an AOM practitioner.

NCCAOM® Mission

To assure the safety and well-being of the public and to advance the professional practice of acupuncture and Oriental medicine by establishing and promoting national, evidence-based standards of competence and credentialing.

NCCAOM® Vision

Acupuncture and Oriental medicine provided by NCCAOM credentialed practitioners will be integral to healthcare and accessible to all members of the public.



NCCAOM® Core Values

Testing Excellence

Our organizational mission drives us to produce valid and reliable measurements of competence in AOM practitioners who seek certification from the NCCAOM.

Service

Public Protection: We are committed to safeguarding the public from practitioners who have not demonstrated their competence.

Public Benefit: We are committed to making available to the public reliable information that will help them to enjoy the benefits of health services from competent AOM practitioners.

Diplomates: We are committed to improving the reputation for excellence of AOM practitioners who have demonstrated competence through our certification process.

Integrity We are committed to upholding truthfulness and honesty in all our organizational words and deeds.

Trust We are committed to promoting an organizational environment that allows those who work for the NCCAOM to rely on one another to accomplish the tasks required by our mission. We maintain the same commitment in our joint activities with other organizations with whom we collaborate for the betterment of the AOM community.

Leadership We are committed to acting responsibly to advance the interests of the AOM community through our certification process. We understand our leadership to be inseparable from our mission of service to the public and to the AOM community.

Community

Volunteerism: We are committed to engaging AOM practitioners in the activities necessary to keep our certification exams and processes relevant to the state-of-the-art of AOM.

Support: We are committed to being a responsible corporate member of the larger community in which we live.



Core Functions of the NCCAOM

- Develop the examination item banks.
- Review applications for examination authorization.
- Establish applicant eligibility criteria for all certification examinations.
- Administer examinations.
- Score examinations through cut score and standard setting activities
- Issue score reports to candidates and third parties as requested by examinees.
- Award certification certificates and provide designations to successful certification candidates.
- Establish recertification requirements.
- Review recertification applications and accept successful Diplomates.
- Monitor professional and ethical standards of Diplomates.
- Conduct disciplinary review including appeals and due process.
- Provide a registry of actively certified Diplomates that is accessible by the public.
- Approve Professional Development Activities (PDA) providers and courses.
- Provide a search engine to identify a PDA approved course.

NCCAOM® Certification Programs

The NCCAOM certification programs include Oriental Medicine, Acupuncture, and Chinese Herbology. The Asian Bodywork Therapy (ABT) program no longer offers examinations, however the current ABT Diplomates may Keep their NCCAOM board certification by maintaining their continued competencies. The three certification programs are accredited by the National Commission for Certifying Agencies (NCCA) and carry the NCCA seal. NCCA standards exceed the requirements set forth by the American Psychological Association and the United States Employment Opportunity Commission.





Benefits of an NCCAOM Diplomate

Achieving a professional credential signifies that you are “**Nationally Board Certified**”.

Dipl. O.M. (NCCAOM)[®]

Dipl. Ac. (NCCAOM)[®]

Dipl. C.H. (NCCAOM)[®]

Dipl. ABT (NCCAOM)[®]

Proudly display the NCCAOM Service Mark to distinguish board certification on your website or printed materials.



Oriental Medicine



Acupuncture



Chinese Herbology



Asian Bodywork Therapy

Become a member of the **NCCAOM[®] Academy of Diplomates**.

Have consumers and professionals find you in the **NCCAOM's Find a Practitioner Directory**.

Verify your certification status through the **NCCAOM Registry**.

Communicate with your peers through **NCCAOM's Facebook, Linked In, and Twitter** pages.

Be listed in the **HealthProfs Acupuncture Directory** and save a value of \$180 for a 6 month listing!

Enroll in **Call a Doctor Plus Services**, a wellness program for you and your family and receive a discount.

Create a **FREE** website from **ChiOnline**.

Access discounted frames for displaying your **NCCAOM Diploma**.

Apply for an NCCAOM volunteer position and serve on a committee, panel or taskforce with your peers.

Be selected as an **NCCAOM Board Commissioner**.

Receive complementary issues of the NCCAOM newsletter **The Diplomate: E-news You Can Use**.

Be eligible for **reduced fees for services** offered by NCCAOM and its strategic partners.



NCCAOM® Code Of Ethics

*As a Diplomate of the NCCAOM,
I hereby pledge my commitment to the following principles:*

Respect the rights, privacy and dignity of my patients and maintain confidentiality and professional boundaries at all times.

Treat within my lawful scope of my practice and training and only if I am able to safely, competently and effectively do so.

Allow my patients to fully participate in decisions related to their healthcare by documenting and keeping them informed of my treatments and outcomes.

Accept and treat those seeking my services in a fair and nondiscriminatory manner.

Render the highest quality of care and make timely referrals to other health care professionals as may be appropriate.

Continue to advance my knowledge through education, training and collaboration with my colleagues to maintain excellence and high ethical standards in our profession.

Support my medicine's access to all people and its growth in the broad spectrum of U.S. healthcare.

Assist in the professional development and advancement of my colleagues.

Participate in activities that contribute to the betterment of my community.



Effective January 1, 2016



Board of Commissioners Overview

The NCCAOM is governed by the Board of Commissioners, also called the “Board”, or the “BOC”. The Board is comprised of ten Commissioners; seven are professional members who must be NCCAOM Diplomates and three may be public members. The Chief Executive Officer of the NCCAOM is considered a non-voting member of the Board of Commissioners. Each certification program is represented on the Board by at least one Diplomat. The Board meets three times a year and oversees the strategic initiatives and financial resources of the NCCAOM. Through the strategic plan, the BOC allocates assignments to the standing committees, approves governing policies, and serves as the stewards of the NCCAOM.

NCCAOM CEO and Staff

The Chief Executive Officer (CEO) of NCCAOM is responsible for the daily operations of the company. The CEO oversees the staff and is the public spokesperson for the NCCAOM. They are responsible for the interpretation of policy to the staff and the public. Under the CEO’s guidance, Staff Liaisons are assigned to each of the standing committees, taskforces and panels of the Board.



Volunteer Commitment

Each Volunteer should be able to dedicate and pledge themselves to the following commitments:

1. Attend all meetings, whether face to face or via teleconference.
2. Be prompt. The biggest waste of time is waiting and updating a member who is late to the meeting!
3. Be prepared. Review the agenda and exhibits before the meeting. Know how to navigate the SharePoint website.
4. Be familiar with Robert's Rules. Know how and when voting is done and the process by which motions are sent to the Board for approval.
5. Watch for e-mail messages from the Chair, CEO, or Staff Liaison. Correspondence should be returned within 48 hours.
6. Complete all assignments before the committee meeting. Be prepared to give updates on research or investigations.
7. Participate in the meeting! Bring expertise to the committee issues by listening carefully and providing clear, concise answers and constructive feedback.
8. Respect the team members and staff.
9. Know the members of your committee and the Staff Liaison
10. *All information and documents are confidential and may not be shared with anyone outside the NCCAOM Board or committee members.*



NCCAOM Committees, Taskforces, and Panels

Committees, taskforces and panels are appointed by the BOC to assist in governing more efficiently by investigating, deliberating, and analyzing special issues on behalf of the Board. The work of the committees and their assignments flow from the Board’s strategic plan and identified priorities. Committee initiatives allow for the Board’s work to take place between meetings which allow the Commissioners to focus on the strategic goals and critical decisions of the organization.

Position Titles

Chair	Convenes and leads the meeting and the work of the committee. Appointed by the BOC Chair and CEO
Board Liaison	A Commissioner who communicates the activities of the committee to the BOC.
Member	A volunteer who is in their second or subsequent year of service on the committee
Guest	A volunteer in their first year of service on the committee.
SME	Subject matter expert volunteer on an Exam Development Committee (EDC).
Ex-Officio	Non-voting members of a committee. They are the Chair of the Board and the CEO except in the case of the Eligibility and Professional Ethics and Disciplinary Committees.
Staff Liaison	NCCAOM staff member who provides administrative duties to the Chair
Staff Support	NCCAOM staff member who assists the Staff Liaison.

Standing Committees of the Board

Standing committees meet on an identified time schedule. The normal term of service for a volunteer on a standing committee is one year. The Member or Guest may be reappointed in the fall for the following year.

Note: The Board of Commissioners appoints a Chair for each standing committee annually. The Chair may, or may not be a Commissioner of the Board. If the Chair is a non-Commissioner, then a Board member is assigned to the respective committee as ‘Board Liaison’.



Executive Committee

The Executive Committee provides the leadership for the Board during and between sessions of the full Board. The Committee consists of the Board Chair, Vice Chair, Secretary, Treasurer and the CEO. At the Board's discretion, a member-at-large may also serve as a full voting member of the Committee. All Executive Committee members are elected annually by a majority vote of the sitting Board.

Finance/Audit Committee

The Finance/Audit Committee serves as the conduit to the Board for information about the financial viability of the organization. The Committee exercises oversight of financial aspects of the organization by assuring the management is implementing all Board policies and that the management's system of internal financial control is functioning. The Finance Committee consists of Board members appointed annually by the Board Chair and, as needed, other members. The BOC Treasurer serves as Chair.

Governance Committee

The Governance Committee is responsible for the general oversight well-being, and perpetuation of an effective Board. The Governance Committee is responsible for the recruitment, retention, evaluation and leadership development of the Commissioners. It is also responsible for assuring that all governance documents, Articles of Incorporation, Bylaws and governance policies are consistent and up to date with the current organizational operations and embody best practices for 501-C6 organizations. The Governance Committee consists of at least three members of the Board. The Chair of the Board and the CEO also serve as members of this committee.

Professional Ethics and Discipline Committee (PEDC)

The PEDC evaluates complaints filed against NCCAOM Diplomates, candidates, or applicants. The committee issues decisions and imposes sanctions in cases where it appears that the individual may have violated the *NCCAOM® Code of Ethics* and/or the *NCCAOM® Grounds for Professional Discipline*. The PEDC is composed of no more than seven members; of which no more than three serve on the BOC. At least one member shall be a public member.

Eligibility Committee

The Eligibility Committee is responsible for general oversight and policies related to the eligibility of candidates to sit for NCCAOM examinations and reviewing appeals requested from applicants. The Committee is appointed by the BOC and consists of at least one Commissioner and two to three individuals who are active Diplomates or qualified persons with appropriate qualifications to evaluate educational transcripts.



Exam Development Committees (EDC)

Each NCCAOM examination has an Examination Development Committee (EDC):

- Foundations of Oriental Medicine
- Acupuncture with Point Location
- Chinese Herbology
- Biomedicine

The EDC's are charged with the construction of exam questions (items) and maintenance and security of the bank of items. EDC Committees also assist with establishing each exam's minimum passing score. Members are Subject Matter Experts (SMEs) in their respective field and are assigned to the exam committee to offer their professional expertise in developing questions for the item bank.

Subject Matter Experts (SMEs)

Guests and members of an EDC Committee must be an SME in their respective discipline. SMEs are first appointed to a one-year term as a Guest and are then eligible to serve a three-year term as a Member. At the discretion of the Board, SMEs may be appointed to a second three-year term on the same EDC.

Criteria requirements for SMEs:

- Be an active NCCAOM Diplomate in the subject matter module on which they work.
- Have significant practice experience and/or expertise in the subject matter.
- Complete an NCCAOM Item Writing Workshop and be under the mentorship (Item Writing Academy) of an EDC Chair or Member for a period of up to two years.
- The ability to communicate in the English language.
- Be committed to attend all EDC meetings and workshops.
- May not be an owner, president or hold an academic administrative position that is responsible for determining curricula required for NCCAOM examination eligibility, in a school of acupuncture and Oriental medicine.

NOTE: Special Confidentiality Requirements of SMEs:

EDC members and guests must adhere to Governance Policy 11.00 Confidentiality for Subject-Matter Experts and sign an agreement to hold all examination information and intellectual property of the NCCAOM in complete confidentiality. Materials created by SMEs in connection with examination development are considered the legal property of NCCAOM.



Council of Examination Development Chairs (CEDC)

The Chair and Board Liaison from each of the EDCs make up the CEDC. The Council serves as a liaison among the various EDCs. The CEDC coordinates activities of EDC Chairs regarding the needs of their Committee. It assists the Chair of the Board with making EDC Committee appointments provides leadership development to individuals serving as EDC Committee Chairs and assists EDC Chairs with the leadership development of EDC members.

The Council (CEDC) shall study, advise, and make recommendations regarding items referred to it by the EDCs, as well as mutual concerns relating to the examination process and shall meet at least once each year in conjunction with a regularly scheduled meeting of the EDCs.

Taskforces and Panels

Taskforces and Panels are designated by the Board of Commissioners to address a specific purpose. The taskforce/panel structure flows from the Board's strategic plan and priorities and consists of a Chair with expertise in the subject (Commissioner or non-Commissioner) and a BOC Liaison/Champion, if necessary. Members are SME in the area being worked on. The taskforce/panel typically meet for a designated period of time and then disband, reconvening at a later date if needed. Members are appointed for the duration of the project, normally one year from the time of appointment.

Recertification Advisory Panel

The Recertification Advisory Panel meets as needed to maintain recertification policies and review appeal requests from Diplomates.

PDA Advisory Panel

The PDA Advisory Panel meets as needed to review provider applications, course content and/or program definitions. The Panel is in communication with the Recertification Advisory Panel as it relates to recertification policies and procedures.

Job Analysis Panel

The JA Panel is composed of a diverse group of practitioners from various geographic regions of the United States, practice settings, gender, ethnicity, and years of experience. The JA Taskforce members are unbiased participants who provide input on the JA survey design, assist with beta testing, review of data analysis of results, and finalization of the domains and domain weights of a new content outline/test blueprint.



Traditional Chinese Herbal Medicine (TCHM) in Hospital-Based Practice Taskforce

The TCHM Taskforce meets for a specific period of time and is charged with providing a situational analysis of TCHM in conventional medical settings and developing a clear picture of the landscape of Chinese herbs within hospitals; identifying possible barriers of using herbs in conventional medical settings and identifying any ongoing national research on TCHM.

Chinese Herbal Dispensing and Safety Taskforce

The Chinese Herbal Dispensing and Safety Taskforce is charged with determining and documenting a needs assessment to obtain a certificate-based credential and to begin a process of identifying resources and learning activities for the program.

Workforce Research Taskforce

The Workforce Research Taskforce meets for a specific period of time and is charged with providing input on the demographic and clinical practice characteristics for job analysis surveys, the NCCAOM's Customer Satisfaction surveys and the Diplomate Demographic Survey as well as other market surveys. They also review requests from other organizations and researchers.



NCCAOM Volunteer Application Process

Step 1 Submit the following:

NCCAOM® Volunteer Application – available on the NCCAOM website

Current Professional Resume or Curriculum Vitae (CV)

Three Letters of Reference or Email references

Step 2 Application review and telephone interview by the CEO and/or the Committee Chair and Committee assignment, if accepted

Step 3 Documentation requiring annual signature

- Examination Security and Confidentiality Agreement
- Conflict of Interest Declaration
- Volunteer Position Description
- Preferred Contact Form

Additional SME Documentation

- Volunteer Position Description, Subject Matter Expert

Step 4 Volunteer Orientation

- The Staff Liaison and /or Committee, Taskforce or Panel Chair assists the new Guest with the orientation process and procedures including the purpose or 'charge' to the Committee, Taskforce or Panel and meeting schedule, dissemination of participant rosters and providing any pertinent material prior to the Guest's participation

Volunteers receive an official appointment letter and all required documents from the Executive Office annually. The volunteer is not eligible to participate on a committee, taskforce or panel until the required documents are on file in the NCCAOM Executive Services Office.

Special Criteria for Subject Matter Expert (SME) Applicants:

- Must be an active NCCAOM Diplomat in the subject matter module on which they work.
- Must have significant practice experience and/or expertise in the subject matter.
- Must be mentored through the Item Writing Academy for up to two years
- Must be fluent in the English language
- May not be an owner, president or hold an academic administrative position that is responsible for determining curricula required for NCCAOM examination eligibility in a school of acupuncture and Oriental medicine.



Committee Meeting Process

Committees, taskforces and panels of the Board meet via teleconference for usually one hour. The meeting is scheduled by the Chair and staff liaison. Agenda and exhibits are distributed and posted to the SharePoint site prior to the meeting by the staff liaison. One of the volunteer's biggest meeting responsibilities is to understand how the committee meeting operates and the documents used to organize the information. Being prepared for each meeting is imperative for a successful volunteer experience with NCCAOM.

Robert Rules of Order

Robert's Rules of Order provides for constructive and democratic meetings by following a set of rules called Parliamentary Procedures of Conduct that allow everyone to be heard and to make decisions without confusion. Committee meetings normally follow a fixed order of business:

1. Roll call of the members present
2. Approve meeting record
3. Discussion and activity for each agenda item
4. Action Items
5. Next meeting date
6. Adjournment

Motions

Members express themselves in the form of discussions and motions. A motion is a proposal on which all the members state their positions. Individual members can:

1. Second motions
3. Discuss motions
4. Vote on motions

Only the Chair can call a meeting to order.

Types of Motions

1. Main Motion

A main motion introduces an item to the members for their consideration. A main motion cannot be made when another motion is on the floor.

2. Subsidiary Motion

A subsidiary motion changes or affects how a main motion is handled. The subsidiary motion is voted on prior to a main motion.



3. Privileged Motion

A privileged motion brings up items that are urgent matters unrelated to the pending business.

4. Incidental Motion

An incidental motion provides for a method to question procedures concerning other motions. It must be considered before the other motion(s).

5. Motion to Table

The motion to table postpones a motion and is to be reconsidered by the members at a future date.

6. Withdraw A Motion

Withdrawal or modification of a motion can be done

- A. with permission by the assembly after it has been stated by the Chair, or
- B. without permission by anyone if the chair has not yet stated the motion.

Presenting a Motion

1. Obtain the floor (or topic of conversation)

- A. Wait until the last speaker has finished
- B. Address the Chair
- C. Wait until the Chair recognizes you

2. Make Your Motion

- A. Always state a motion affirmatively: "I move that we ..." rather than, "I move that we do not ..."
- B. Wait for Someone to Second Your Motion; another member seconds your motion or the Chairman will call for a second.
- C. If there is no second to your motion it is lost.
- D. If motion proceeds, then see #3

3. The Chairman States Your Motion

- A. The Chairman will say, "It has been moved and seconded that we ..." Thus, placing your motion before the membership for consideration and action.
- B. The membership then either debates your motion, or may move directly to a vote.
- C. Once your motion is presented to the membership by the chairman it becomes "assembly property", and cannot be changed by you without the consent of the members.



4. Discussion of the Motion
 - A. The initiator of the motion is always allowed to speak first
 - B. All comments and debate must be directed to the chairman
 - C. Keep to the time limit for speaking that has been established, if any

Types of Voting

1. Verbal

The Chair asks those in favor to say, "Yes", those opposed to say "No"

2. Roll Call

Each member answers "yes" or "no" as his name is called. This method is used when a record of each person's vote is required.

3. General Consent

When a motion is not likely to be opposed, the Chair may ask for a general consent of all members. The membership shows agreement by their silence, however if one member says, "I object," the item must be put to a vote.

Note: Any member may move for an exact count during the voting process.

Preparing for the Committee Meeting

The biggest waste of time in a committee meeting is updating the member who is not prepared or is late to the meeting. Precious time is spent bringing them up-to-date on the activities of the committee.

Therefore, it is NCCAOM's request that members complete the following steps prior to the committee meeting.

1. Read and provide feedback of the prior meeting record. Be prepared to approve or disapprove the document.
2. Read and review the meeting agenda and prior meeting's meeting record.
3. Be familiar with the exhibits that support the agenda items.
4. Watch your email for messages from the chair, CEO, other members, or staff liaison. It is a courtesy to respond to emails within 48 hours of receiving them.
5. Check the Committee, Taskforce or Panel's *SharePoint* website (Instructions and passwords for logging onto the NCCAOM *SharePoint* site will be given only after all required, signed documentation for committee or Board appointments are complete and on file in the Executive Office) for any new materials or information.



6. Complete all assignments before the committee meeting. Be prepared to give updates on research or investigations.
7. Be familiar with the current motions for your committee.
8. Maintain the confidentiality of the information shared by the committee.

Participating in the Committee Meeting

1. Attend all meetings.
2. Be prompt.
3. Call in on time and be prepared.
4. Be in a quiet spot.
5. Be ready to concentrate and discuss the agenda topics. *Have children out of the room and be able to mute the call to avoid background noise from your location. Members who call in from loud areas that disturb the other committee members will be asked to leave the teleconference and rejoin when in a quieter location.*
6. Bring your expertise to the committee issues.
7. Participate in group discussions, communicate effectively, use active listening skills, and provide clear, concise answers.

Developing Recommendations and Motions to the Board

As stated earlier, the purpose of a committee, taskforce or panel is to assist in the governing of NCCAOM by working with their fellow members to complete the work assigned by the Board of Commissioners. In turn, the committee communicates their activities back to the Board. Committee chairs, with the assistance of staff liaisons, develop committee reports and, at times, submit formal recommendations by way of board motions.



Committee Report to the Board of Commissioners

Each Committee, Taskforce and Panel is expected to submit a report to the Board of Commissioners for inclusion in the General Session Agenda prior to each of the quarterly BOC meetings (February, June and October) to update Commissioners on its activities and progress.

The reports are submitted to the Deputy Executive Director within a requested timeframe for inclusion and posting on the BOC's SharePoint website. Any Committee, Taskforce or Panel member who attends an external organization meeting as an NCCAOM representative must also submit an activity report to the Board.



Executive Services Department

NCCAOM's Executive Services Department's goal is to provide assistance to all volunteers, committee chairs, and staff liaisons. The Executive Services Department assures organization-wide communication and works closely with the Volunteers to make sure each year is a positive experience. The Executive Office staff is available Monday through Friday, 9:00 a.m. to 5:00 p.m. (EST) at 904-674-2473.

The Executive Assistant is responsible for the volunteer documentation that must meet regulatory requirements. Prompt signing and returning the volunteer agreements is critical. The Volunteer may not participate in meetings if the signed paperwork is not returned to the Executive Offices.

We will be happy to assist you in any way we can.

Staff Liaison Assistance

The purpose of naming a staff member as liaison is to ensure that the administrative activities of the committee are completed including all facets of the meeting process, maintaining paperwork and records, and communication among committee members. The role of the staff liaison is to:

1. be a resource to the committee chair,
2. coordinate the activities of committee,
3. communicate between the Board, Executive Services, and the committee.

Staff Liaison activities:

1. Coordinate all of the activities of the committee with the chair and prepare the meeting agenda and exhibits.
2. Schedule the committee meetings.
3. Notify committee members of meeting dates, times, and call-in numbers.
4. Distribute agenda, exhibits, meeting records and any other documentation to committee members after they are approved by the committee chair.
7. Prepare a draft of the meeting record for the chair's review.
8. Post all documentation to the committee's section of SharePoint.
9. Assist the chair in writing the Committee Board Report and Board Motion(s).



Expenses and Reimbursement

Reimbursement will be supplied per the NCCAOM Governance Policy # includes, but is not limited to the following covered expenses:

- ✓ Air or rail travel to and from the meeting
- ✓ Mileage reimbursable at the IRS rate
- ✓ Hotel lodging for the meeting nights only
- ✓ Breakfast, lunch, and dinner during travel times
- ✓ Taxi, parking and tolls

Volunteer honorariums will be awarded at the time of reimbursement.



Glossary

AAAOM	American Association of Acupuncture and Oriental Medicine	
AACRAO	American Association of Collegiate Registrars and Admissions Officers	
AAOM	American Association of Oriental Medicine	
ABMP	Association of Bodywork & Massage Therapy Professionals	
ABT	Asian Bodywork Therapy	
Abstentions	A committee guest, member, or chair who is present during a vote, but does not cast a ballot.	
ACAOM	Accreditation Commission for Acupuncture and Oriental Medicine	
Ac	Acupuncture	
ACIH	Academic Collaborative for Integrative Health	
ACPL	Acupuncture with Point Location	
Active Status	An NCCAOM Diplomate who is current in documenting their continued competencies.	
AIHM	Academy of Integrated Health and Medicine	
AMA CPT HCPAC	American Medical Association's Current Procedural Terminology Care Policy Advisory Committee	Health
AMTA	American Massage Therapy Association	
ANF	Acupuncture Now Foundation	
ANSI	American National Standards Institute	
AOBTA	American Organization for Bodywork Therapies of Asia	
AOM	Acupuncture and Oriental Medicine	
ASA	American Society of Acupuncturists	
ASAE	American Society for Association Executives	
AWB	Acupuncturists Without Borders	
Board of Commissioners, BOC, or Board	Directors of the NCCAOM with full voting rights elected or appointed in accordance with the Bylaws.	



CAM	Complementary and Alternative Medicine
Candidate	A person who has submitted an application for certification in Acupuncture, Chinese Herbology, Oriental Medicine, or Asian Bodywork Therapy.
CAT	Computer Adaptive Testing
CCAOM	Council of Colleges of Acupuncture and Oriental Medicine
CDR	Credentials Documentation Review
CEDC	Council of Examination (EDC) Development Chairs
Certification	A candidate who has met all the qualifications as being able to competently complete a job or task, by the passing of the specialty examination.
CEU	Continuing Education Unit
CH	Chinese Herbology
CNT	Clean Needle Technique
Commissioner	Professional or Public member of the Board
CSA	Council of State Associations
CWE	Comprehensive Written Examination
Diplomate	A person who successfully meets the qualifications, passes the examination(s), and is certified by NCCAOM.
EDC	Examination Development Committee
Expired Status	An NCCAOM Diplomate who has not documented continued competencies within four-year of their recertification time period.
FOM	Foundations of Oriental Medicine
FSOMA	Florida Oriental Medicine Society
Guest	A volunteer who is in their first year of service on a standing committee of the Board.
ICE	Institute of Credentialing Excellence
ICIMH	International Congress on Integrative Medicine and Health
IHPC	Integrative Healthcare Policy Consortium
JA	Job Analysis



KSA's	Knowledge, Skills, and Abilities
Lapsed Status	An NCCAOM Diplomate who has not documented continued competencies, by submitting an application within their recertification time period.
Majority Vote/Rule	A committee decision that selects one of two alternatives, based on which has more than half the votes.
Member	A volunteer who is in their second or more year of service on a standing committee of the Board.
NAAHP	National Association of Advisors for the Health Profession
NCCA	National Commission for Certifying Agencies (see NOCA)
NCCAM	National Center for Complementary and Alternative Medicine
NCCAOM	National Certification Commission for Acupuncture and Oriental Medicine
NIH	National Institute of Health
OM	Oriental Medicine
PDA	Professional Development Activity
PEDC	Professional Ethics and Disciplinary Committee
Professional Member	Commissioners who is a NCCAOM Diplomate and represents the professional interest of Board and committee activities.
Provider	PDA Provider sponsors professional development activities that are accepted to issue PDA Points for Diplomates to submit for recertification.
Public Members	Commissioners who represent the public interest of Board and committee activities.
Quorum	The minimum number of committee members necessary to conduct the business of that group.
Recertification	Meeting the requirements of continued competencies set by the NCCAOM. Submitting an application that provides documentation of continued competencies and recertification fees.
Roberts Rules	A set of rules called Parliamentary Procedures of Conduct that provide constructive and democratic meetings by allowing everyone to be heard and to make decisions without confusion.
Simple Majority	A voting requirement of more than 50% of all ballots cast.
SME	Subject Matter Expert



Staff Liaison	Staff member who assists the committee chairs with facilitating meeting preparations, member communication, and required documentation.
Standing Committees	Committees assigned by the NCCAOM Board of Commissioners.
Tasks	Major categories for KSA's.
Taskforce	A special ad hoc committee assigned by the Board of Commissioners to research a specific initiative.



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