



National Consortium of Breast Centers  
Breast Health Navigator Certification Programs

# Discipline, Test Integrity and Privacy Policy

By

National Consortium of Breast  
Centers Certification Board



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Equitable disciplinary policies to address complaints or ethics issues:

The individual scope of practice of navigators is emphasized as the primary job description based on facility, state regulations, and national standards. Navigators are instructed and expected to work within those parameters. Any complaints brought to the attention of NCBC of a certified patient navigator will be determined in the following manner:

1. All written communication to the NCBC regarding the complaint and/or appeals process must be sent in a manner that confirms receipt (e.g. certified mail with return receipt, express mail with signature or delivery confirmation required). Complaints sent via email should request confirmation of receipt and should not be considered delivered until confirmation is received.
2. Complaint received:
  - a. Complaints must be submitted in writing. When a complaint regarding a certificant is received, it is forwarded to the Executive Director.
  - b. The Executive Director contacts the certificant who is the subject of the complaint to request rebuttal to complaint. The rebuttal may include an explanation along with any supporting information and/or documentation.
3. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with the confidentiality policy.
4. No individual with a conflict of interest may be involved in the investigation, determination, or appeal process.
5. The Executive Director collects and reviews information from the certificant that is the subject of the complaint, may follow up with the individual that submitted the complaint, and may conduct additional investigation as needed.
6. The Complaint, results of the investigation, and any rebuttal and/or evidence provided by the certificant is provided to the NCBC Certification Board Executive Committee for review and to make a determination.
7. Executive Director notifies the certificant of the Board's decision and the appeal policy.

Possible determinations:

1. No fault found. No further intervention required.
2. Fault found. (See discipline standard for possible action)

Discipline, non-discrimination, and accommodation following applicable laws and regulations:

NCBC Navigator Certification

Website: [www.navigatorcertifications.org](http://www.navigatorcertifications.org)

Certification Manager Phone: 574-401-8113

Email: [certifications@breastcare.org](mailto:certifications@breastcare.org)



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If fault is found, disciplinary action will be applied as follows:

1. Minor offense: written warning given. Follow up in one month for resolution.
2. Major offense or two or more minor offenses: suspension or revocation of certification.
3. If certification is revoked:
  - a. No refund of fees,
  - b. Navigator may be prohibited from re-applying for certification or may be required to wait at least 1 year to apply for retesting.

Major offense is defined as an action or words that cause harm or undue stress on a patient based on state regulations or actions that involve a serious violation of NCBC policies.

Examples: [1] HIPPA violation; [2] Navigator working outside scope of practice; [3] Loss of primary licensure; [4] cheating on an exam; [5] providing falsified information to NCBC; [6] failure to resolve a minor offense. Minor offense is defined as an action or words that have the potential of causing harm or undue stress on a patient based on state regulations or actions that violate NCBC policies.