



**American Cancer Society**  
**Leadership in Oncology Navigation**  
**(ACS LION™)**  
**Learner Handbook**

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## Contacting the American Cancer Society

The American Cancer Society (ACS) provides the **ACS Leadership in Oncology Navigation** (ACS LION™) program. General program inquiries should be sent to ACS at [ACSLION@cancer.org](mailto:ACSLION@cancer.org).

ACS also relies on two vendors to administer the program.

### Canvas

The ACS LION training and credentialing program is delivered via Canvas, an online learning management system (LMS). For 24/7 assistance with logging in or accessing the ACS LION content on the LMS:

- Call Canvas at 1-833-216-9632.
- Chat with Canvas by accessing the live chat link in the Canvas help menu.

### ProctorU

The ACS LION program assessment is remotely live proctored by ProctorU. ProctorU provides live support if learners have trouble getting connected with a proctor or experiencing other issues preventing them from taking the ACS LION program assessment. For 24/7 assistance with proctoring issues:

- Call ProctorU at 1-855-772-8678, select option 1 for support.
- Chat with ProctorU via their live chat feature available to learners who are logged into their ProctorU account.

## ACS LION Learner Handbook

The ACS LION Learner Handbook sets forth the policies and procedures that apply to the program.

# About the ACS LION Program

## Overview

A core value of the American Cancer Society is that everyone should have a fair and just opportunity to prevent, find, treat, and survive cancer. This includes access to high quality navigation for all across the cancer continuum.

The 2024 Physician Fee Schedule from the Centers for Medicare & Medicaid Services (CMS) includes reimbursement for professional, non-clinical patient navigation services for patients with a “Principal Illness,” including cancer and other high-risk conditions. These services include social determinants of health risk assessment, community health integration services, and principal illness navigation (PIN) services. Training and/or certification of navigators is required under the Final Rule for PIN services.

The ACS Leadership in Oncology Navigation (ACS LION) program is a voluntary training and credentialing program for any individual or organization seeking recognition for providing professional non-clinical navigation, including but not limited to:

- Patient Navigator/Oncology Patient Navigator
- Professional Navigator
- Social Worker
- Nurse Navigator
- Community Health Worker
- Promotores/Promotoras de salud
- Financial Navigator
- Clinical Trial Navigator
- Patient Care Coordinator
- Registered Nurse
- Licensed Practical Nurse

The program consists of 10 modules, aligned to CMS competencies and professional oncology navigation (PONT) standards, and a summative program assessment.

Once enrolled, the learner will go through the 10-module training and be granted up to two (2) attempts to take the program assessment. Program access and participation are granted for 90 days from the date of enrollment. Learners must complete the program (including the program assessment) within 90 days of enrollment, or their enrollment will expire, and all fees will be forfeited. No extensions to the 90 day time limit will be granted. Please review the cost and scheduling process in the “Program Costs” section of this handbook.

The program's modules and learning objectives are listed below.

Module Title	Learning Objectives
Navigation basics	<ol style="list-style-type: none"> <li>1. Explain the history and principles of navigation.</li> <li>2. Discuss the principles of health equity and the relationship with navigation.</li> </ol>
Cancer basics	<ol style="list-style-type: none"> <li>1. Define key oncology terms and concepts.</li> <li>2. Differentiate between the phases of the cancer continuum.</li> </ol>
Person-centered assessments	<ol style="list-style-type: none"> <li>1. Describe the importance of person-centered assessments.</li> <li>2. Explain key components of a person-centered assessment.</li> <li>3. Describe how to perform a person-centered assessment.</li> <li>4. Discuss how to provide individualized support based on the person-centered assessment.</li> </ol>
Health system services access and coordination	<ol style="list-style-type: none"> <li>1. Identify key healthcare team members involved in care of the person with cancer.</li> <li>2. Describe how to coordinate access to and receipt of healthcare services.</li> <li>3. Recognize healthcare team communication strategies.</li> <li>4. Discuss how to utilize your person-centered assessments when communicating with healthcare team members.</li> <li>5. Differentiate types of care transitions and how to support these transitions.</li> <li>6. Explain key concepts and the most common questions about clinical trials.</li> </ol>
Community-based services access and coordination	<ol style="list-style-type: none"> <li>1. Identify key community organizations involved in care of the person with cancer.</li> <li>2. Discuss how to coordinate access to and receipt of community-based health and social services.</li> <li>3. Describe key health insurance concepts and costs of cancer care.</li> <li>4. Explain how to utilize person-centered assessment information when communicating with community organizations.</li> </ol>
Community assessment	<ol style="list-style-type: none"> <li>1. Identify the purpose and components of a community needs assessment.</li> <li>2. Describe how to identify health factors relevant to the community served such as common diseases and risk behaviors.</li> <li>3. Determine how to identify relevant community resources.</li> <li>4. Explain how to develop and maintain a community resource guide.</li> </ol>
Patient and family communication	<ol style="list-style-type: none"> <li>1. Describe the importance of social support and relationships in the patient's cancer journey.</li> <li>2. Identify the unique challenges a caregiver for a person with cancer faces.</li> <li>3. Explain the role of the navigator in helping patients identify social support and plan for managing relationships during cancer treatment.</li> <li>4. Communicate effectively with patients, families, and the public to build trusting relationships across a broad range of socioeconomic and cultural backgrounds.</li> <li>5. Tailor communication based on the educational, developmental, and health literacy level of the patient.</li> <li>6. Create and maintain positive interpersonal interactions leading to trust and collaboration between the patient and the healthcare team.</li> </ol>

Promoting patient self-advocacy	<ol style="list-style-type: none"> <li>1. Describe the key elements of self-advocacy and associated communication strategies.</li> <li>2. Identify key decision points in cancer care.</li> <li>3. Define shared decision-making and its key concepts.</li> <li>4. Explain the patient navigator's role in the shared decision-making process.</li> <li>5. Recognize the role of cultural beliefs, values, and social factors that impact healthcare decisions.</li> </ol>
Facilitation of person-centered support	<ol style="list-style-type: none"> <li>1. Identify ways to facilitate behavioral change, including patient engagement, to support diagnosis and treatment goals.</li> <li>2. Describe patient-driven goal setting and establishing an action plan.</li> <li>3. Explain ways to facilitate and provide social and emotional support, including service coordination and systems navigation, to help the patient cope with the condition, SDOH need(s), and adjust daily routines to advance diagnosis and treatment goals.</li> </ol>
Professionalism and ethical conduct	<ol style="list-style-type: none"> <li>1. Identify ways to demonstrate professionalism and ethical conduct.</li> <li>2. Define key terms and describe key concepts in healthcare privacy and confidentiality.</li> <li>3. Recognize when private information must be disclosed to prevent serious, foreseeable, and imminent harm to patients or others.</li> </ol>

## Program Costs

### Program enrollment

The fee for individual enrollment access in the ACS LION program is \$495. This price is inclusive of applicable sales and use taxes. The program cost must be paid online with a credit or debit card (Visa, Mastercard, American Express, & Discover). Health systems or organizations purchasing multiple seats (bulk purchases) can either purchase online with a credit card or via a separate purchase order. These options are available upon check-out.

Once enrollment access to the ACS LION program is purchased, either by the learner or by an organization on behalf of the learner, the individual learner must enroll in the program with their unique information. Individual learners enroll at the time of purchase. For bulk purchases, individual learners will enroll separately. Each organization is responsible for connecting with its identified team members with the preliminary information regarding this payment coverage process. It is the responsibility of the learner to connect with their organization for questions regarding organization-paid multi-seat access. Enrollment in the program is considered the date on which the program was purchased; or, in the case of bulk purchases, the date on which the learner first logged into the program platform.

Enrollment provides each learner with access to the training and credentialing program and up to two (2) attempts to take the program assessment. Program access and participation is granted for a period of 90 days from the date of enrollment (which may or may not be the date of purchase).

Learners must successfully complete the program (including the program assessment) within 90 days of enrollment, or their enrollment will expire, and all fees are forfeited. No extensions to the 90 day time limit will be granted.

## Program assessment scheduling fees

The program assessment requires remote, real-time proctoring (administered by ProctorU) and must be scheduled. Learners are encouraged to schedule the program assessment in advance to avoid fees. Additional fees will be incurred by the learner if the program assessment is scheduled within 48-72 hours of the exam start time. Program assessments cannot be scheduled less than 48 hours in advance.

If learners choose to schedule their program assessment within 48-72 hours of the exam start time, they are responsible for the payment of the additional fees:

- If scheduled within 48-72 hours of the exam start time, the learner will incur an \$8.00 fee.

These fees must be paid with a credit or debit card at the time of scheduling. Learners will be required to enter payment information on a secure page connected to a third-party payment processor. The page is encrypted and secure, and neither ACS nor ProctorU see or store any credit card data. Learners are required to re-enter payment information each time new charges are incurred.

If learners schedule the program assessment more than 72 hours in advance, no additional fees are incurred.

## Refund Policy

When a learner enrolls in the ACS LION program, the learner is granted access to the training and credentialing program for 90 days, and up to two (2) attempts to take the program assessment. No extensions to the 90 day time limit will be granted.

Provided the person enrolling in the ACS LION program meets eligibility criteria (at least 18 years old, presence in the United States), enrollment in the program is non-refundable and non-transferable. This includes instances when:

- a learner does not access the program,
- does not successfully complete the program,
- does not complete the program within the 90 day time limit,
- does not take the program assessment, or
- is not successful on the program assessment (two attempts allowed).

It also includes instances when:

- a health system or organization completes a bulk purchase and seats are unassigned.

In the case of bulk purchase made by an employer, the employer may change assignment of the program from one employee to another, as long as the first employee has not enrolled. Once a learner has enrolled, the employer may not transfer that employee's registration.



Program access and participation is granted for a period of 90 days from the date of enrollment. Learners must successfully complete the program (including the program assessment) within 90 days of enrollment, or their enrollment will expire, and all fees are forfeited. No extensions to the 90 day time limit will be granted.

## Program Format

The ACS LION program is delivered in a self-paced sequential format using an online learning management system (Canvas). There is no in-person requirement, and the program does not need to be completed in one sitting.

The program consists of:

- Ten modules, which align to both CMS requirements and the PONT standards for navigation. Each module has an overview, lessons, and a quiz. Modules must be completed sequentially. Every module quiz must be passed at 80% or greater to move to the next module.
  1. Cancer basics
  2. Patient navigation basics
  3. Person-centered assessments
  4. Health system services access and coordination
  5. Community-based services access and coordination
  6. Facilitation of person-centered support
  7. Promoting patient self-advocacy
  8. Patient and family communication
  9. Community assessment
  10. Professional and ethical conduct
- A program assessment, which can be accessed after successful completion of the ten modules. The program assessment is proctored remotely by a live proctor, must be scheduled in advance, and must be completed in one sitting (with a break). Learners are allowed up to 120 minutes to complete the program assessment. Instructions for requesting accommodations are provided in the section on [“Program assessment accommodations for learners with disabilities.”](#)

To earn the ACS LION credential, learners must:

1. complete all ten modules,
2. complete each module quiz with a score of at least 80%,
3. complete the program assessment with a score of at least 80%, **and**
4. complete all above requirements within 90 days of program enrollment.

## Technology Requirements

Learners should use a desktop or laptop computer to complete all ACS LION program requirements. Tablets and cell phones are **not** supported.

Additional technology requirements must be met for the proctored program assessment, including but not limited to:

- a webcam
- a functioning microphone (headphones are not permitted)
- Guardian browser (secure internet browser that connects learners to their ProctorU proctoring sessions; must be downloaded in advance)
- a strong and stable internet connection to support screen sharing and remote proctoring software. To check your speed, please visit <https://www.speedtest.net/>

[Minimum and recommended requirements](#) for a learner's camera, operating system, RAM, microphones, and browsers are detailed on the ProctorU website.

It is also strongly suggested that learners use a personal desktop or laptop (not a work computer) for the program assessment. Work computers may have stringent security settings and/or firewalls that prevent compliance with proctoring requirements.

## ACS LION Credential

Learners who successfully complete the program (including the program assessment) will receive the ACS LION credential. By earning this credential, learners are joining other dedicated health care professionals in improving access to care through patient-centered support. Program benefits include:

- Greater credibility with the formal endorsement of your patient navigation expertise
- Improved knowledge and skills of the complex cancer care system
- Enhanced understanding of how to tailor support by patient needs
- Preparation for greater responsibility and professional development

Once credentialed, learners will need to recredential every 3 years in addition to annual refresher content to maintain their status, thus assuring their employers and the patients and caregivers they serve that they are dedicated to staying current in the field. See the "Maintaining the ACS LION Credential" section in this handbook.

## Eligibility Requirements

To qualify to earn the ACS LION credential, learners must meet the following criteria:

1. be at least 18 years of age, **and**

2. be located in the United States or its territories (American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the **U.S.** Virgin Islands) while participating in the ACS LION program and associated assessments, **and**
3. agree to [terms of use](#) and [privacy notice](#) for the program; **and**
4. complete all ten (10) modules of the program; **and**
5. complete each module quiz with a score of at least 80%; **and**
6. complete the program assessment with a score of at least 80%; **and**
7. complete all above requirements within 90 days of program enrollment.

The ACS reserves the right to verify any and all enrollment and eligibility criteria. If a learner is found to have falsified or misrepresented their enrollment or eligibility, it is grounds for revocation of eligibility and/or certification status.

### Official Notice of Credentialing

After receiving a passing score of at least 80% on the program assessment, the ACS LION credential will be issued. Learners will see a digital badge in their Canvas account and can print a certificate. Please note, any representation of being credentialed by ACS must be in accordance with the *Use of the ACS LION Credential* policy found in this Handbook.

Within the ACS LION program in the Canvas LMS, learners can see the badges that they've received *from that* specific course. However, the course is not available to learners after the 90 day access period has expired and no extensions will be granted, which means learners will not have access to the credential in Canvas after 90 days. Therefore, all learners who earn the ACS LION credential should create a personal (free) Canvas Badges account at [cancer.badgr.com](https://cancer.badgr.com). Once learners lose access to their Canvas LMS course, this (via [cancer.badgr.com](https://cancer.badgr.com)) is the only way to access/share their earned badges.

### Maintaining the ACS LION Credential

The ACS LION credential is valid for three years post successful program assessment. Credential holders will need to take an annual refresher course to maintain their credentials within those three years. The timeline is as follows: In year one the initial assessment is taken. Years two and three include a refresher course. The credential holder will then need to take another full assessment in year four to regain the credential.

It is the responsibility of each individual credentialed by ACS to monitor their own credential expiration date and to renew by that date to avoid any lapses in credentialing. Individuals who have allowed their credential to lapse will be considered no longer credentialed by ACS until they come into compliance with the requirements in place at the time of expiration of the credential.

## Use of the ACS LION Credential

The ACS offers the ACS LION program to provide training and credentialing for non-clinical patient navigation.

ACS grants limited permission to individuals who have met all of the credential eligibility criteria, passed the applicable assessments(s), and/or maintained their credential per the ACS recertification requirements, and received notification of certification from the ACS to use the ACS LION credential that have been granted to them.

ACS LION is a trademark of the American Cancer Society, Inc.

This limited permission allows only individuals who are currently in good standing with the ACS to use the designations as part of one's professional title. Proper uses of the designations include:

- Signature blocks after employer title or other academic credentials
- Resumes
- Social media profiles
- Via digital badging platforms

Examples:

Signature blocks	Hope Example, Patient Navigator, ACS LION™
Signature blocks	Hope Example, Patient Navigator, MS, CHES, ACS LION™
Resumes	ACS Leadership in Oncology Navigation (ACS LION™) Training and Credentialing Program, American Cancer Society, completed January 2024
Social media profiles	ACS Leadership in Oncology Navigation (ACS LION™) Training and Credentialing Program, American Cancer Society, 2024

Use of the ACS LION designation by individuals who are not currently in good standing with the ACS (e.g., have not been granted the credential, have failed to properly maintain certification), is prohibited. Improper use of the designations or trademarks may result in disciplinary or legal action.

An ACS LION credential holder has the responsibility to report the unauthorized use, misuse, or other violation of this Policy to the ACS in a timely manner. This reporting responsibility includes any circumstance where the use of an ACS-granted credential is related to an individual or organization that is not an ACS credential holder, or where a credential mark is used improperly by an ACS credential holder.

Suspected improper use of the ACS LION designation should be reported in writing via e-mail to the ACS Navigation Credentialing Team at [ACSLION@cancer.org](mailto:ACSLION@cancer.org). A report of improper use must include a copy of the materials showing the misuse (i.e., copy of a CV, email signature line, business card, online

profile, etc.). The complainant must include his or her name and contact details when lodging a complaint. However, except as required by law or valid subpoena, such information will be held as confidential.

Within fifteen (15) business days upon receipt of a report of suspected misuse, the ACS staff will begin the investigation to verify the credential status of the individual reported to have been misusing the designation. If the individual is currently in good standing with the ACS, the complainant will be notified as such.

If the ACS LION records do not reflect current, good standing, individual purportedly misusing the designation is not currently certified in good standing with the ACS, the ACS staff shall contact the individual through a written communication, pre-paid, first class certified or registered mail, return receipt requested, or sent via a recognized overnight express courier service via a traceable method. The notice shall inquire regarding the use of credential and a request made that the respondent forward any evidence of current credentialing (copy of final program assessment score or award of credential notice) to the ACS Navigation Credentialing Team within 15 days of receipt of the notification. The respondent may also reply acknowledging the improper use with evidence that corrective action has been taken (i.e., removal of the designation from business cards, website, CV, etc.).

### **Validation of ACS LION Credential**

To validate the standing of a learner's ACS LION credential, email [ACSLION@cancer.org](mailto:ACSLION@cancer.org).

## **Program Assessment**

### **Overview**

When learners purchase the ACS LION program, they are allowed up to two attempts to pass the program assessment. These attempts must be made within 90 days of program enrollment. No extensions to the 90 day time limit will be granted.

The program assessment is a comprehensive exam that covers all program content presented in the ACS LION training and credentialing program. It is proctored remotely by a live proctor and must be completed in one sitting (with a break). Learners are allowed up to 120 minutes to complete the program assessment.

Learners are strongly encouraged to use a personal desktop or laptop to complete the program assessment (not a work computer). Work computers may have stringent security settings and/or firewalls that prevent compliance with proctoring requirements. The computer must have a webcam and microphone.

Administering the ACS LION program assessment with a live proctor helps to ensure the integrity of the assessment process and the results. Proctoring services are provided by ProctorU.

If learners need support with using the ProctorU platform, the ProctorU website has [helpful articles](#) on getting starting, troubleshooting, scheduling, and equipment requirements.

## Scheduling

Learners are responsible for scheduling the date/time for their program assessment. It is recommended that the program assessment be scheduled at least 72 hours in advance. Exams cannot be scheduled less than 48 hours in advance.

If learners choose to schedule their program assessment within 48-72 hours of the exam start time, they are responsible for the payment of additional fees:

- If an exam is scheduled within 72 hours of the exam start time, the learner will incur an \$8.00 fee.

These charges must be paid with a credit or debit card at the time of scheduling. Learners will be required to enter payment information on a secure page connected to a third-party payment processor. The page is encrypted and secure, and neither ACS nor ProctorU see or store any credit card data. Learners are required to re-enter payment information each time new charges are incurred.

If learners schedule the program assessment more than 72 hours in advance, they are not charged any additional fees.

The link to schedule the program assessment is provided in the online training content in Canvas, which is available after purchasing the program.

## Preparing for the Assessment

There are steps that learners should complete BEFORE the day of their program assessment to help ensure a smooth proctoring experience. Before the scheduled assessment, learners are strongly encouraged to:

- Review [equipment requirements](#).
- [Test their equipment](#) to make sure it is compatible with ProctorU.
- [Download the Guardian Browser](#).

Also, learners should also plan to complete the program assessment in a private location, seated at a hard surface like a desk or table, and preferably with their back to the main room entrance. Standing desks will not be permitted.

## Before Logging in to Take the Assessment

Learners will access the program assessment through their Canvas account. On the day of the program assessment, be sure to:

1. Have a non-expired, government issued ID (e.g., driver's license, passport, etc.) with a photo. The name on the ID must match the name on the test-taker's ProctorU account.

**Acceptable primary IDs:** Driver's license, Passport, Temporary government-issued ID, any other government-issued ID card (including digital IDs such as LA Wallet), Military identification (only for non-US test-takers)

**Requirements for Primary ID:** Must include photo; Government-issued; Not expired; if the ID does not have an expiration date they can proceed; The name must match the test-taker's ProctorU account; The photo resembles a test-taker; Images of IDs will not be permitted (without an accommodation); must be physical unless it is a digitally issued ID.

2. Be located in a private, well-lit room with no one else around.
3. Clear the workspace of all materials.
4. Close all third-party programs and unplug any secondary monitors.
5. Remove any **non-religious** head coverings.
6. Make sure to [download the Guardian Browser](#).
7. All watches will be removed unless an accommodation is listed.
8. Ears will be checked for headphones/earbuds/earplugs.
9. If notetaking or computation is required for the exam, a small whiteboard or transparency sleeve over a sheet of paper is required; scratch paper will not be allowed.
10. Six-point camera pans will be standard (four walls, desk, and view of under the desk standing up away from the desk).
11. Testing from a hard surface will be required: no beds, couches, or testing from the floor.
12. Test-takers will be asked to place their back to the door, if possible.
13. Test-takers will not be allowed to test in a room where a clear glass wall would allow someone else to view the computer screen.

## Launching the Proctored Program Assessment

This process will likely take between 8 to 10 minutes unless there are technical difficulties (learners should [test their equipment](#) before the day of the program assessment to minimize the chance of

having technical issues). The time to perform system checks and get connected to a proctor is not included in the 120 minutes allowed to complete the program assessment.

An overview of the [launch process](#) is outlined below. More detail is available on the ProctorU website.

1. [Log in to your ProctorU account](#) 2-3 minutes before your scheduled appointment.
2. **Pre-checks:** If you don't already have the **Guardian Browser**, you'll be prompted to [download](#) it. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.
3. **Chatbox download:** You will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. If you have issues with this applet file, view [these troubleshooting tips](#).
4. **Photos & Authentication:** You'll take a photo of yourself as well as your ID for identity verification purposes.
5. **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps. You will review the exam rules with your proctor.
6. **Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no unpermitted programs are running.
7. **Camera Pan:** Your proctor will ask you to show the walls of your room as well as your desk space via your webcam.
8. **Navigating to the Exam & Password Entry:** Your proctor will then direct you into your LMS so that he or she can unlock the program assessment.
9. **Take Your Exam:** Your proctor will release control of your computer, and you will begin the program assessment.

**NOTE:** Your webcam view and your screen will be recorded throughout the duration of your exam.

**When you have completed the program assessment, you should:**

1. **Alert the proctor when finished BEFORE submitting:** Prior to submitting your exam, let your proctor know through the chat box that you're finished. They will oversee the submission process.
2. **Review results:** You may review them for as long as you'd like.
3. **Log out of your exam site and browser:** Your proctor must observe you log out of the exam website and close out of all browser tabs.
4. **Close out of ProctorU chat box:** This will end your session with ProctorU.

## Scoring

To earn the ACS LION credential, learners must pass the program assessment with a score of at least 80%. *Note: Program assessment scores are reported in Canvas as the number of questions answered correctly.*



One point is granted for each correct answer. There is no penalty assessed for an incorrect answer; points are scored only for correct answers.

## Results

Assessment results are reported in Canvas (the learning management system) as the number of questions answered correctly. ACS determines a passing score of 80% or greater by dividing the number of questions answered correctly by the total number of questions.

Proctors do not provide program assessment results.

## Retesting (second attempt)

When a learner chooses to enroll in the ACS LION program, the learner is granted access to the program and up to two (2) attempts to take the program assessment. All program assessment attempts must be within 90 days of program enrollment. No extensions to the 90 day time limit will be granted.

Learners who do not achieve a passing score of at least 80% on their first attempt at the program assessment will be allowed one additional attempt to retake the program assessment.

Learners must wait a minimum of forty-eight (48) hours before retaking the program assessment. Both program assessment attempts must be completed within the 90 day access period to the program. (NOTE: If the second attempt is scheduled less than 72 hours in advance of the exam start time, the learner is responsible for the [associated fees](#).)

If the learner does not pass their second attempt at the program assessment, the learner must repurchase the program and meet all necessary eligibility criteria.

## Support

ProctorU provides live support if learners have trouble getting connected with a proctor or experience other issues preventing them from taking the program assessment. Learners can Call ProctorU at 1-855-772-8678, select option 1 for support. There are also [two options](#) to chat with a ProctorU support representative depending on whether the learner has a ProctorU platform account or not.

### **For people who have a ProctorU account:**

1. Log into your account.
2. Look for the blue chat icon in the lower right corner of the screen.
3. Follow the prompts to get help.

### **Don't have a ProctorU account yet?**

1. [Go to the Support Chat page](#)
2. Look for the blue chat icon in the lower right corner of the screen.

3. Follow the prompts to get help.

ProctorU provides various ways to support learners for their assessment. Follow the link for [Online Proctoring FAQ and Support](#)

## **Privacy**

ACS will collect recordings of the test session for identity verification, exam integrity, and training purposes. We may also collect information related to test names, dates, results, proctors, status, and duration and other time-based metadata (including the amount of time spent answering each question), name, state/province, and city, proctor assessments, and certification number and status.

# **Content and Assessment Development**

## **Content Development**

Content development and revisions are led by the ACS Navigation Credentialing Team. This team:

- determines the eligibility criteria, program requirements, and credential requirements
- reviews and guides content development by consulting CMS standards and aligning with the Professional Oncology Navigation Task Force (PONT) standards
- engages external subject-matter experts in cancer patient support, credentialing programs, and other navigation leaders in the field to review content for completeness, relevancy, and accuracy
- works with instructional designers to ensure that content is developed and delivered in an instructionally-sound and consistent manner

Program content is reviewed at least once annually by the ACS Navigation Credentialing Team for accuracy, relevance, and to assess if updates are required.

## **Module Quizzes and Program Assessment Development**

At least annually, a statistical analysis of the results for each quiz and program assessment item (question) is performed. Items that perform poorly or are answered incorrectly by a substantial portion of learners are flagged for review by the ACS Navigation Credentialing Team. This process may be followed more frequently if the content requires an update or if an item is brought to the attention of ACS, by a learner for example, or if the ACS Navigation Credentialing Team becomes aware of a necessary update to the content (e.g., a new patient-centered assessment is recommended, requiring an update to the content and the assessment). During this annual review, appropriate stakeholders review the quiz and assessment item banks for relevancy and integrity. During such review, the ACS Navigation Credentialing Team, with assistance from instructional design and psychometric teams, confirm that the items align with the educational content, and revisions are executed appropriately and as necessary.

## Complaints and Disciplinary Actions

To maintain and enhance the credibility of the ACS LION program, the ACS has adopted the following procedures to allow individuals to bring complaints concerning the conduct of credential holders. ACS will process complaints that violate PONT Standard 1: Ethics, which may concern conduct that is potentially harmful to the public or inappropriate for practice as a patient navigator (e.g., fraud, incompetence, unethical behavior). Appropriate treatment of sensitive information and fair decision-making is ensured.

In the event a credential holder violates the PONT Standard 1: Ethics and/or ACS LION policies, the ACS may reprimand or suspend the individual or revoke their credential.

### Grounds for Sanctions

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

- a. violation of the PONT Standard 1: Ethics and/or ACS LION policies;
- b. conviction of a felony or other crime of moral turpitude under federal or state law in a matter related to the practice of, or qualifications for, services provided by a non-clinical patient navigator;
- c. gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has each the ACS LION credential;
- d. fraud, falsification, or misrepresentation of eligibility for the ACS LION credential;
- e. falsification of any material information requested by the ACS;
- f. misrepresentation of ACS LION credential status, including abuse of the digital badge/certificate; or
- g. cheating on any credentialing assessment.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made about the conduct of the credential holder in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

### Complaint Submission

Complaints may be submitted by any individual or entity. Complaints should be reported to the ACS in writing to [ACSLION@cancer.org](mailto:ACSLION@cancer.org) and should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with ACS Confidentiality policy. Anonymous complaints are accepted.

## **Preliminary Review**

Upon receipt and preliminary review of a complaint, the ACS Navigation Credentialing Team may conclude, with sole discretion, that the submission:

- contains unreliable or insufficient information, or
- is patently frivolous or inconsequential.

In such cases, the ACS Navigation Credentialing Team may determine that the submission does not constitute a valid and actionable complaint that would justify investigation and a determination of whether there has been a violation of substantive requirements of the credentialing process. If so, the submission is disposed of by notice from the ACS Navigation Credentialing Team to its submitter, if the submitter is identified.

If a submission is deemed to be a valid and actionable complaint, the ACS Navigation Credentialing Team will see that written notice is provided to the individual whose conduct has been called into question. The individual whose conduct is at issue also will be given the opportunity to respond to the complaint. The ACS Navigation Credentialing Team also will ensure that the individual submitting the complaint receives notice that the complaint is being reviewed.

## **Complaint Review**

For each complaint that the ACS Navigation Credentialing Team concludes is a valid and actionable complaint, then ACS will authorize an investigation into its specific facts or circumstances to whatever extent is necessary to clarify, expand, or corroborate the information provided by the submitter.

## **Review Committee Appointment and Responsibilities**

A Review Committee appointed by the ACS Navigation Credentialing Team will investigate and make an appropriate determination concerning each such valid and actionable complaint; the Review Committee may review one or more such complaints as determined by the ACS Navigation Credentialing Team.

The Review Committee initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another entity engaged in the administration of law.

The timeline for responses and for providing any additional information shall be established by the Review Committee. The Review Committee may be assisted in the conduct of its investigation by ACS staff and/or legal counsel.

Both the individual submitting the complaint and the individual who is the subject of the investigation (or his, her, or their employer) may be contacted for additional information with respect to the complaint. The Review Committee, or the ACS Navigation Credentialing Team on its behalf, may at its

discretion contact other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Review Committee and ACS will be conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they will be conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings will not be held, and the parties may, but are not required, to be represented by counsel.

### **Review Committee Recommendation**

Upon completion of an investigation, the Review Committee will communicate its recommendation of a determination as to whether a violation has occurred to ACS which makes the final determination and informs all parties involved by written notice within 90 days. If ACS determines that the nature of the situation warrants, the determination may also be communicated by written notice to an individual's employer or other relevant agencies or regulatory boards.

When the Review Committee recommends that the ACS declare a violation, the Review Committee also recommends imposition of an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction will be prepared and presented by a representative of the Review Committee to ACS along with the record of the Review Committee's investigation.

### **Complaint Dismissal**

If the Review Committee recommends against a determination that a violation has occurred, the complaint will be dismissed with notice to the individual, the individual's employer (if involved in the investigation), and the individual or entity who submitted the complaint.

## **Appeals**

The American Cancer Society makes every attempt to present fair and accurate content based on the necessary competencies for non-clinical patient navigators. ACS also makes every attempt to deliver fair and reliable assessments as part of the ACS LION Program. An appeal procedure is available to those who wish to contest any adverse decision affecting their receiving or maintaining the ACS LION credential. Any individual who does not file a request for an appeal within the required time limit shall waive the right to appeal.

The ACS will review appeals of adverse credentialing decisions from program learners.

Learners are permitted to appeal an adverse credentialing decision on the grounds that the ACS did not properly apply specified credentialing eligibility criteria, or the decision was based on a factual error that affected the outcome. Adverse certification decisions include denial of eligibility for program participation, denial of renewal of the credential, or suspension of the credential or revocation of the credential.

No appeal may be taken from an adverse decision based on an individual's receipt of a failing score on the ACS LION program assessment absent extraordinary circumstances, as determined solely by the ACS. Individuals cannot appeal (1) the passing score, or actions taken in setting a passing score; (2) the establishment of eligibility criteria; (3) individual test items; and (4) test content validity. There is no appeal based on an incomplete course or an assessment not taken.

Privileged Information, including the nature, format, content and results of assessments administered by the ACS are considered privileged information. Due to the importance of assessment security and item banking, neither assessment forms nor answer keys will be disclosed or made available for review by learners or any other unauthorized third party.

## **Appeal Process**

Upon receipt of the notice of an adverse decision, the learner or credential-holder has the option to submit a written notice of appeal to the ACS no more than fifteen (15) days following notice of the adverse decision.

In the written appeal, the learner or credential-holder shall detail the nature of the request for appeal and the specific facts and circumstances supporting the request, and all reasons why the action or decision should be changed or modified. The learner or credential-holder must provide additional documentation to support their appeal. The applicant shall bear the burden of proving the adverse decision was based on an erroneous factual determination. There is no appeal based on an incomplete course, or an assessment not taken.

Learners or credential-holders submitting a request for review to the ACS shall receive notification of the results within fifteen (15) days of receipt of the request. Should the learner or credential-holder not be satisfied with the decision rendered, the learner may submit a written appeal to the ACS within fourteen (14) days.

The ACS will review the appeal submission and accompanying documents and make a determination. Learners or credential-holders will be notified of the ACS decision within forty-five days (45) of receipt of the request. The ACS decision is final.

This policy does not apply to credential-holders who have had their credential or recredentialing denied, suspended or revoked for fraud, misrepresentation, violation of testing procedures or other conduct in violation of the ACS Terms of Confidentiality. Such learners may have their case processed through the appeal rights described in the ACS Discipline and Complaints Policy.

# Program Assessment Accommodations for Learners with Disabilities

## Overview

In compliance with the provisions of Title III of the Americans with Disabilities Act (1990)(42 USC §12182 ), the American Cancer Society (ACS) provides qualified learners with a disability, who supply appropriate documentation, reasonable and appropriate accommodations in order for the learner to take the program assessment. The ACS follows the *Principles of Fairness* set forth by the Institute for Credentialing Excellence.

Under the ADA, a disability is defined as “a physical or mental impairment that substantially limits one or more major life activities.” Examples of major life activities include:

- Caring for oneself
- Performing manual tasks
- Walking
- Seeing
- Breathing
- Learning
- Working

An individual is not considered to have a disability requiring accommodation if the limitations arising from the individual’s impairment do not significantly restrict one or more of the individual’s major life activities when compared with the abilities of the average person. Non-specific diagnoses such as individual learning styles, learning differences, academic problems, computer phobias, slow reading, and test difficulty or test anxiety in and of themselves do not constitute a disability or impairment.

## Reasonable Accommodation

Reasonable accommodations provide a learner with a disability a fair and equal opportunity to demonstrate his/her knowledge and skill in the essential duties being measured by the assessment. Reasonable accommodations are decided upon based on the individual's specific request, disability and documentation submitted as well as the appropriateness of the request. Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the assessment.

## Proper Documentation

The learner must submit documentation provided by an appropriate licensed medical professional who diagnosed the disability and is recommending reasonable accommodations. The documentation

must be submitted on the professional's letterhead. The documentation must provide a diagnosis of the disability and the test(s) used to determine the disability. The professional must also recommend specific accommodations. These recommendations should be based on testing that is not older than 5 years prior to the application. The confidentiality of all documentation submitted by the learner is protected.

## Procedure

A learner requesting special accommodations must do so by completing the **Request for Special Accommodations for the ACS LION Program Assessment Form** in Canvas. Do NOT email this form to ACS. The request **must be submitted at least 14 days prior** to taking the program assessment. The request must include proper documentation from a licensed medical professional who diagnosed the disability condition AND the specific testing aids or modifications being requested. Accommodations, if approved, will be provided at no additional charge.

The ACS will review the request and provide a response in writing to the learner, which will include the accommodations that have been approved.

All special accommodation forms and related documentation are confidential and will not be released without the written consent of the learner.

## Documentation Requirements

It is the responsibility of the learner to ensure that all required forms and supporting documentation are submitted to the ACS. A request for special testing accommodations will not be reviewed until all documentation is received. Required documentation includes:

- A completed **Request for Special Accommodations** form. This form consists of two sections—one to be completed by the learner, and one to be completed by the licensed medical professional.
- Evaluation of the learner's disability to be completed by the licensed medical professional.

**Note:** The healthcare professional must be a licensed or otherwise qualified practitioner whose credentials are appropriate to diagnose and evaluate the specific disability. Learners requesting accommodations for learning disorders or mental disabilities must be diagnosed by a psychiatrist, psychologist, or other medical professional with a minimum of a master's degree who has credentials recognized as competent to diagnose a mental disorder or learning disability.



## Sample Request for Special Accommodations Form

*Note: The Request for Special Accommodations form is accessible within Canvas. Instructions for downloading and uploading the form are provided in Canvas. The form is provided here as an example but should not be used for requesting an accommodation.*

### Request for Special Accommodations for the ACS LION Program Assessment

If you have a disability covered by the Americans with Disabilities Act and are requesting an accommodation, please complete this Request for Special Accommodations form so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated as confidential. Please upload this completed form within the ACS LION program in Canvas. Do NOT email this form to ACS.

This form MUST be submitted at least 14 days prior to your desired testing date.

#### PART ONE – TO BE COMPLETED BY THE LEARNER

I understand that the American Cancer Society (ACS) will use the information obtained by this authorization to determine eligibility for a reasonable accommodation under Title III of the Americans with Disabilities Act. I understand that the ACS reserves the right to make reasonable inquiries regarding my disability before making a determination as to whether to provide the accommodations I have requested. Under penalty of perjury, I declare that the foregoing statements, and those in any required accompanying documents or statements, are true. I understand that false information may be cause for denial or revocation of the ACS LION credential. I hereby certify that I personally completed the form, and that I may be asked to verify this information at any time.

Learner Full Name: \_\_\_\_\_

Learner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I hereby authorize and request the health care professional identified below to release the information requested by the ACS relating to my disability and the accommodation appropriate to my disability to take the ACS LION program assessment.

Learner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### PART TWO – TO BE COMPLETED BY A LICENSED MEDICAL PROFESSIONAL

##### Learner instructions

Please provide your name below. Then, an appropriate licensed medical professional (physician, psychologist, or psychiatrist) should complete the remainder of the form. You should upload this

completed form within the ACS LION program in Canvas. Do NOT email this form to ACS. Once received, ACS will review the documentation and notify you if the accommodation request can be supported.

*Alternatively, you can upload a copy of documentation from an appropriate medical professional **which includes all of the below details.***

Learner name: \_\_\_\_\_

### **Healthcare professional instructions**

Dear Healthcare Professional:

The individual identified above is requesting testing accommodations for the American Cancer Society Leadership in Oncology Navigation program assessment. The ACS policy requires that learners requesting special testing accommodations submit current documentation of the disability from a licensed medical professional qualified to assess the disability and need for accommodations.

The individual listed above is requesting that you provide such documentation. The following must be completed by you:

- 1) The remainder of this form
- 2) An evaluation, on professional letterhead, which includes the following information (*if submitting an existing report, it must have been written within the past 5 years*):
  - a. **Confirmation of diagnosis and functional impairment**
    - Date (month/day/year) the individual was last seen by you
    - For learning disabilities or mental disorders, the DSM classification of the diagnosis (Diagnostic and Statistical Manual of Mental Disorders–IV TR). *Notes:* DSM classification does not guarantee classification as a disability under ADA, and therefore, does not guarantee accommodation by ACS; ACS will not accept a diagnosis of Learning Disorder that was made before the individual was 18 years old, if the last diagnosis date is more than 5 years old.
    - Name and title of the professional
    - Recommended accommodation
  - o The healthcare provider's *specific* recommendation for accommodation(s) that directly relates to the impairment and is supported by functional information in the evaluation. The file is considered incomplete if this specific recommendation is not included.

### **MEDICAL PROFESSIONAL DOCUMENTATION**

I have known (learner name) \_\_\_\_\_ since (date) \_\_\_\_\_ in my capacity as a (professional title) \_\_\_\_\_. The learner discussed with me the nature of the ACS LION program assessment. It is my opinion that, because of this learner's disability described below, they should be accommodated by providing the special arrangements indicated below.

**Description of Disability:**

**Recommended Accommodation(s):**

- ☐ Permitted background noise such as a radio or television
- ☐ Speaking/reading aloud
- ☐ Text to speech programs
- ☐ Human assistance during exam (such as scribe or reader)
- ☐ Food permitted
- ☐ Additional exam time
  - If additional exam time is needed, how much additional time do you recommend (standard assessment length is 120 minutes): \_\_\_\_\_
- ☐ Restroom breaks (in addition to the one break already allowed)
- ☐ Use of headphones/earbuds/ear plugs
- ☐ Screen magnifier (extension based applications will not be supported)
- ☐ Personal external medical device(s)
- ☐ Speech to text programs (extension based applications will not be supported)
- ☐ Other (please specify):  
\_\_\_\_\_  
\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **Statement of Nondiscrimination**

ACS endorses the principles of equal opportunity and does not discriminate against any applicant/learner for certification on the basis of race, color, creed, age, sex assigned at birth, gender identity, gender expression, national origin, religion, disability, marital status, relationship status, parental status, pregnancy, ancestry, sexual orientation, military service (or discharge status), or any other status protected by law.

All learners will be judged solely on the criteria determined by the ACS.

## **Change of Contact Information**

If a learner needs to update their name, email, etc., they can update their information directly in their Canvas and ProctorU accounts. It is the responsibility of the learner to make these updates.