



CERTIFICATION POLICIES MANUAL

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1. CERTIFICATION POLICIES AND PROCEDURES

1.1 SCOPE

This Certification Policies Manual (Manual) outlines The Construction Specification Institute, Inc. (CSI) policies for the following certification(s):

- Construction Document Technology (CDT®)
- Certified Construction Specifier (CCS®)
- Certified Construction Contract Administrator (CCCA®)
- Certified Construction Product Representative (CCPRSM)

Specific standard operating procedures (SOPs) may be available to support the enforcement of these policies.

1.2 FINAL AUTHORITY

Aspects of this Manual may be summarized or publicized on the CSI website or in CSI certification documents. However, this Manual serves as the final authority for definition of all policies to be observed in CSI certification.

1.2 ENFORCEMENT

CSI's Chief Executive Officer (CEO) or his/her designee is responsible for maintaining and updating of the Manual.

2. CODE OF ETHICS FOR CSI-CERTIFIED INDIVIDUALS AND APPLICANTS FOR CERTIFICATION

2.1 CODE OF ETHICS

As an applicant for CSI certification as a Construction Documents Technologist (CDT®), a Certified Construction Contract Administrator (CCCA®), a Certified Construction Specifier (CCS®), or a Certified Construction Product Representative (CCPRSM), or as a holder of one of these CSI certifications, you will:

1. Act in an ethical, professional manner with the public, clients, prospective clients, employers, employees and CSI.
2. Use reasonable care and professional judgment when engaging in professional activities.
3. Maintain and improve your professional competence.
4. Comply with all laws and rules applicable to your profession.

5. Acknowledge CSI's exclusive ownership of the above-listed CSI certification marks and CSI certification testing materials.
6. Not create or continue to perform services in any situation where you may have or have a conflict of interest with CSI, CSI certification testing or CSI certification.
7. Ensure that all information that you provide to CSI is accurate, complete, and truthful.
8. Keep confidential all non-public information that you may learn about CSI testing or CSI certification.
9. Not knowingly make any misrepresentations relating to your professional activities.
10. Not engage in any conduct involving dishonesty, fraud or deceit, or commit any act that would reflect adversely on your professional reputation, on your CSI certification, or on CSI.
11. Not act or fail to act in a way that would compromise CSI's reputation, CSI certifications, or CSI certification programs.
12. Not misrepresent or exaggerate the meaning or implications of your CSI certification or your application for CSI certification.

3. GOVERNANCE

3.1 CERTIFICATION COMMITTEE

3.1.1 PURPOSE

The Certification Committee establishes and monitors CSI certification assessment systems and makes essential certification-related recommendations to the Board of Directors.

3.1.2 AUTHORITY

The Certification Committee makes essential certification recommendations, including those related to certification prerequisites, examination specifications, recertification requirements, and certification revocation. These decisions will be based upon data (job task analysis, test form, and item analysis data, etc.) and facilitated by CSI staff, external assessment experts, or both. These recommendations must be impartial and not influenced by individuals or business entities within or outside of CSI.

3.1.3 COMPOSITION

The Certification Committee will include no fewer than eight members representing a balanced spectrum of CSI stakeholders, including:

- At least two CDTs
- At least two CCCAs

- At least two CCSs
- At least two CCPRs
- The Certification Director will serve as an ex-officio member.

Certification Committee members may represent more than one interest area.

3.1.4 PARTICIPATION LIMITATIONS

Certification Committee Members may not, during or for three years after their Certification Committee term expires, individually, or as part of CSI National or a Chapter or Region: 1) serve on committees or task teams that produce study guides or certification preparation programs for CSI certifications; or 2) develop or teach certification preparatory classes or certification supporting educational materials.

In addition, the following may not serve on the Certification Committee:

- Any individual whose CSI certification has been revoked.
- Current CSI Board of Director members (with the exception of the ex-officio liaison).
- Any individual who has been convicted of a felony related to the practice of construction specifications.

3.1.5 CERTIFICATION COMMITTEE RESPONSIBILITIES

The Committee and its members will:

- Participate in Committee meetings and serve on committees or in roles as requested by the Chair and CSI staff.
- Review and approve certification requirements (including initial, maintenance and recertification), examination forms, pass/fail standards, recommendations and suggestions and other essential certification decisions.
- Monitor exam performance.
- Assure impartiality in certification activities, including eliminating individuals from certification processes when a conflict of interest is apparent.
- Consider and determine resolution of complaints and disciplinary actions.
- Serve as a sounding board for and respond to concerns and recommendations by stakeholders.
- Maintain notes of all Committee meetings and decisions. (CSI may assign a non-voting recorder.)

3.1.6 APPOINTMENTS AND TERMS

CSI's CEO (or his/her designee) will review and approve applicants for Certification Committee membership. Each Committee member serves at the discretion of the CEO (or his/her designee) for up to three years and can withdraw

at any time for any reason before their term expires. The CEO (or his/her designee) may reappoint Certification Committee members for one additional term. Individuals elected as Certification Committee Chair or Vice-Chair may serve up to six years if their leadership term extends their initial three year term.

3.1.7 OFFICERS

The Certification Committee Chair will serve for one year, preside at all meetings of the Certification Committee, represent the Certification Committee, and have primary responsibility for carrying out the functions of the Certification Committee. The Certification Committee Chair will designate a Vice-Chair to perform all of the duties of the Chair when the Chair is unavailable or unable to perform them, and other tasks as delegated by the Chair.

3.1.8 INTELLECTUAL PROPERTY, CONFIDENTIALITY AND DISCLOSURE OF CONFLICTS OF INTEREST

Certification Committee Members must, as a prerequisite to serving on the Certification Committee, sign an agreement acknowledging CSI's intellectual property ownership, each Member's duties with respect to confidentiality, security, and disclosure of potential conflicts of interest, and restrictions on creating materials or teaching courses intended as certification test preparation during and for three years after their Certification Committee term.

3.1.9 MEETINGS

The Certification Committee will meet as necessary to accomplish its responsibilities, whether in person, by video/phone, or by other electronic means.

3.1.10 QUORUM AND VOTING

A quorum of the Certification Committee is simple majority of the current voting membership. The Certification Committee may make decisions with a simple majority of the current voting membership. The Certification Committee will record all voting results and keep those results on file according to CSI's records management procedures.

3.1.11 RECORDS OF MEETINGS

The Certification Committee will record all meeting outcomes and keep those results on file according to CSI's records management procedures.

3.2 SUBCOMMITTEES AND INDIVIDUAL CONTRIBUTORS

3.2.1 STANDING AND AD HOC SUB-COMMITTEES

CSI's Certification Director may assign ad hoc sub-committees and individual contributors as needed to accomplish the Certification Committee's purpose and responsibilities, including establishing subcommittees on appeals, investigations, job task analysis and validation, standards setting, item writing and review.

3.2.2 AUTHORITY

Certification Committee sub-committees and any individual contributors will report to the Certification Director. The Certification Director authorizes and directs the sub-committees to take all actions necessary or appropriate to carry out the purpose and responsibilities assigned. The Certification Director will coordinate sub-committee activities with Certification Committee activities as appropriate, and will communicate any important outcomes to the Certification Committee in a timely fashion.

3.2.3 SUB-COMMITTEE POLICIES AND PROCEDURES

Certification Committee sub-committees will follow the policies and procedures of the Certification Committee unless otherwise specified in this Manual.

3.3 APPEALS PANEL

3.3.1 PURPOSE

The Appeals Panel is created by and separate from the Certification Committee and hears and makes determinations on appeals submitted by certification applicants, applicants, or certified individuals.

3.3.2 COMPOSITION

The Appeals Panel may consist of up to eight CSI-certified individuals, and no fewer than three Appeals Panel members will review appeals received. CSI's Legal Counsel may serve in an ex officio capacity, as needed.

3.3.3 PARTICIPATION LIMITATIONS

Appeals Panel members may not serve simultaneously on the Certification Committee and the Appeals Panel.

3.3.4 APPOINTMENTS AND TERMS

The Certification Director will appoint Appeals Panel members as needed. Each Appeals Panel member can serve for up to three years and can withdraw at any time for any reason before their term expires.

3.3.5 RESPONSIBILITIES

The Appeals Panel and its members will:

- Acknowledge appeals received.
- Remove Appeals Panel members when a conflict of interest is apparent or perceived.
- Consider each appeal.
- Record and notify each appellant of the Appeals Panel's decision on their appeal.
- Track appeals and outcomes.

CSI staff will support the Appeals Panel as appropriate or necessary.

3.3.6 INTELLECTUAL PROPERTY, CONFIDENTIALITY AND DISCLOSURE OF CONFLICTS OF INTEREST

Appeals Panel members must, as a prerequisite to serving on the Appeals Panel, sign an agreement acknowledging CSI's intellectual property ownership, and each Appeals Panel member's duties with respect to confidentiality, security, and disclosure of potential conflicts of interest.

3.3.7 RECUSAL

Appeals Panel members must recuse themselves from appeals on which they cannot be impartial or have a conflict of interest.

3.4 INVESTIGATIONS PANEL

3.4.1 PURPOSE

The Investigations Panel hears and makes determinations on complaints submitted by stakeholders against CSI-certified individuals.

3.4.2 COMPOSITION

The Investigations Panel may consist of up to eight CSI-certified individuals, and no fewer than three Investigations Panel members will review complaints received. CSI's Legal Counsel may serve in an ex officio capacity, as needed.

3.4.3 PARTICIPATION LIMITATIONS

Investigations Panel members may serve on other CSI committees.

2.4.4 APPOINTMENTS

The Certification Director will appoint Investigations Panel members as needed. Each Investigations Panel member may serve for up to three years and can withdraw at any time for any reason before their term expires.

When the Investigations Panel resolves a complaint, each Investigations Panel member is released from their duties for that specific case.

3.4.5 RESPONSIBILITIES

The Investigations Panel and its members will:

- Remove Investigations Panel members when a conflict of interest is apparent or perceived.
- Consider each complaint received.
- Record and notify each complainant of the Investigations Panel's decision on their complaint.
- Track complaints and their outcomes.

CSI staff will support the Investigations Panel as appropriate or necessary.

3.4.6 INTELLECTUAL PROPERTY, CONFIDENTIALITY AND DISCLOSURE OF CONFLICTS OF INTEREST

Investigation Panel members must, as a prerequisite to serving on the Investigations Panel, sign an agreement acknowledging CSI's intellectual property ownership, and each Investigations Panel member's duties with respect to confidentiality, security, and disclosure of potential conflicts of interest.

3.4.7 RECUSAL

Investigations Panel members must recuse themselves from complaint on which they cannot be impartial or have a conflict of interest.

3.5 AD HOC ITEM WRITERS

3.5.1 PURPOSE

Item Writers create and review questions for CSI's certification program.

3.5.2 SOURCE

CSI may draw Item Writers from the registry of CSI-certified individuals. Certification Committee members may serve as Item Writers only if there are not enough CSI-certified individuals available to serve in this capacity.

3.5.3 INTELLECTUAL PROPERTY, CONFIDENTIALITY AND DISCLOSURE OF CONFLICTS OF INTEREST

Item Writers must, as a prerequisite to serving as an Item Writer, sign an agreement acknowledging CSI's intellectual property ownership, and their duties with respect to confidentiality, security, and disclosure of potential conflicts of interest.

4. STAFF APPLYING FOR CERTIFICATION

4.1 CERTIFICATION STAFF

Certification staff are not eligible to apply for CSI certification.

4.2 NON-CERTIFICATION STAFF APPLYING FOR CERTIFICATION

If current CSI staff wish to become CSI-certified, CSI must implement procedures to ensure the impartiality of the certification process. These procedures may differ dependent upon the role of the individual wishing to become certified, but all procedures will be reviewed and approved by the CEO for their impartiality and appropriateness before implementation.

5. CONTRACTORS

5.1 AGREEMENTS WITH CONTRACTORS

When CSI uses contractors on matters related to CSI's certification program, CSI will enter into written agreements to those the contractors with, at minimum, the following terms:

- Term
- Services and Deliverables
- Fees
- Confidentiality
- Intellectual property and work for hire
- Indemnification and Limitation of Liability

- Termination and Post-Termination
- Dispute Resolution

5.2 CONTRACTOR LIST

The Certification Director will maintain a current list of all contractors with responsibilities related to the CSI certification program.

5.3 RESPONSIBILITY

When CSI uses contractors on matters related to CSI's certification program, CSI will follow quality control procedures including checking a contractor's past experience and references to verify that the contractor is qualified to carry out their contract responsibilities, and monitoring contractor performance during the term of the agreement.

The Certification Director or his or her assignees will maintain a file for each contractor under contract with CSI with:

- The signed agreement.
- Details of the pre-agreement review of the contractor's qualifications.
- Details of contractor's performance during the term of the agreement.

CSI staff assigned as contract administrators will review periodically this information and the contractor's performance. Contract administrators will document and report to the Chief Operating Officer (COO) each need for corrective or preventive action related to a contractor.

6. IMPARTIALITY AND NON-DISCRIMINATION

CSI and its certification staff and volunteers acknowledge the importance of impartiality in the certification process, and will act impartially in carrying out their certification activities, manage conflicts of interest, and ensure the objectivity of CSI certification activities. CSI is committed to providing an environment that is free of discrimination and unlawful harassment.

7. DOCUMENT CONTROL

7.1 SCOPE OF DOCUMENT CONTROL

CSI will maintain a document control system to control the creation, approval, revision and re-approval, and distribution of CSI certification materials, and to prevent use of obsolete material by any individual associated with CSI certification programs.

7.2 MASTER LIST

As a part of this document control system, the Certification Director or their assignee will maintain a master list of CSI certification-related documents (Master List) and CSI certification-related documents electronically on Sharepoint.

The Certification Director or their assignee will, in accordance with CSI records control policies, maintain in an organized archive of: 1) outdated electronic versions of documents that CSI regularly modifies, marked with the date of their last modification; and 2) outdated electronic versions of controlled documents that CSI does not regularly modify, marked as “obsolete” and moved to ensure they are not confused with current or other materials in use.

7.3 VERSION CONTROL

The Certification Director will ensure that all CSI certification documents include:

- Document title;
- CSI individual signing or approving the document;
- Effective date of document; and
- Page number and total number of pages in the document.

Certification Director will ensure that CSI can, as needed, generate a list of the most current versions of all CSI documents.

7.4 ACCESS

CSI’s COO may determine personnel who may access the Master List and CSI documents relevant to their responsibilities.

CSI will make available on its website documents relevant to external audiences. To ensure consistent access to current versions of these documents, CSI will direct individuals requesting access to these documents to the CSI website.

7.5 CHANGES TO CSI DOCUMENTS

Only individuals listed on the Master List may approve changes to the CSI documents.

8. RECORDS CONTROL

8.1 SCOPE OF RECORDS CONTROL SYSTEM

CSI will maintain, subject to the CSI Record Retention Schedule, a certification records control system to ensure that certification records are identified, managed, and disposed of in a manner designed to ensure integrity of the program and confidentiality of the information.

8.2 CERTIFICATION RECORD CONTROL SCHEDULE

The following rules apply to specialized certification records not covered by the CSI Record Retention Schedule:

RECORD TYPE	LOCATION HELD	PERSONNEL ACCESS	MINIMUM RETENTION
Historical lists of CSI-certified individuals	Sharepoint	Certification, IT	Permanent
CSI-certified individual's name, certification number, effective date of certification and date of expiry, scope of certification	CRM	All Staff	Permanent
Outdated versions of CSI documents	Sharepoint	Certification, IT	Permanent
Files involving challenges to test administration or revocation, suspension, or challenge to certification (cease and desist letters, supporting documentation, testimony transcripts, etc.)	Sharepoint	Certification, IT	Permanent
Research reports, general statistical reports, item analysis, equating, job analysis and standard setting reports	Sharepoint	All Staff	Ten years
Certification-related contracts	Sharepoint	All Staff	Ten years

Certification Committee agendas, actions, and meeting minutes/notes	Sharepoint	All Staff	Five years
Currently certified: certification and recertification records and supporting documentation, exam scores	CRM	All Staff	Most recent version retained six years from date of last application
No longer certified: certification and recertification records and supporting documentation, exam scores	CRM	All Staff	Ten years after expiration of certification
Committee and other individual contributor signed agreements	Sharepoint	All Staff	One year or until a new form is signed
Applicant incomplete applications	CRM	IT	End of the calendar year five years after the date of exam
Test materials: Exam items (Five years after discontinuation of use) Exam forms (Ten years) Scoring keys (permanent) Score records (Five years) Pass/fail rosters (Five years)	Sharepoint and testing vendor	See specifics	See specifics

9. APPEALS

9.1 DEFINITION

An appeal is an individual’s formal request for reconsideration to CSI after CSI Certification staff or its representatives deny that individual’s certification or remove that individual’s current certification.

9.2 APPEAL SUBMISSION

Individuals must appeal in writing to the CSI Certification Department within 30 days of receiving the determination that they seek to reverse or nullify, and must state the nature of the appeal and the reason for the appeal, and include relevant supporting materials and the appellant's contact information.

9.3 APPEAL TYPES ACCEPTED

CSI will review appeals for:

- Unique situations that warrant consideration as an alternative to the CSI's current eligibility requirements or recertification requirements.
- Unusual events or conditions that occurred during certification testing that adversely affected the appellant's performance or ability to take the exam.
- Personal or family issues that prevented the appellant from being able to comply with a certification requirement.
- A circumstance beyond appellant's reasonable control which prevented the appellant from being able to comply with a certification requirement.

CSI will not accept appeals related to an appellant's failing exam score since a defensible process is in place to ensure the passing score is fair, valid and reliable (see Section 16).

8.3 INITIAL APPEAL REVIEW AND DETERMINATION

The Certification Director will review each appeal first within ten business days of receiving that appeal. The Certification Director will recuse themselves from reviewing the appeal if there is any question of impartiality or conflict of interest. In such a case, CSI's COO will review the appeal first.

The individual reviewing the appeal will, within 30 days of receiving the appeal and by email to the appellant:

- Deny the appeal, providing an explanation for the denial and, if applicable, information on appellant's further recourse if appellant wishes to pursue the appeal further;
- Approve the appeal, providing details on the results of that approval;
- Forward the appeal to the Appeals Panel, with information to the appellant about next steps; or
- Delay the appeal to provide CSI time to gather further information.

9.4 SECOND LEVEL APPEAL REVIEW AND DETERMINATION

If the Certification Director or COO forwards the appeal to the Appeals Panel, the Appeals Panel will decide on the appeal within 90 days of receiving the appeal.

Members of the Appeals Panel will recuse themselves from reviewing the appeal if there is any question of impartiality or conflict of interest.

Appeals before the Appeals panel will not include a hearing or any similar trial-type proceeding.

The Appeals Panel will review the decision being appealed based on the facts available at the time of the determination being appealed.

The Appeals Panel will, within 90 days of receiving the appeal and by email to the appellant:

- Deny the appeal;
- Approve the appeal; or
- Delay the Appeal to provide CSI time to gather further information.

The Appeals Panel determination will be final.

9.5 APPEAL DETERMINATION IMPACTING OTHERS

If CSI grants an appeal on an issue that impacts the eligibility status or examination scores of other applicants, CSI will review all those potentially impacted and take remedial measures, if needed. The Certification Director or their assignee will notify the individuals of the review and remedial measures, if any.

9.6 PROGRAM APPEALS TRACKING

All appeals and dispositions will be recorded in the Appeals Register, which will be maintained by the Certification Director. The Appeals Register will be reviewed periodically to identify the need for corrective or preventive action.

10. CERTIFICATION PROGRAM COMPLAINTS

10.1 RESOLUTION OF CONCERNS

CSI encourages individuals with concerns regarding elements of the CSI certification program to discuss these with the CSI personnel to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may file a formal complaint.

10.2 SUBMISSION OF PROGRAM COMPLAINTS

Individuals must submit complaints in writing, by mail, email, or fax to the CSI Certification Department or to CSI's COO. Complaints must include sufficient objective evidence to support the complaint and to allow CSI to decide on disposition of the complaint. CSI will not accept anonymous complaints or complaints based on hearsay.

10.3 FIRST LEVEL REVIEW

The Certification Director will first consider each complaint and will investigate the circumstances of each valid complaint to: 1) determine and implement corrective action; 2) refer the complaint to a different suitable staff member to determine and implement correction action; or 3) escalate the complaint to CSI's COO and CEO for review. The Certification Director will, within 30 days of receiving the complaint, notify the complainant of CSI's response.

10.4 CEO AND COO REVIEW

If the Certification Director escalates a complaint to CSI's COO and CEO, the COO and CEO will, within 60 days of receiving the complaint, review the complaint and communicate to the complainant their decision.

10.5 APPEAL OF COMPLAINT DETERMINATIONS

Complaint resolutions may be appealed under CSI's Appeals policy.

10.6 COMPLAINT TRACKING

The Certification Director will record in the Complaints Register all complaints received and responses returned. The Certification Director will review the Complaints Register periodically to identify the need for corrective or preventive action.

11. COMPLAINTS AGAINST CREDENTIAL HOLDERS

CSI will review complaints that individuals or entities make against CSI-certified individuals on the basis of that individual's action or inaction related to their CSI certification.

11.1 COMPLAINTS AGAINST CERTIFICANTS

Complaints about CSI-certified individuals must be submitted to the attention of the Certification Director and must:

- Specify the section of the CSI Code of Conduct that an individual holding a CSI certification violated or did not practice;
- Provide definitive and specific evidence supporting the complaint; and
- Be in writing, signed by the complaining party.

11.2 COMPLAINT HANDLING

- CSI will keep confidential each complaint and supporting documentation.
- Complainants must keep their complaint confidential and not disclose it publicly.
- If CSI requires additional information, CSI will notify the complainant of the specific information required and the timeframe within which the complainant must provide that information.
- If CSI determines that no further action is warranted, CSI will advise the complainant in writing.
- If CSI determines that the facts presented support the complaint, CSI will start an independent investigation and provide the information to an Investigations Panel to investigate the complaint and to make a recommendation to the Certification Director.

11.4 COMMUNICATION WITH THE SUBJECT OF THE COMPLAINT

If CSI determines that the facts presented support the complaint, the Investigations Panel will:

- Send to the individual named in the complaint a "Notice of Complaint" by registered or certified mail, requesting of that individual additional information needed.
- Prepare and submit to the CEO a written report of its findings within 60 working days of receiving information from the individual named in the complaint.
- Provide to the individual named in the complaint, within ten working days of the CEO's acceptance of the Investigations Panel's written report, a summary of the written report.

11.5 POTENTIAL DISCIPLINARY ACTIONS

If the Investigations Panel and CEO conclude that the complaint is valid and warrants action, the Certification Director may:

- Issue to the subject of the complaint a written warning articulating clearly the consequences if the situation occurs again, and keep a copy of the notice within the CSI-certified individual's file.
- Suspend the individual's CSI certification or eligibility to become certified for up to one year.
- Revoke the individual's CSI certification.

11.6 APPEALS OF INVESTIGATIONS PANEL FINDINGS

The subject of the complaint may appeal the disciplinary actions under CSI's Appeals policy.

12. INDEPENDENCE OF CERTIFICATION TO TRAINING

CSI certification function will remain independent of CSI's learning/certification preparation function, using different staff for each function.

13. CONFIDENTIALITY AND SECURITY

13.1 CONFIDENTIALITY AND SECURITY OF INDIVIDUAL INFORMATION

CSI will hold in confidence and in a secure manner all information provided to CSI during CSI certification activities, including information provided to third parties acting on CSI's behalf. Except as required in this Manual, CSI will consider as confidential all personally-identifiable information about a particular individual and will not disclose that information to third parties without the prior written consent of the applicable individual. If CSI is required by law to disclose information to a third party, CSI will first notify the individual about the information requested to be disclosed.

13.2 CERTIFICATE VERIFICATION

CSI will hold records of CSI-certified individuals according to CSI's record control policy. CSI will only provide information about an individual's certification process to that individual, unless that individual authorizes CSI in writing to release that information to others.

CSI will respond to requests seeking verification of an individual's CSI certification status by phone, email or in writing. CSI will only indicate that an individual: 1) is not certified; or 2) was certified as of a particular date.

13.3 SECURITY OF EXAM ITEMS, FORMS, AND SCORING KEYS

CSI will safeguard the CSI certification exam forms and scoring keys and will require the same security from those acting on CSI's behalf. CSI personnel and contractors handling CSI certification exam forms and scoring keys will be required to follow secure information handling procedures.

CSI certification applicants may not discuss, copy, or share CSI certification exam content with others as this could provide an unfair advantage to others. If CSI determines that an applicant discussed, copied, or shared CSI certification exam content, CSI may revoke that applicant's CSI certification.

14. CERTIFICATE AND/OR DIGITAL BADGE ISSUANCE AND USE

14.1 CERTIFICATE AND DIGITAL BADGE ISSUANCE CRITERIA

CSI will provide a non-transferable CSI certification certificate and digital badge to individuals that CSI determines to have met all applicable CSI certification requirements.

14.2 CERTIFICATE AND/OR DIGITAL BADGE

The CSI certification certificate and digital badge will include:

- 1) The certification holder's name;
- 2) The certification title, indicating the certification achieved;
- 3) CSI as the certification issuer;
- 4) A CSI signature; and
- 5) The effective date and expiration date of the certification.

15. OWNERSHIP OF THE CERTIFICATION MARK

15.1 PROPERTY

CSI owns the certification marks CDT, CCS, CCCA and CCPR (Certification Marks), and only CSI can grant to qualifying individual's permission to use the applicable Certification Mark.

15.2 PERSONS AUTHORIZED TO USE THE CERTIFICATION MARKS

Only individuals who hold a current, active CSI-certification and who satisfy all CSI maintenance and recertification requirements may use the applicable Certification Mark.

15.3 NON-ASSIGNABILITY AND NON-TRANSFERABILITY

CSI-certified individuals may not allow others to use the Certification Marks.

15.4 MARK USE

CSI-certified individuals may:

- Use the applicable Certification Mark subject to the CSI rules and guidelines that each CSI-certified individual must acknowledge in writing.
- Not revise or alter Certification Marks.
- Only display the applicable Certification Mark in the form provided by CSI.
- Use the applicable Certification Mark only on business cards, stationary, letterhead, and similar documents or electronic media on which the name of the CSI-certified individual certified is prominently displayed.
- Not use the applicable Certification Mark in a way that could bring CSI into disrepute or in any way considered misleading or unauthorized.
- Not use the applicable Certification Mark in a way that implies a connection between a business and the certification, including implying CSI endorsements, approvals, or sponsorship of a CSI-certified individual's business, product, or service.

15.5 SUSPENSION OR REVOCATION OF PERMISSION TO USE MARK

CSI may, in CSI's sole discretion, suspend or revoke CSI's permission to use a CSI Certification Mark. In most circumstances where CSI is informed that a person is misusing a CSI Certification Mark, CSI will notify that individual and give them a reasonable opportunity to comply with CSI's rules and guidelines. CSI may, without notice or an opportunity to correct, suspend, or revoke Certification Mark privileges or take legal action or both.

If CSI suspends or revokes use of a Certification, CSI will notify the individual and all other persons affected by the decision. CSI may also publicize its actions on its website or in any other of its publications. If that individual continues to misuse the CSI Certification Marks after CSI's notice, CSI may take legal action.

16. DEVELOPMENT AND MAINTENANCE PROCESS

16.1 JOB ANALYSIS AND TEST SPECIFICATIONS

CSI will, at least every five years, conduct a job analysis study for each of CSI's certification programs. Each study will identify the day-to-day responsibilities and the knowledge required for each CSI certification, and will serve as the foundation for developing the certification-specific exams. CSI will identify the linkages between the responsibility and knowledge areas for each certification and will outline: 1) the topics that CSI will cover on the examination; 2) the percentage or number of questions per topic area that CSI will include on each examination; and 3) the cognitive level at which CSI will write questions for each topic area.

16.2 QUESTION AND TEST FORM DEVELOPMENT

CSI certification exam questions will be written by Item Writers who have been trained by CSI's testing agency to prepare multiple-choice items.

CSI will assess certification exam questions for content, level of difficulty, accuracy, and correctness. Once CSI approves the questions, CSI's testing agency will edit them for style and consistency and include them in the bank of certification examination questions.

From that question bank, CSI's testing agency will prepare a draft examination based on the exam specifications. The Certification Committee or an assigned group of subject matter experts will review the draft exam, substituting questions as needed to further balance and match the content of the examination to the test blueprint.

16.3 PRETESTING OF QUESTIONS

CSI may pre-test some questions to ensure that new questions have proven sound statistical attributes. CSI will not score pre-tested questions and may include them among scorable questions in a way that applicants will not know which questions are being pre-tested.

16.4 PASSING STANDARDS AND EQUATING

CSI will set the certification exam passing standard using a criterion-referenced methodology. The Certification Committee will have final approval of each certification's passing standard, assisted by CSI's testing agency.

Whenever certification applicant volumes permit, CSI will use equating to maintain the passing standard and to statistically adjust scores, as CSI determines, to compensate for differences in difficulty across examination forms.

16.5 SCORING THE EXAMINATION

CSI will analyze each test question before releasing certification exam results. If a question does not meet accepted statistical criteria, the Certification Committee or an assigned ad hoc group of subject matter experts, will determine whether the question should be: 1) scored as is; 2) scored with an alternative key; or 3) deleted from scoring entirely.

17. MAINTENANCE/RECERTIFICATION

17.1 CERTIFICATION TERM AND EXPIRATION DATE

All CSI certifications are valid for three years and expire on June 30, December 31 or January 15. CSI-certified individuals must check their CSI account, digital badge, or printed certificate for the expiration date of their certification, and must complete recertification on or before that expiration date. CSI-certified individuals are not required to maintain CSI membership in order to maintain their CSI certification.

17.2 LEARNING UNIT QUALIFICATIONS

CSI-certified individuals must continue to acquire Learning Units (LUs) while certified, and CSI advises them to retain written documentation of each LU acquired.

What qualifies as an Educational Activity to recertify a CSI certification?	Learning Unit LU Time	Maximum LUs	Notes
In-person Courses, Conference Sessions, Workshops of technical content	1 Hour= 1 LU	No maximum	Technical presentations must be non-commercial and non-sales in nature.
In-person Courses, Conference Sessions, Workshops of non-technical content	1 Hour= 1 LU	2 LUs per year	Non-technical presentations may include management, leadership development, soft skills, team building, etc.
Online Course, Live	1 Hour= 1 LU	No maximum	Virtual, live, and synchronous. Certificate of completion required (e.g., Webinar, WebReach).
Online On-Demand or Self Study	1 Hour= 1 LU	No maximum	Virtual and asynchronous. Assessment and/or proof of completion required.
Technical Tours	1 Hour= 1 LU	2 LUs per year	Technical content must be non-commercial and non-sales in nature.
College or University Course	1 Hour= 1 LU	8 LUs per course, per year	Passing grade transcript required from US accredited colleges and universities only. Course content must be relevant to CSI credential body of knowledge.
Volunteer (CSI national, regional, chapter)	1 Hour= 1 LU	2 LUs per year	Service as an appointed or elected CSI volunteer on a board, committee, working group, or task force. Must be an active and engaged participant to expand skills and enhance professional growth.
Presenter/Author - Technical content	1 Hour= 1 LU	2 LUs per year	Prepare, research, write, and/or present current and relevant technical content to a professional audience via audio, visual, and/or written delivery of technical information or information about the profession
Certification or credential (CCCA, CCS, CCPR)	1 Hour= 1 LU	12 LUs from study groups per year	Prepare and successfully pass a new, specialized CSI credential exam during the recertification cycle for a previous CSI credential (e.g., have a CDT, study and pass the CCCA exam).
Exhibit/Tradeshaw	1 Hour= 1 LU	2 LUs per year	Gain technical product knowledge from product representatives and manufacturers.
Professional Reading	2 articles = 1 LU	1 LU per year	Include only articles from peer-reviewed, technical journals. Industry trade periodicals do not qualify.

- Educational activity table above is accurate as of the publication date of this document. It is subject to change – refer to www.csiresources.org for current guidelines.
- Except as provided below, all LUs must pertain to the AECO industry and a minimum of 50% must pertain to the body of knowledge related to a CSI-certified individual's CSI certification. Up to two LUs per year may be from non-technical education programs, such as leadership or management development, communication, and other soft skill training.
- 0.25 is the minimum LU that CSI will accept.
- CSI-certified individuals must earn and submit LUs during the three-year recertification cycle. For example, if an individual submits a 2016 LU for a 2018-2021 window, CSI will not accept that LU.
- CSI-certified individuals recertifying more than one CSI certification must have a total of 24 LUs for *each* certification. While a maximum of 12 LUs may overlap, the applicable LU content must be relevant to each specific certification.
- CSI-certified individuals may only claim credit once for activities in which they have participated. If the individual attended a live presentation and earned LUs, that individual may not claim duplicate LU credit for an on-demand version of the same presentation.

17.3 SUPPORTING DOCUMENTATION

CSI may reject LUs or request additional supporting documentation. When CSI requests supporting documentation, the CSI-certified individual may upload or send via email:

- A certificate of completion;
- A letter of attendance;
- Transcripts from professional associations or organizations;
- Transcripts from colleges or universities; or
- Program summaries including name of accrediting organization.

17.4 AUDIT

CSI annually audits a percentage of recertifications to ensure compliance with certification maintenance guidelines. CSI may conduct random audits of LUs reported to CSI at any time by:

- Notifying the CSI-certified individual of the audit and asking that individual to send documentation supporting LUs that the individual reported to CSI.
- Reviewing the LUs and supporting documentation and determining whether CSI accepts those LUs.
- Notifying the CSI-certified individual about the results of CSI's audit and any further action needed.

If CSI revokes any LUs as a result of the audit, CSI will give the CSI-certified individual 90 days to report additional LUs to fix the deficiency, during which time CSI will allow the CSI-certified individual to use the applicable Certification Mark.

If the CSI-certified individual does not remedy the deficiency, CSI will notify the individual that their certification is revoked and that they are no longer authorized to use the applicable Certification Mark.

17.5 REACTIVATION

CSI-certified individuals may, within one year of their CSI certification's expiration, request that CSI reactivate expired CSI certifications by submitting a REACTIVATION FORM and providing details of the reasons the individual did not maintain the CSI certification, a fee, and documentation for LUs acquired within the last three years. CSI may, for any reason, decide not to reactivate a certification.

If CSI does not reactivate a certification or if the one-year deadline has passed, the individual wanting the certification must register as a new applicant and retest.

18. TEST ADMINISTRATION

18.1 TEST ADMINISTRATION

CSI certification applicants may test at an in-person testing center or via a remote, proctored exam from their home or place of business. CSI's testing vendor provides the requirements of both options on their website. CSI is not responsible for technical issues resulting from an applicant's use of devices that do not meet testing requirements, for environments that do not meet security requirements, or for technology issues on CSI's testing vendor's platform.

18.2 ADA ACCOMMODATIONS

For CSI certification exam applicants with qualifying disabilities who require testing accommodations, the applicant must send to certification@csinet.org at least 30 days before planning to test:

- A.** A personal written statement (typed or handwritten) that describes the applicant's disability and how it impacts their ability to take an examination under regular testing conditions. Applicants may add any additional information that they wish CSI to consider when making its determination.
- B.** Supporting documentation of a clinical evaluation performed by a licensed physician, psychiatrist, psychologist, or other health care provider who has comprehensive training appropriate to diagnose an applicant's disability consistent with the provisions of the ADA:

1. On professional letterhead, typed, dated, signed and otherwise legible;
2. No more than one year old to reflect the applicant's current condition;
3. State a diagnosis, define the nature and severity of the disability, and explain how the disability affects the applicant's ability to take the examination;
4. Describe the Applicant's functional limitations due to the diagnosed disability and how such limitations will substantially limit the individual's ability to take the examination under regular testing conditions;
5. Recommend specific test accommodations or assistive devices, why each accommodation or device is needed, and how it will reduce the impact of the identified functional limitations; and
6. Details about the evaluator's professional credentials and area of specialization, including certification/licensure.

CSI may require applicants to provide additional information to verify the existence of a disability and the need for testing accommodations. If, in CSI's judgment, it is not clear whether the applicant has a qualifying disability or whether the requested accommodation is necessary, CSI may seek the opinion of an outside expert.

When CSI completes the review of the documentation and, if applicable, receives the opinions of an outside expert, CSI will notify the applicant in writing of its decision regarding the requested accommodation.

An applicant may appeal CSI's decision denying in whole or part a request for accommodation by submitting to CSI a writing including:

- Applicant's name;
- Date of request;
- The nature of their appeal itself;
- The facts or additional documentation relied upon to support the appeal; and
- Applicant's signature.

The appeal must be postmarked no later than seven days after the applicant receives CSI notification of the denial.

18.3 EXAM REGISTRATION DEFERRAL

CSI certification exam applicants who have a medical or significant personal emergency may submit to CSI a request to defer for one cycle by using the emergency [deferral application](#) and paying the deferral fee. CSI may, for any reason, decide not to approve the deferral.

If CSI approve the deferral, the applicant must: 1) cancel their previously-scheduled appointment with the testing agency; and 2) complete the deferred exam within the next testing window. If the applicant does not take the deferred exam during that timeframe, CSI will not refund exam fees, and the applicant must file a new application and registration fee.

18.4 EXAM REGISTRATION CANCELLATION

Applicants wishing to cancel a scheduled certification exam must: 1) submit via fax or overnight/priority mail to CSI a completed [Cancellation Form](#); and 2) cancel their previously-scheduled appointment with the testing agency.

18.5 EXAM APPOINTMENT NO-SHOW

Applicants who do not request a cancellation or deferral and who do not sit for the exam will forfeit all exam fees. If the Applicant wishes to apply for the next exam window, they must submit a new application and fee.

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This concludes the Certification Policies Manual. Contact CSI at certification@csinet.org for more information.