



**CERTIFICATION  
POLICIES  
MANUAL**

<b>1. CERTIFICATION POLICIES AND PROCEDURES.....</b>	<b>7</b>
<b>1.1 Scope .....</b>	<b>7</b>
<b>1.2 Final Authority.....</b>	<b>7</b>
<b>1.3 Enforcement.....</b>	<b>7</b>
<b>2. CODES OF CONDUCT .....</b>	<b>7</b>
<b>2.1 Code of Conduct for Certificants and Applicants for Certification.....</b>	<b>7</b>
<b>2.2 CSI Event Conduct Policy.....</b>	<b>7</b>
<b>3. GOVERNANCE .....</b>	<b>8</b>
<b>3.1 Certification Committee .....</b>	<b>8</b>
<b>3.2 Subcommittees and Individual Contributors .....</b>	<b>11</b>
<b>3.3 Appeals Panel.....</b>	<b>11</b>
<b>3.4 Investigations Panel .....</b>	<b>12</b>
<b>3.5 Ad Hoc Item Writers.....</b>	<b>13</b>
<b>4. STAFF APPLYING FOR CERTIFICATION.....</b>	<b>14</b>
<b>4.1 Certification Staff.....</b>	<b>14</b>
<b>4.2 Non-certification Staff Applying for Certification .....</b>	<b>14</b>
<b>5. CONTRACTORS .....</b>	<b>14</b>
<b>5.1 Agreements with Contractors .....</b>	<b>14</b>
<b>5.2 Contractor List .....</b>	<b>15</b>
<b>5.3 Responsibility .....</b>	<b>15</b>

<b>6. IMPARTIALITY AND NON-DISCRIMINATION.....</b>	<b>15</b>
<b>7. DOCUMENT CONTROL.....</b>	<b>15</b>
<b>7.1 Scope of Document Control.....</b>	<b>15</b>
<b>7.2 Master List.....</b>	<b>16</b>
<b>7.3 Version Control .....</b>	<b>16</b>
<b>7.4 Access .....</b>	<b>16</b>
<b>7.5 Changes to CSI Documents .....</b>	<b>16</b>
<b>8. RECORDS CONTROL.....</b>	<b>17</b>
<b>8.1 Scope of Records Control System.....</b>	<b>17</b>
<b>8.2 Certification Record Control Schedule .....</b>	<b>17</b>
<b>9. APPEALS .....</b>	<b>18</b>
<b>9.1 Definition .....</b>	<b>18</b>
<b>9.2 Appeal Submission .....</b>	<b>19</b>
<b>9.3 Appeal Types Accepted.....</b>	<b>19</b>
<b>9.4 Initial Appeal Review and Determination .....</b>	<b>19</b>
<b>9.5 Second Level Appeal Review and Determination .....</b>	<b>20</b>
<b>9.6 Appeal Determination Impacting Others .....</b>	<b>20</b>
<b>9.7 Program Appeals Tracking .....</b>	<b>20</b>
<b>10. CERTIFICATION PROGRAM COMPLAINTS.....</b>	<b>21</b>
<b>10.1 Resolution of Concerns .....</b>	<b>21</b>

<b>10.2 Submission of Program Complaints.....</b>	<b>21</b>
<b>10.3 First Level Review .....</b>	<b>21</b>
<b>10.4 CEO and COO Review.....</b>	<b>21</b>
<b>10.5 Appeal of Complaint Determinations.....</b>	<b>21</b>
<b>10.6 Complaint Tracking.....</b>	<b>21</b>
<b>11. COMPLAINTS AGAINST CERTIFICANTS.....</b>	<b>22</b>
<b>11.1 Complaints Against Certificants .....</b>	<b>22</b>
<b>11.2 Complaint Handling .....</b>	<b>22</b>
<b>11.3 Communication with the Subject of the Complaint.....</b>	<b>22</b>
<b>11.4 Potential Disciplinary Actions .....</b>	<b>23</b>
<b>11.5 Appeals of Investigations Panel Findings.....</b>	<b>23</b>
<b>12. INDEPENDENCE OF CERTIFICATION TO TRAINING .....</b>	<b>23</b>
<b>13. CONFIDENTIALITY AND SECURITY.....</b>	<b>23</b>
<b>13.1 Confidentiality and Security of Individual Information .....</b>	<b>23</b>
<b>13.2 Certificate Verification .....</b>	<b>23</b>
<b>13.3 Security of Exam Items, Forms, and Scoring Keys .....</b>	<b>24</b>
<b>14. CERTIFICATE AND DIGITAL BADGE ISSUANCE AND USE.....</b>	<b>24</b>
<b>14.1 Certificate and Digital Badge Issuance Criteria .....</b>	<b>24</b>
<b>14.2 Certificate and Digital Badge.....</b>	<b>24</b>

<b>15. OWNERSHIP OF THE CSI CERTIFICATION MARKS.....</b>	<b>24</b>
15.1 Property .....	24
15.2 Persons Authorized to Use the CSI Certification Marks .....	25
15.3 Non-Assignability and Non-Transferability.....	25
15.4 CSI Certification Mark Use .....	25
15.5 Suspension or Revocation of Permission to Use the CSI Certification Mark .....	25
<b>16. DEVELOPMENT AND MAINTENANCE PROCESS .....</b>	<b>26</b>
16.1 Job Analysis and Exam Specifications.....	26
16.2 Question and Exam Form Development.....	26
16.3 Pretesting of Questions .....	26
16.4 Passing Standards and Equating .....	26
16.5 Scoring the Exam .....	27
<b>17. MAINTENANCE/RECERTIFICATION .....</b>	<b>27</b>
17.1 Certification Term and Expiration Date.....	27
17.2 Learning Unit Qualifications.....	27
17.3 Supporting Documentation.....	28
17.4 Audit .....	28
17.5 Reactivation .....	29
<b>18. EXAM ADMINISTRATION.....</b>	<b>29</b>
18.1 Exam Administration .....	29

<b>18.2 ADA Accommodations .....</b>	<b>29</b>
<b>18.3 Exam Registration Deferral .....</b>	<b>30</b>
<b>18.4 Exam Registration Cancellation.....</b>	<b>31</b>
<b>18.5 Exam Appointment No-show .....</b>	<b>31</b>

## 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 Technologist (CDT®)
- Certified Construction Specifier (CCS®)
- Certified Construction Contract Administrator (CCCA®)
- Certified Construction Product Representative (CCPR®)

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 the definition of all policies to be observed in CSI certification.

### 1.3 ENFORCEMENT

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

## 2. CODES OF CONDUCT

### 2.1 CODE OF CONDUCT FOR CERTIFICANTS AND APPLICANTS FOR CERTIFICATION

As an applicant or holder of a CSI certification, such as Construction Documents Technologist (CDT®), Certified Construction Contract Administrator (CCCA®), Certified Construction Specifier (CCS®), or Certified Construction Product Representative (CCPR®), CSI expects you to:

- Act with integrity and professionalism in all interactions with the public, clients, prospective clients, employers, employees, and CSI.
- Exercise care and sound judgment in your professional activities.
- Continuously enhance your professional skills and knowledge.
- Abide by all relevant laws and regulations in your field.
- Respect CSI's ownership of the CSI certification marks and testing materials.
- Avoid conflicts of interest with CSI, CSI certifications, and CSI certification testing.
- Provide accurate, complete, and truthful information to CSI.
- Maintain the confidentiality of all non-public information related to CSI testing or certification, including CSI certification exam content.
- Be honest and transparent about your professional activities.

- Refrain from dishonest, fraudulent, or deceitful conduct that could harm your professional reputation, your CSI certification(s), or CSI.
- Always act to uphold the reputation of CSI and the CSI certification programs.
- Accurately represent your CSI certification and the implications of your 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, certification examination (Exam) specifications, recertification requirements, and certification revocation. These decisions will be based on data (job task analysis, test form, 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 five 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 Directors members (except for the ex officio liaison).
- Any individual who has been convicted of a felony related to the practice of construction specifications.

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### ***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), Exam 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 the 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.)

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### ***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 a two-year term with a maximum of six years total over a lifetime and may withdraw at any time and for any reason before their term expires. The CEO (or his/her designee) may reappoint Certification Committee members for two additional two-year terms. Individuals elected as Certification Committee Chair or Vice-Chair may serve up to six years if their leadership term extends their initial two-year term.

### **3.1.7 OFFICERS**

The Certification Committee Chair will serve for two years, 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 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 Exam preparation during and for five 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**

The 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 Certificants, 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.

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### *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.

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### *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

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### *3.4.1 PURPOSE*

The Investigations Panel hears and makes determinations on complaints submitted by stakeholders against Certificants.

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### *3.4.2 COMPOSITION*

The Investigations Panel may consist of up to eight Certificants, 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.

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### *3.4.3 PARTICIPATION LIMITATIONS*

Investigations Panel members may serve on other CSI committees.

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### *3.4.4 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.

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### **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.

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### **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.

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### **3.4.7 RECUSAL**

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

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## **3.5 AD HOC ITEM WRITERS**

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### **3.5.1 PURPOSE**

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

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### **3.5.2 SOURCE**

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

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### **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 depending upon the role of the individual wishing to become certified, but the CEO will review all procedures for their impartiality and appropriateness before approving and implementing those procedures.

## 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 the contractors with, at a 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 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 the contractor's performance during the term of the agreement.

The 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 Executive Officer (CEO) 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, managing conflicts of interest, and ensuring 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 the 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.

The 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 CEO 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 Certificants	SharePoint	Certification, IT	Permanent
Certificant's name, certification number, effective date of certification and date of expiry, and scope of certification	CRM	All Staff	Permanent
Outdated versions of CSI documents	SharePoint	Certification, IT	Permanent
Files involving challenges to Exam 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	The most recent version retained six years from the date of the last application
No longer certified: certification and recertification records and supporting documentation, Exam scores	CRM	All Staff	Ten years after the expiration of the certification
Committee and other individual contributors signed agreements	SharePoint	All Staff	One year or until a new form is signed
Exam materials: <ul style="list-style-type: none"> <li>Exam items (Five years after discontinuation of use)</li> <li>Exam forms (Ten years) Scoring keys (permanent)</li> <li>Score records (five years)</li> <li>Pass/fail rosters (five years)</li> </ul>	SharePoint and testing vendor	See specifics	See specifics

## 9. APPEALS

### 9.1 DEFINITION

An appeal is an individual's formal written 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 the Exam 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 the appellant's reasonable control that 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).

### 9.4 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 CEO 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, explaining the denial and, if applicable, information on the appellant's further recourse if the 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 with time to gather further information.

## 9.5 SECOND LEVEL APPEAL REVIEW AND DETERMINATION

If the Certification Director or CEO 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.

## 9.6 APPEAL DETERMINATION IMPACTING OTHERS

If CSI grants an appeal on an issue that impacts the eligibility status or Exam 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.

## 9.7 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 or email to the CSI Certification Department or CSI's CEO. Complaints must include sufficient objective evidence to support the complaint and to allow CSI to decide on the 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 corrective action; or 3) escalate the complaint to CSI's 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 CEO, the 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 CERTIFICANTS

CSI will review complaints that individuals or entities make against Certificants based on that individual's action or inaction related to their CSI certification.

## 11.1 COMPLAINTS AGAINST CERTIFICANTS

Complaints about Certificants must be submitted to the attention of the Certification Director and must:

- Specify the section of the CSI Code of Conduct that the Certificant 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 make a recommendation to the Certification Director.

## 11.3 COMMUNICATION WITH THE SUBJECT OF THE COMPLAINT

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

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

## 11.4 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 Certificant a written warning articulating clearly the consequences if the situation occurs again and keep a copy of the notice within the Certificant’s file.
- Suspend the Certificant’s CSI certification or eligibility to become certified for up to one year; or
- Revoke the Certificant’s CSI certification.

## 11.5 APPEALS OF INVESTIGATIONS PANEL FINDINGS

The Certificant may appeal the disciplinary actions under CSI’s Appeals policy.

## 12. INDEPENDENCE OF CERTIFICATION TO TRAINING

CSI's certification functions 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 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.

Certificants are listed in the [Certificant Directory](#). You must opt out of the directory if you do not want to be listed.

### 13.2 CERTIFICATE VERIFICATION

CSI will hold records of Certificants according to CSI's record control policy. CSI will only provide information about a Certificant certification process to that Certificant unless that Certificant authorizes CSI in writing to release that information to others.

CSI will respond to requests seeking verification of Certificant's CSI certification status by phone, email or in writing. CSI will only indicate that a Certificant: 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 Exam forms and scoring keys and will require the same security from those acting on CSI's behalf. CSI personnel and contractors handling Exam forms and scoring keys will be required to follow secure information handling procedures.

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

## 14. CERTIFICATE AND 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 meet all applicable CSI certification requirements upon request of the certificant.

### 14.2 CERTIFICATE AND DIGITAL BADGE

The CSI certification certificate and digital badge will include:

- The Certificant's name.
- The certification title, indicating the certification achieved.
- CSI as the certification issuer.
- A CSI signature; and
- 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 Certificants permission to use the applicable Certification Mark.

### 15.2 PERSONS AUTHORIZED TO USE THE CSI CERTIFICATION MARKS

Only Certificants 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

Certificants may not allow others to use the Certification Marks.

### 15.4 MARK USE

Certificants may:

- Use the applicable Certification Mark subject to the CSI rules and guidelines that each Certificant 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 Certificant 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 Certificant's business, product, or service.

## 15.5 SUSPENSION OR REVOCATION OF PERMISSION TO USE THE CSI CERTIFICATION MARK

CSI may, in CSI's sole discretion, suspend or revoke a CSI's permission allowing a Certificant's to use a CSI Certification Mark. When CSI discovers a Certificant 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 the permission to use a CSI Certification Mark, 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 a CSI Certification Mark after CSI's notice, CSI may take legal action.

## 16. DEVELOPMENT AND MAINTENANCE PROCESS

### 16.1 JOB ANALYSIS AND TEST SPECIFICATIONS

CSI will, approximately every five to eight years, conduct a job analysis study for each of CSI's certification programs rotationaly. 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 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 Exam; 2) the percentage or number of questions per topic area that CSI will include on each Exam; and 3) the cognitive level at which CSI will write questions for each topic area.

### 16.2 QUESTION AND TEST FORM DEVELOPMENT

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 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 Exam questions.

From that question bank, CSI's testing agency will prepare a draft Exam 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 Exam to the Exam blueprint.

### 16.3 PRETESTING OF QUESTIONS

CSI may pre-exam 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 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 Exam forms.

### 16.5 SCORING THE EXAM

CSI will analyze each Exam question before releasing 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 or January 15. Certificants 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. Certificants are not required to maintain CSI membership to maintain their CSI certification.

## 17.2 LEARNING UNIT QUALIFICATIONS

Certificants 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 Eligible Learning Activity?	Activity Time = No. LUs	Maximum LUs per year	Notes
In-person courses, conference sessions, and 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, and workshops of non-technical content	1 hour = 1 LU	2	Non-technical presentations may include management, leadership development, soft skills, team building, etc.
Live online course	1 hour = 1 LU	No maximum	Courses may be virtual, live or synchronous. Certification of completion required.
Online, on-demand, or self-study	1 hour = 1 LU	No maximum	Virtual and asynchronous. Assessment or proof of completion is required.
Technical tours	1 hour = 1 LU	2	Technical content must be non-commercial and non-sales in nature.
College or university course	1 hour = 1 LU	8 per course	Passing grade transcript required from US accredited colleges or universities only. Course content must be relevant to CSI credential body of knowledge. Instructors may claim up to 6 LUs per course per year.
Volunteer (CSI national, regional or chapter)	1 hour = 1 LU	2	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	Prepare, research, write or present current and relevant technical content to a professional audience via audio, visual or written delivery of technical information about the profession.
Certification candidate	1 hour = 1 LU	12	Prepare for and pass a new, specialized Exam during the renewal cycle for a previous CSI Certification (e.g., have a CDT and study and pass the CCS Exam). Exam preparation instructors may claim up to 4 LUs per year.
Exhibit/tradeshow	1 hour = 1 LU	2	Gain technical product knowledge from product representatives and manufacturers.
Professional reading	2 articles = 1 LU	1	Review articles from peer-reviewed technical journals (industry trade periodicals do not qualify).

- The educational activity table above is accurate as of the publication date of this document. It is subject to change – refer to [www.csiresources.org](http://www.csiresources.org) for current guidelines.
- Except as provided below, all LUs must pertain to the AECO industry or the body of knowledge related to a Certificant's CSI certification or both. View knowledge domains: CDT, CCCA, CCS, or CCPR.
- 0.25 is the minimum LU that CSI will accept.
- Certificants must earn and submit LUs during the three-year recertification cycle. For example, if a Certificant submits a 2024 LU for a 2025-2028 window, CSI will not accept that LU.
- Certificants who are recertifying more than one CSI certification must have a total of 24 LUs for *each* certification. While a maximum of 12 LUs may be applied to two certifications, the overlapping LUs must be relevant to each specific certification.
- Certificants may only claim credit once for activities in which they have participated. If the Certificant attended a live presentation and earned LUs, that Certificant may not claim duplicate LU credit for an on-demand version of the same presentation.
- Bulk LU submissions are accepted in the form of transcripts from CE providers (such as CSI or AIA).

### 17.3 SUPPORTING DOCUMENTATION

CSI may reject LUs or request additional supporting documentation. When CSI requests supporting documentation, the Certificant 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 the name of the 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 a Certificant of the audit and asking that Certificant to send documentation supporting LUs that the Certificant reported to CSI.
- Reviewing the LUs and supporting documentation and determining whether CSI accepts those LUs; and
- Notifying the Certificant about the results of CSI's audit and any further action needed.

If CSI revokes any LUs because of the audit, CSI will give the Certificant 90 days to report additional LUs to fix the deficiency, during which time CSI will allow the Certificant to use the applicable Certification Mark.

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

## 17.5 REACTIVATION

Previous Certificants may, within one year of their CSI certification's expiration, request that CSI reactivate their expired CSI certification by submitting a request through email to [certification@csinet.org](mailto:certification@csinet.org) and providing details of the reasons that 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. EXAM ADMINISTRATION

### 18.1 EXAM ADMINISTRATION

Exam 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 Exam applicants with qualifying disabilities who require testing accommodations, the applicant must send to [certification@csinet.org](mailto:certification@csinet.org) at least 30 days before planning to test:

- A personal written statement (typed or handwritten) that describes the applicant's disability and how it impacts their ability to take an Exam under regular testing conditions. Applicants may add any additional information that they wish CSI to consider when making its determination; and
- 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, namely: 1) written on professional letterhead, typed, dated, signed and otherwise legible; 2) dated no more than one year old to reflect the applicant's current condition; 3) stating a diagnosis, define the nature and severity of the disability, and explain how the disability affects the applicant's ability to take the Exam; 4) describing the Applicant's functional limitations due to the diagnosed disability and how such limitations will substantially limit the individual's ability to take the Exam under regular testing conditions; 5) recommending 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) detailing 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

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 CSI deferral request application and paying the deferral fee. CSI may, for any reason, decide not to approve the deferral.

If CSI approves 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.

If CSI does not approve the deferral, the applicant will receive a refund on the deferral fee, less a \$50 administrative fee.

### 18.4 EXAM REGISTRATION CANCELLATION

Applicants wishing to cancel a scheduled Exam must: 1) submit to CSI a completed exam cancellation request 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.