

Concrete Masonry & Hardscapes Association Certification Body



Certification Operations Manual

Approved

Date: May 3, 2024

Gary Stowe
Certification Committee Chair
CMHA

Document Control Sheet

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Attachments

<i>Attachments</i>	<i>Description</i>
Annex A	Concrete Paver Installer Certification Scheme
Annex B	Segmental Retaining Wall Installer Certification Scheme
Annex C	Permeable Interlocking Concrete Pavement Installer Certification Scheme
Annex D	Manufactured Stone Veneer Installer Certification Scheme
Annex E	Supporting Documents <ul style="list-style-type: none"> • Conflict of Interest Form • Confidentiality Agreement • Installer Code of Conduct • Fee Schedule • Appeals Request Form • Complaint Form • Exam Accommodations Request Form • Sample Certificate
Annex F	ISO 17024:2012 Definitions
Annex G	References

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Introduction

This document describes the requirements and policies for the Concrete Masonry & Hardscapes Association (CMHA) Certification Body and the program applicants. The scope of this document is to establish user procedures, requirements, and responsibilities. The policies and procedures contained herein have been approved by the CMHA Certification Committee (hereinafter “Committee”) and are effective as of the date of publication. This document is subject to periodic review and updating by the Committee.

The CMHA Certification Program does not discriminate in membership or certification opportunities based on gender, race, color, disability, religion, sexual orientation, national origin, age or any other characteristic protected by law. The CMHA Certification Body recognizes the importance of impartiality with regard to its certification program and strives to maintain objectivity in all of its certification activities. All persons participating in the management of the program, the testing and evaluation of applicants and making the decision regarding the granting of certification are required to adhere to applicable Program Conflict of Interest and Confidentiality Agreement policies.

1.0 Background, Functions and Purposes of the CMHA Certification Program

1.1 The need to identify qualified individuals who can provide professional installation of manufactured segmental concrete product systems have long been recognized. In response to this need and to promote ethical and professional practices among its participants, the CMHA Certification Program was established to provide programs of certification in the installation of interlocking concrete pavement, segmental retaining wall, permeable interlocking concrete pavement, and manufactured stone veneer systems.

1.2 The certification programs are administered by the CMHA Certification Body (CB). The CB consists of the CMHA Certification Committee and CMHA Certification Staff.

1.3 The Certification Committee was established by the CMHA Board of Directors to set the standards and qualifications for those who practice specific disciplines within the installation of manufactured segmental concrete product systems; to establish voluntary certification testing of applicants who meet or exceed the training, educational, and professional experience requirements set by the Committee; and to annually review, and if necessary, revise the standards and qualifications, as well as specific provisions in the operations manual.

The Certification Committee is responsible for, and shall not delegate its responsibilities, certification, including developing, expanding and reducing the scope and criteria of the certification, granting or denying certification and recertification, and suspending or revoking certifications. Such decisions made by the Committee are subject to review and verification by the Committee Chair, advised by the CMHA Director of Education, to ensure compliance with ISO standard 17024:2012 and program policies.

1.4 Day-to-day operations of the CB shall be carried out by Certification Staff, led by the Chief Operating Officer (COO). Additional executive, administrative and financial services are provided by the Director of Education, Certification Quality Manager and Certification Coordinator.

1.5 The current version of the Certification Operations Manual (policies and procedures) will continually be posted on the CMHA Certification website for all stakeholders and relevant personnel to have access.

1.6 CMHA considers the following as stakeholders or interested parties:

- CMHA members;
- Nonmembers involved in the hardscape industry;
- Hardscape contractors who install and maintain systems;
- Consumers;
- Academic institutions and governmental bodies.

2.0 Operations of the Certification Body

2.1 Certification Committee

2.1.1 The main purpose for the establishment of the Committee is to make certification program recommendations for the various installation disciplines involved with manufactured segmental concrete product systems.

2.1.2 The Committee is comprised of voting members of the Concrete Masonry & Hardscapes Association. Members of the Committee include a Chair and Vice Chair. The Director of Education serves as the Staff Liaison.

2.1.3 The CMHA Board of Directors shall appoint members of the new Committee and base these appointments on CMHA staff recommendations.

2.1.4 The Certification Committee may grant or deny certification and/or recertification.

2.1.5 The Certification Committee shall operate in conformance with the provisions of the Certification Operations Manual. The Committee is responsible for developing and administering a policy and documented procedures to receive, evaluate and make decisions, and for suspension or withdrawal of certification.

2.2 Staff

2.2.1 The CMHA Certification Staff shall execute the day-to-day tasks associated with the certification program as prescribed in the Certification Operations Manual. These tasks include processing applications and payments, recording and controlling associated documents, assisting candidates with exam scheduling, and issuing of credential.

2.2.2 The Certification Committee is responsible for making decisions on all exams, appeals, complaints, and disciplinary issues.

2.2.3 All examinations will be administered online by a verified proctor.

3.0 Terms and Definitions

For the purpose of this document, the terms and definitions given in ISO 17024 apply. See Annex F for the definitions.

Other terms and definitions:

Manufactured concrete product systems: segmental concrete paving units, segmental retaining wall units, articulating concrete block, concrete masonry units, and/or manufactured stone veneer units.

AMS: Association management system

Certification Body (CB): Responsible for all aspects/activities of the certification process

Certification Body Management: CMHA Director of Education and Certification Quality Manager

Certification Committee: Made up of CMHA members, responsible for governing the CB

Certification Coordinator: Responsible for daily administrative and financial tasks of CB

Chief Operating Officer (COO): Responsible for resources, liability insurance, and legal defense.

Certification Quality Manager: Responsible for Certification Operations Manual implementation and understanding and for the control of documents and records

Chief Executive Officer (CEO): Responsible for entering contracts on behalf of the Certification Body

CEU: Continuing education unit

CMHA: Concrete Masonry & Hardscapes Association

Director of Education: Works with Certification Committee to ensure achievement of their goals and has executive authority over the daily operation of the CB

ICP: Interlocking concrete pavement

LMS: Learning management system

MSV: Manufactured stone veneer

PICP: Permeable interlocking concrete pavement

QMS: Quality Management System

SME: Subject matter expert

SRW: Segmental retaining wall

4.0 General Requirements

4.1 Legal Matters

The CMHA Certification Body is part of the Concrete Masonry & Hardscapes Association, a non-profit organization incorporated in the Commonwealth of Virginia in 2022. Please see the CMHA Articles of Incorporation and Bylaws for more information. The Certification Committee was established to provide oversight and guidance to certification programs in various methods of installation of manufactured segmental concrete product systems. The certification program operations will be carried out by CMHA Certification Staff which reports to the CMHA Chief Operating Officer and to the Certification Committee.

4.2 Responsibility for Decision on Certification

The Certification Committee has the sole authority for all matters relating to the grading and evaluation of certification/recertification tests or other requisite aspects of their certification schemes. The Certification Committee will grant certification/recertification when an applicant successfully achieves the required goals of the testing process.

4.3 Management of Impartiality

4.3.1 The CMHA Certification Body understands the importance of impartiality and conflicts in the management of certification and recertification activities. When undertaking dealings with CMHA members and non-members, all involved in the certification process will maintain a high level of ethical conduct and avoid conflicts of interest in connection with the performance of their duties. There shall be an avoidance of any actions and or commitments that might create the appearance of:

- Using position for personal gain;
- Giving preferential treatment;
- Impeding efficiency;
- Losing independence or impartiality;
- Affecting adversely the confidence of CMHA constituents in the integrity of certification operations.

The Certification Body will ensure that in its dealings with constituents that they are and will remain impartial.

4.3.2 The Certification Body shall act impartially in relation to all applicants, candidates, and certified persons without regard to membership status.

4.3.3 The Certification Body shall act impartially and the policies and procedures for certification of persons shall be fair among all applicants, candidates, and certified persons.

4.3.4 Certification is not restricted to members of CMHA.

4.3.5 The Certification Body is responsible for the impartiality of certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.

4.3.6 The Certification Body will identify threats (actual or perceived) on conflicts of interest forms and investigate the same to ensure that impartiality of relationships is maintained.

4.3.7 The Certification Body shall analyze, document and eliminate or minimize the potential conflicts of interests arising from its certification activities. The Certification Body, as part of its management reviews, shall complete a threat analysis to identify any real or potential conflicts of interests.

4.3.8 Certification activities shall be structured and managed to safeguard impartiality. This shall include balanced involvement of interested parties. The Certification Body will identify the interested parties and evaluate their involvement in the certification program.

4.3.9 CMHA Staff that wish to participate in the certification program shall be allowed to do so if they meet program requirements. Staff members who have reviewed an exam shall wait one (1) year from last review before being eligible to apply to the program.

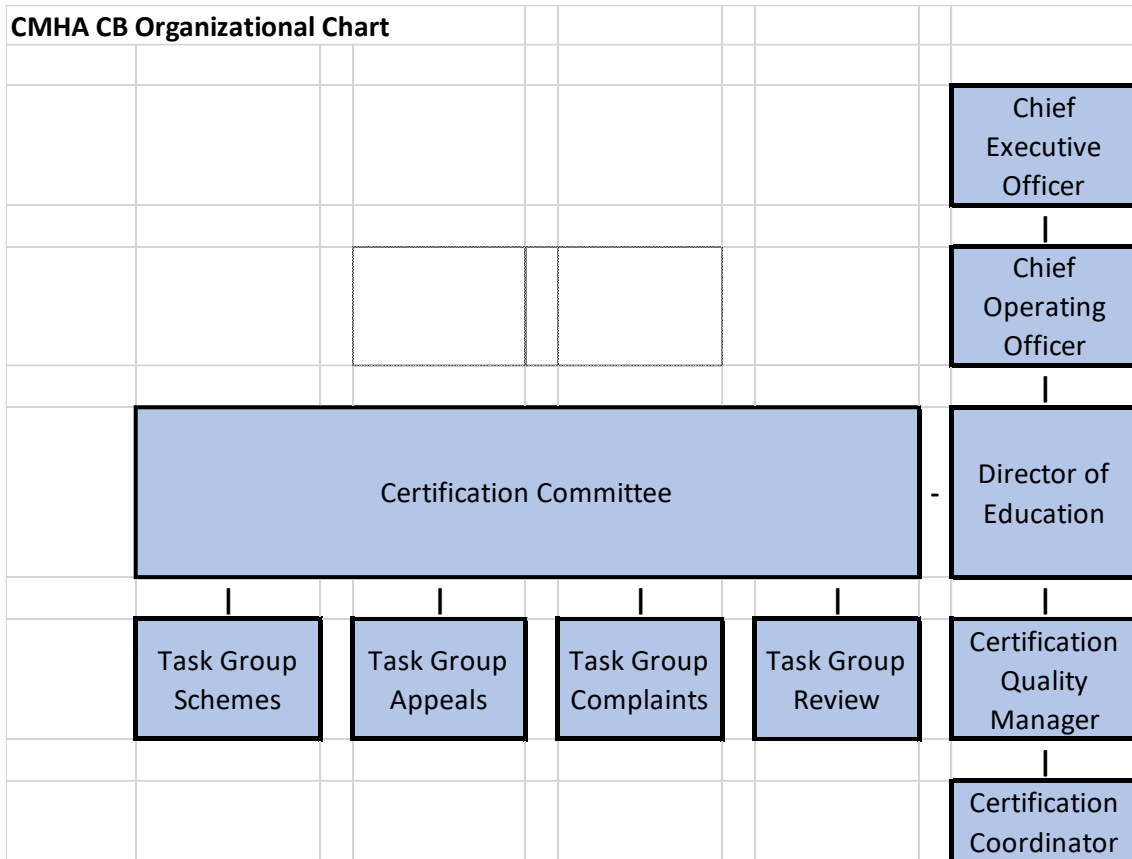
4.4 Finance and Liability

CMHA will provide the Certification Body with access to resources, financial services, legal representation, and liability insurance. The Certification Body will also collect various fees associated with the certification programs on behalf of CMHA. The Fee Schedule is located in Annex E.

5.0 Structural Requirements

5.1 Management and Organizational Structure

The CMHA Certification Body is a subdivision of the Concrete Masonry & Hardscapes Association. The Certification Body consists of the Certification Committee and the CMHA Certification Staff. The CMHA Board of Directors appoints the Chair, Vice Chair, and remaining members of the Certification Committee. It is the Committees' duty to make certification program recommendations and to have the final authority on all decisions such as certification, recertification, appeals, complaints, and disciplinary action. In order to execute the needs of the programs, CMHA shall provide staff. The Certification Staff shall consist of the Chief Operating Officer, Director of Education, Certification Quality Manager, and a Certification Coordinator.



5.2 Training

5.2.1 The Certification Committee believes that as a credible credentialing organization, it should facilitate appropriate preparation of candidates for the certification exams. The CB, under the requirements of ISO 17024 standard, can recommend appropriate exam preparatory materials and other programs and services as allowed by those accreditation requirements and will continue to work with other stakeholders to encourage educational and training programs in assisting candidates with attaining knowledge, skill and abilities as manufactured segmental concrete product system installers.

The Certification Committee does not require training for any certification program but does highly recommend it.

5.2.1.1 The Certification Body does not accredit or endorse any particular training course or source of education as a guarantee of success on the certification exams.

5.2.1.2 The Certification Body, in keeping with the accreditation requirements of ISO 17024 standard, does not link any training or education programs or any other educational provider’s educational programs offered, to facilitate obtaining a CMHA credential.

5.2.2 The Certification Body provides as public information, a certification handbook, an exam blueprint, study guide, a primary reference materials listing, and other materials online at <https://masonryandhardscapes.org/certification>. These are CB recommended materials that may help individuals better prepare for the certification exams. The list and information provided is not intended to be inclusive of all potentially useful resources, nor does inclusion on this list constitute an endorsement by the CB. The CB does not endorse any particular reference as being completely accurate and encompassing and it is recommended that applicants utilize varied resources in the process of preparing for the exam.

5.2.3 Offering training and certification for persons within the same legal entity constitutes a threat to impartiality. The CB shall:

5.2.3.1 Identify and document associated threats to its impartiality on an ongoing basis.

5.2.3.2 Demonstrate that all processes performed by the CB are independent of training to ensure confidentiality, information security and impartiality are not compromised.

5.2.3.3 Not give the impression that using both services (training and exam) would provide any advantage to the applicant.

5.2.3.4 Not require candidates to complete the CB's own education or training as an exclusive prerequisite when alternative education or training with equivalent outcomes exists.

5.2.3.5 Ensure that personnel (Committee Members) do not serve as an examiner of a specific candidate that they have trained by virtue of the online proctored exam; i.e., the answer key/LMS score the exam.

5.2.3.6 Personnel who participated in certification program JTAs and exam writing must wait one (1) year from the conclusion of development to train in the respective programs they contributed to developing.

The CB believes the one-year prohibition of training should be sufficient time for personnel to fail to recall most details of the over 100 test items that they contributed to write.

5.2.3.7 Certified Installers who wish to become instructors must wait one (1) year from date of taking exam before being eligible to instruct in the discipline of the exam.

5.2.3.8 Instructors who wish to become a Certified Installer must wait one (1) year from date of taking exam before being eligible to instruct in the discipline of the exam.

6.0 Resource Requirements

6.1 Roles and Responsibilities

6.1.1 **Chief Executive Officer** shall be responsible for approving and signing contractual arrangements entered into by the Certification Body.

6.1.2 **Chief Operating Officer** shall be responsible for providing the Certification Body with access to resources, financial services, legal representation, and liability insurance.

6.1.3 **CMHA Certification Body Management** (Director and Manager) shall manage, monitor and be responsible for the performance of all personnel involved in the certification process. Where deficiencies are found, corrective actions will be initiated. The Certification Body shall have sufficient personnel available with the necessary competence to perform certification functions relating to the type, range and volume of work performed. The Certification Body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the Certification Body, including those relating to confidentiality, impartiality and conflict of interests. If a Certification Body member has a potential conflict of interest in the examination of a candidate, the Certification Body shall undertake measures to ensure that the confidentiality and impartiality of the examination are not compromised.

6.1.4 **Director of Education** has the executive authority to administer the affairs of the CMHA certification program. The Director is responsible for providing updates to the CMHA COO, Certification Committee, CMHA BOD, CMHA members and posting updates on the website. The Director shall secure contractual arrangements such as proctoring services, digital credentialing services, and any other needed arrangement(s). The Director is responsible for reviewing the performance of the Certification Body members, handling information requests and grievances, and ensuring actions taken adhere to the policies and procedures here within. The Director is authorized to initiate a corrective action plan when necessary.

6.1.5 **Certification Quality Manager** is part of the Certification Body management team. The Manager shall be knowledgeable regarding all aspects of the certification program such that they can act as the Director if necessary. The Manager is responsible for random and scheduled audits (including controlled documents review and ensuring records of each certification program are current and maintained), with the assistance of the Certification Coordinator as required, taking corrective action in accordance with the policies and procedures within the CMHA Certification Program Operations Manual, ensuring comprehensive records of audits and documents are maintained, and reporting audit results and corrective actions to the Director.

The Manager is responsible for updating the Certification Operations Manual and QMS; maintaining the records of the Committee including the minutes of all meetings; ensuring that all personnel forms and records (COI statements, Confidentiality Agreements and resumes) are up to date and properly stored; ensuring tests are maintained with appropriate version numbers and test developers; ensuring that all applications for certification are reviewed in a timely manner (preferably within 30 days when possible); maintaining current controlled documents and provide them upon request; and managing the CE Provider Program. Manager will formally track and document all appeals and complaints.

6.1.6 **Certification Coordinator** executes the day-to-day operation of the Certification Body. Coordinator is responsible for the certification and recertification processes. These duties include program correspondence; processing applications, payments and to determine

prerequisite compliance; maintaining program records; assisting with scheduling exams and issuing of credential. Coordinator is expected to take preventative and corrective action while dealing with nonconformities before escalation.

Coordinator is responsible for ensuring that correct exam version is available and secure on the LMS; ensuring exams scores are recorded; issuing of certification credentials to those who successfully complete the examination; and ensuring that the online credential issuing service database is contemporaneously maintained. Coordinator may send courtesy reminders of expiring certifications.

6.1.7 Certification Committee Chair is responsible for ensuring Committee and task group activities adhere to the CMHA Certification Operations Manual. The Chair is responsible for organizing Committee meetings minimally at the CMHA Annual and Midyear Meetings; arranging for the collective needs of the Committee, ensuring that Committee members are completing the tasks assigned to them; requesting special budget requests and participating as a member of the Committee. The Chair is responsible for ensuring:

6.1.7.1 Committee meeting minutes are properly retained.

6.1.7.2 Committee member's CMHA memberships are current.

6.1.7.3 Certification handbooks are current, and policies and procedures are adhered to.

6.1.7.4 Surrenders, appeals and grievances are tracked and properly addressed.

6.1.7.5 List of potential Committee members are contemporaneously maintained.

6.1.7.6 The collection of data to be used for validation of examinations is maintained.

6.1.7.7 The Committee shall receive all feedback from candidates regarding any aspect of the certification process, including the performance of staff and proctors. The Chair is authorized to initiate a corrective/preventative action plan if necessary.

6.1.7.8 Participating as a member, providing input on current and proposed policies and procedures. Participation represents the overall certification program with no partiality towards a particular scheme.

6.1.7.9 Establish Task Groups to review and improve certification programs; make decisions on complaints and appeals; create new programs; and other tasks that may arise.

6.1.7.10 The Committee shall meet at least twice a year at the CMHA Annual and Midyear Meetings. The Committee shall handle its business, review membership, and discusses threats to and improvements for the programs. Task Groups shall report on their respective certification programs and discuss areas of improvement. If any special Task Groups (Appeals, Complaints, Audit/Review, etc.) are commissioned, they shall

report their findings as well. Meetings that involve confidential information like the certification exams, shall be closed to only Committee and certification staff members.

6.1.7.11 Minutes of both closed and open meetings will be recorded and archived.

6.1.8 **Certification Committee Vice Chair** will assume the role of Chair in the absence of the Chair, otherwise assumes role of regular Committee member.

6.1.9 **Certification Committee Members** (including Chair and Vice Chair) are responsible for development and validation of certification schemes to include requirements of the Certification Operations Manual; the testing methods best suited for evaluating the knowledge, skill and abilities of the applicants for certification; updating testing materials as appropriate; and to prepare exam questions. Every effort will be made to ensure that Committee members prepare certification tests without the participation of members who will be taking the examination. Qualifications of Committee members include:

6.1.9.1 The Committee will create an exam for each scheme. The exams will be administered on the CMHA LMS and graded by the LMS with the answer key provided by the committee. Electronic grading shall be considered acceptable for test results that do not require interpretation.

6.1.9.2 Committee members shall be CMHA voting members.

6.1.9.3 Shall participate in Committee discussions and activities through the year and be responsive to requests and inquiries. Shall also serve on Task Groups as needed.

6.1.9.4 As examiners, understand the certification testing scheme and are responsible for the development and/or review.

Note: ISO defines an examiner as “a person competent to score an examination, where the examination requires professional judgement”.

6.1.9.5 The examiners are able to apply the testing procedures and understand the documents due to their development of the testing scheme.

6.1.9.6 By virtue of being Committee members, they demonstrate their competence in one of the four (4) disciplines (ICP, PICP, SRW, MSV) as Subject Matter Experts (SME).

6.1.9.7 Committee members shall have sufficient knowledge of and experience with the certification process to determine if the certification requirements have been met, since they make determinations regarding if applicants qualify to be certified.

6.1.9.8 Fluent in English, the language of the examination.

6.1.9.8.1 In circumstances where a translator is used, the CB shall verify translation to ensure that it does not affect the validity of the examination.

6.2 Applying to Serve on Certification Committee, Officers, Removal from Committee

Openings on the Certification Committee shall be advertised in a manner determined by the Committee to reach the widest pool of potential candidates. The CMHA website, CMHA publications, or email are all acceptable *Call to Volunteer* methods.

6.2.1 Candidates for Committee service must be a Subject Matter Expert (SME) in one of the programs being offered, a member of CMHA, and have the ability and willingness to regularly participate in Committee activities and meetings. Participation and responsiveness are requirements to serve on the Committee.

6.2.2 Candidates for Committee service shall submit application by the deadline stated in the advertisement. Members whose terms are expiring shall reapply with other applicants (the same requirements apply). See CMHA's Committee Operations Manual, Section 1.2.

6.2.2.1 CMHA staff shall review the applications and make recommendations to the CMHA BOD.

6.2.2.2 The CMHA BOD shall review recommendations from staff and approve members.

6.2.3 Candidates not selected to serve, but received staff approval, shall remain on a list of qualified candidates. The list will be utilized for vacant positions for one (1) year or until the list is exhausted, whichever comes first.

6.2.4 The term of service for Committee members appointed during an annual meeting shall be three (3) years. Appointments made between annual meetings will serve the remainder of the existing term being filled.

6.2.5 Appointment of Certification Committee Officers

6.2.5.1 CMHA staff shall make recommendations on Chair and Vice Chair to the CMHA BOD.

6.2.5.2 CMHA BOD shall review recommendations from staff and approve officers.

6.2.5.3 Any item not covered in this document shall be referred to CMHA's Committee Operations Manual.

6.2.6 Removal from Certification Committee or Office

6.2.6.1 If Committee member misses two (2) consecutive meetings, they will be removed from the Committee and/or office.

6.2.6.2 Failure to maintain CMHA membership will result in removal from Committee.

6.2.6.3 Any item not covered in this document shall be referred to CMHA's Committee Operations Manual.

6.3 Outsourcing

6.3.1 No part of the certification scheme shall be outsourced with the exception of using a third-party proctoring service for the administration of the exam.

6.3.1.1 The CB shall take full responsibility for all outsourced work.

6.3.1.2 The CB shall ensure that the body conducting outsourced work is competent and complies with the applicable provisions of ISO 17024.

6.3.1.2.1 Once CB has determined a competent provider, the CB shall have legally enforceable arrangements to ensure provider complies to the applicable provisions of ISO 17024.

6.3.1.3 The CB shall assess and monitor the performance of the bodies conducting outsourced work in accordance with its documented procedures.

6.3.1.3.1 The CB shall randomly audit no less than 5% of recorded examination videos as part of the annual Internal Audit. See Section 10.2.6 for more information on Internal Audit.

6.3.1.3.2 The CB shall periodically meet with the provider to review performance and take corrective and preventative action as needed and as irregularities arise.

6.3.1.4 The CB shall have records to demonstrate that the provider meets all requirements relevant to the work.

6.3.1.4.1 The CB shall document all performance review meetings and maintain records of meetings.

6.3.1.5 The CB shall maintain a list of all the bodies conducting outsourced work.

6.3.2 **Proctor** is the person responsible for the security of testing materials at the time the test is administered (invigilator). The proctor does not participate in the grading or evaluation of the test. The proctor of the exam should not be an immediate supervisor, co-worker, relative, certification prep class instructor or a person that might otherwise have a vested interest in the success of the candidate. CMHA will provide an online third-party proctor for the certification exams.

6.3.2.1 Instructions, the confidentiality agreement and the conflict-of-interest information for the proctor are clearly defined in the third-party proctor service agreement contract that shall be signed. Any conflicts of interest must be documented, adjudicated and retained as records. If potential conflicts of interest exist, (i.e., the proctor is a candidate's colleague, etc.) the certification body shall take measures to ensure that confidentiality and impartiality are not compromised.

6.3.2.2 The proctor does not participate in the grading or evaluation of the test. Proctor service must be approved by the Committee.

6.3.2.3 The information provided to the proctors consists of the applicant's contact information, special accommodations which might be required, and the type of test the applicant will be taking.

6.3.2.4 Test taker shall schedule the exam at least three days (72 hours) in advance and subject to proctor availability. No breaks will be given during the exam.

6.3.2.5 Proctors are responsible for ensuring test taker is the applicant who applied for certification. Applicants shall be identified by CMHA accepted government issued documents (for example – state issued driver's license, military ID, passport).

6.3.2.6 Proctors shall affirm, at the time of testing, that the premises, equipment and resources present are adequate for the conduct of certification activities.

6.3.2.7 Proctors are responsible for enforcing the time allowance for the test; assuring that the applicant is not using or receiving any inappropriate assistance; informing the applicant on how to proceed with and complete the test.

6.4 Other Resources

6.4.1 Credentials shall be issued digitally, utilizing an online credential issuing service.

6.4.1.1 Once a candidate has completed and successfully passed the certification examination and/or met recertification requirements, they will receive a verification email. This email will also explain that the individual will receive a second email from the third-party credential provider.

6.4.1.2 The email from the third-party credential provider shall contain a link to the certification certificate, where they can view, share, link, and print the credential.

7.0 Records and Information Requirements

7.1 Records of Applicants, Candidates and Certified Persons

7.1.1 Certification Body shall maintain certification records on CMHA's AMS and also store digital copies of the applications in the CMHA Certification Program Folder. These records shall include the following:

7.1.1.1 Current status of all applications and certified persons.

7.1.1.2 Records to demonstrate the certification or recertification process of an applicant has been fulfilled.

7.1.1.3 Examination results records.

7.1.1.4 Documents relating to the granting, maintaining, recertifying, expanding and reducing the scope of the individual's certification.

7.1.1.5 Suspension or revocation of individual's certification.

7.1.1.6 The CMHA AMS is password protected and secured by a third-party I.T. service.

7.1.2 The Certification Body shall maintain records in a manner which ensures the integrity of the certification process and the confidentiality of the information.

7.1.2.1 Records shall be kept for a minimum of one full certification cycle and also abide by CMHA's Policy Manual, Section 10.8.

7.1.2.2 Records of individuals who have allowed their certifications to lapse shall be retained in the AMS. At a minimum, the records shall include: the individual's name, last known address, type of certification and date of lapse of certification.

7.1.2.3 Exam records shall be kept on the AMS and LMS, and the score shall be recorded as a percentage. Exam records will be for a minimum of one full certification cycle and also abide by CMHA's Policy Manual, Section 10.8.

7.1.3 The Certification Body shall have enforceable arrangements with all certified individuals that require self-reporting, without delay, of any matters which can negatively affect their capability to continue to fulfill the requirements of certification. All self-reports shall be recorded.

7.2 Public Information

7.2.1 The Certification Body shall verify and provide information, upon request, as to whether an individual holds a current, valid certification and the scope of the certification.

7.2.1.1 Certification status information can be found publicly available on the CMHA website: <https://masonryandhardscapes.org/certification>

7.2.1.2 The website information shall include the individual's last name, first name, city, state, certification type and date of expiration.

7.2.1.3 Specific inquiries concerning the records of certified persons are referred to the Certification Quality Manager. The manager will maintain documentation of any information released pursuant to subpoena or court order.

7.2.2 Information regarding the scope of the certification scheme and a general description of the certification process can be found on the CMHA Certification website.

7.2.3 All prerequisites of the certification scheme shall be listed on the CMHA Certification website.

7.2.4 All information provided by the Certification Body shall be accurate and not misleading.

7.3 Confidentiality

7.3.1 The Certification Body shall establish documented policies and procedures for the maintenance and release of information.

7.3.2 The Certification Body shall, through legally enforceable agreements, keep confidential all information obtained during the certification process. All members of the Certification Committee and the Certification Staff shall be required to execute a Confidentiality Agreement upon appointment/election or hire.

7.3.3 The Certification Body shall ensure that information obtained during the certification process, or from sources other than the applicant, candidate or certified person, is not disclosed to an unauthorized party without the written consent of the individual, except where law requires such information to be disclosed.

7.3.4 When the Certification Body is required by law to release confidential information, the person concerned shall, unless prohibited by law, be notified as to what information was provided. A consent to release information is not required when the request is received from a legally authorized entity.

7.3.5 The Certification Body shall ensure that the activities of related bodies do not compromise confidentiality.

7.3.5.1 The list of related bodies includes the third-party proctor service.

7.3.5.2 Related bodies shall be required to sign a confidentiality agreement and conflict-of-interest form.

7.4 Security

7.4.1 All certification program records are contained in either the CMHA Certification Program Folder, AMS, or LMS. These systems are user/password restricted and are firewall protected and secured by a third-party I.T. vendor.

7.4.1.1 Certification Body documents and examination records are not to be kept on member's personal computers or other devices not authorized by CMHA. This restriction does not include the temporary storage of documents used for composition, editing, updating or the execution of processes required by governing regulations and policies found in this manual. Once the temporary need is satisfied, updated documents should be uploaded to the appropriate folder and deleted from the local device.

7.4.1.2 Other records generated by the certification program shall be stored on the CMHA server. Access will be restricted through assigned permissions. These records include, but are not limited to: Conflict-of-Interest forms, Confidentiality Agreements, Committee and Staff resumes', meeting minutes, certification examinations, and documents related to complaints and appeals.

7.4.1.3 Should a security breach occur, the Certification Body shall initiate a root cause analysis to determine the reason for, the parties involved, and the consequences of the breach. Upon conclusion of the inquiry, an appropriate corrective action plan shall be initiated.

7.4.2 The Certification Body shall ensure the security of test materials throughout the examination process. This shall include test development, administration and reporting of results.

7.4.2.1 Test development and exam questions shall be stored on the CMHA server.

7.4.2.2 The exam itself shall be stored on the CMHA LMS and will also be administered there with third-party proctor.

7.4.2.3 All certification application records shall be stored on the CMHA server or AMS. All testing records shall be stored on the individuals AMS/LMS profile.

7.4.2.4 Question banks shall be periodically reviewed and updated to prevent threats arising from repeated use of examination materials.

7.4.2.5 Questions and answers shall be presented in a random order as a means to increase security.

7.4.3 The Certification Body shall prevent fraudulent examination practices through the implementation of preventive measures:

7.4.3.1 The testing candidate, via their signature, agrees to not release the contents of the testing material and not participate in fraudulent test taking practices or use any unauthorized aids while completing the examination.

7.4.3.2 The Proctor shall be present during the candidate's test-taking to confirm the identity of the candidate and to prevent candidates from gaining access to unauthorized aids during the testing.

7.4.3.3 The Certification Body shall review test videos and scores for evidence of the use of improper aids or other forms of dishonesty.

8.0 Certification Schemes

8.1 The Certification Committee shall develop certification schemes to supplement the overall program outlined in this manual.

8.1.1 Concrete Paver Installer Certification. See Annex A

8.1.2 Segmental Retaining Wall Certification. See Annex B

8.1.3 Permeable Interlocking Concrete Pavement Certification. See Annex C

8.1.4 Manufactured Stone Veneer Certification. See Annex D

8.2 The following elements will be included in the specific discipline certification scheme (included in Annex's A-D):

8.2.1 Scope of Certification: The Certification Committee will document a scope that identifies the categories of scientific foundational and technical knowledge included in the discipline certification scheme.

8.2.2 Job and Task Description: The Certification Committee will document a practice analysis that identifies the jobs and tasks included in the discipline certification scheme. The Certification Committee will document the dates that these jobs and tasks are evaluated and will ensure reevaluation occurs at regular intervals.

8.2.3 Required Competence: The Certification Committee will document the competence that is required by their scheme.

8.2.4 Prerequisites: The Certification Committee will document the prerequisites required prior to participating in the certification process.

8.2.5 Installer Code of Conduct (see Annex E)

8.3 Each certification scheme shall document the required certification process requirements:

8.3.1 Criteria for initial certification and recertification.

8.3.2 Assessment methods for all aspects of the initial certification and recertification.

8.3.3 Criteria for suspension and revocation of certification.

8.4 The Certification Committee shall retain a document file to demonstrate that the following development and reviews of certification schemes have taken place:

8.4.1 Discipline expertise was included in the process at a sufficient level.

8.4.2 Structure fairly represents the interest of all parties significant in the process.

8.4.3 The alignment of prerequisites with competence requirements.

8.4.4 Assessment mechanisms alignment with competence requirements.

8.4.5 Job/practice analysis kept up to date to document alignment with competence requirements, to include:

8.4.5.1 Alignment with the tasks necessary for successful performance.

8.4.5.2 Alignment with the required competence for each task.

8.5 The certification body shall ensure that each certification scheme is reviewed and validated (audited) on an annual basis. Results will be recorded using the Internal Audit Report.

8.6 The Certification Committee shall collect performance data regarding questions, exhibits, samples and tasks used in testing. Results will be reported using Exam Audit Checklist Form.

9.0 Certification Process Requirements

9.1 Application Process

9.1.1 Applications for certification are filed electronically on the CMHA server. Applications can be emailed, mailed, or faxed to CMHA headquarters. Applications may also be submitted electronically by logging into CMHA's AMS portal.

9.1.2 Applications will not be processed until the appropriate non-refundable fee is paid. (Annex E Fee Schedule Form)

9.1.2.1 Only those persons who believe they clearly meet the stated qualifications and requirements for certification and are prepared to take the certification exam should submit applications, as no refunds will be offered.

9.1.2.1.1 Certification testing must commence within ninety (90) days of application approval.

9.1.2.1.2 If a scheduled test date is cancelled (by either candidate or proctor), a new date for the test must be set falling within ninety (90) days of the cancelled test date.

9.1.2.1.3 If testing is not completed pursuant to the provisions of 9.1.2.1.1 or 9.1.2.1.2, the application will be closed. The applicant will have to file a new application and pay the appropriate fee.

9.1.2.1.4 Candidates shall be permitted one (1) thirty-day (30) extension of testing window and must request before expiration date or up to seven (7) days after expiration date.

9.1.2.2 Fees will be utilized by CMHA to cover expenses related to the operation of the certification program.

9.1.2.3 Documented relevant installation experience is to be submitted as part of the application process. The experience should have at least two (2) endorsements. The endorsements must come from persons with direct knowledge of the installation experience of the applicant.

9.1.2.4 All applicants for certification will agree to abide by the CMHA Installer Code of Conduct and Statement of Understanding. Such agreement will be attested to by the virtue of the applicant's signature.

9.1.2.5 Qualifications and requirements for certification are at all times subject to revisions by the Certification Committee as it deems necessary and appropriate. The requirements for each certification program are available from the CMHA Certification Staff, CMHA website, and Annexes A-D of this manual.

9.1.2.6 Applications are to be review and processed by the Certification Body within thirty (30) days of submission. At the time of processing, applicants will be sent a verification email with either approval or denial of application.

9.1.2.7 Individuals whose applications have been approved will become Candidates for Certification and be notified by e-mail with verification and instructions on how to schedule the examination.

9.1.2.8 Individuals whose applications have been rejected will be notified by e-mail as to why their application was rejected and be given next steps.

9.1.2.9 All applications for certification are subject to auditing. Auditing is conducted to verify an applicant's eligibility to take the exam. If a candidate does not document two (2) accepted endorsements of installation experience, the applicant will be found ineligible.

9.1.3 Special needs or accommodations that are required for the examination process shall be requested within the application process. Accommodations, within reason and where the integrity of the assessment is not violated, taking into account applicable laws and regulations, shall be established and agreed upon by the applicant and the Manager prior to the application submission. No refunds will be permitted due to a failure to disclose/request special accommodations that are necessary. See Annex E for the Exam Accommodations Request Form.

9.1.4 Applicants who do not already have an account in CMHA's AMS and LMS will be issued login credentials upon application approval and payment collected.

9.2 Assessment Process

9.2.1 Certification shall be determined by the successful completion of assessments based on a test derived from an approved curriculum and published materials promulgated by the Certification Committee. Certification examinations are used to measure the knowledge, skill, and ability of the individual applicant. The applicant may not receive any active or passive assistance during the testing period. Refer to the individual certification scheme sections for the requirements and specific information.

9.2.1.1 Written examinations are knowledge examinations. There is only one correct answer per question. Answers are chosen by multiple choice. Written examinations used to assess the skills and abilities of applicants are to be constructed such that questions require the applicant to answer or choose answers that detail the process by which the applicable tasks are accomplished.

9.2.2 Applicants failing a certification test are bound by the retesting portion of the specific certification program guidelines as published by the Certification Committee.

9.2.3 Those reapplying for certification:

9.2.3.1 If the certification has been expired for over three (3) years from the date of expiration, individuals must submit a new application and pass the examination.

9.2.3.2 If the certification has been expired for less than three (3) years from the date of expiration, individuals may submit a renewal application and applicable fees and will not be required to take the examination.

9.3 Examination Process

Certification includes and requires the successful completion of a proctored examination. Testing includes exercises which demonstrate the applicants' ability to reliably complete tasks representative of actual installation work.

9.3.1 Only completed and approved applications will be permitted to take a certification examination. Approved applications shall be noted in the AMS and filed on the CMHA server.

9.3.2 After processing the application, candidates shall have the ability to log into the LMS and schedule an exam with third-party proctor. Candidates must schedule exam at least 72 hours in advance of sitting for the same.

9.3.3 On day of examination, Candidate shall log into the LMS and go to the exam. Once the exam is selected, the candidate shall be redirected to the proctor. The proctor shall conduct pre-exam verifications.

9.3.4 Upon completion of verification checklist, proctor shall unlock the exam for candidate and monitor for discrepancies.

9.3.4.1 All written examinations are "closed book" meaning that no study or reference materials, in any format, may be used by the candidate taking the test. Proctor ensures that the candidate receives no assistance completing the test. Applicants caught using unauthorized aids will receive an automatic failure. They will be barred from any future attempts toward certification through the CMHA program.

9.3.5 Since the exam is administered online, candidates should follow all technical recommendations made in the application regarding personal or work computer software compatibility and firewall settings. It is the responsibility of the candidate to verify compatibility.

9.3.6 The Certification Body shall conduct Examination Audits at defined intervals, to reaffirm the fairness, validity, reliability and general performance of each examination, and that all identified deficiencies are corrected.

9.4 Decision on Certification

9.4.1 Certification/recertification shall be determined by the successful completion of all the requirements of a certification scheme and is valid for two (2) years from the date of issuance.

9.4.2 The date, results of candidate testing, and all relevant communications between the candidate and the Certification Body (applications/forms) are recorded in the AMS or CMHA server.

9.4.3 The decision to award certification/recertification is the responsibility of the Certification Committee based on the information gathered during the certification/recertification process. Personnel who make the decision on certification/recertification shall not have participated in the testing or training of the candidate.

9.4.4 Certification will be granted as of the date of issuance (i.e., successful completion of examination), after all information is updated in the AMS database. Recertification will be granted as of the date of renewal application approval. Time remaining on the existing certification is forfeited.

9.4.4.1 Candidates who fail the exam will receive a verification email explaining the next steps to retaking the exam.

9.4.4.2 Once a candidate has completed and successfully passed the certification examination, they will receive a verification email. This email will also explain that the individual will receive a second email from the third-party credential provider.

9.4.4.2.1 The email from the third-party credential provider shall contain a link to the certification certificate, where they can view, share, link, and print the credential.

9.4.5 Decisions for granting, maintaining, recertifying, extending, reducing, suspending or revoking certification shall not be outsourced.

9.4.6 Decisions on certification shall be specifically related to the requirements of the certification scheme.

9.4.7 The Certification Body shall provide a certificate to all certified persons, signed by the Certification Committee Chair indicating the person's name, CB name, unique identifier, reference to the scheme, scope of certification, effective date and expiration date. Certificates are designed to reduce the risk of counterfeiting and are non-transferable.

9.4.8 Test responses and scores are examined for evidence of the use of improper aids or other forms of dishonesty. Applicants suspected of improper behavior while taking the test shall be reported to the Chair, who may initiate formal proceedings. See Section 9.5.3 for policies relating to individuals under consideration for suspension and Section 9.5.4 for policies relating to individuals under consideration for revocation.

9.4.9 Candidates who fail the written exam must wait three (3) before they are eligible to apply to retest. Candidates must submit an Exam Retake Form and pay fee before being allowed to schedule a retest.

9.4.9.1 A new application and examination will need to be completed if a) an applicant does not apply for retest within ninety (90) days from the last day of a wait period, or b) a second examination results in a failure.

9.4.10 Candidates who fail to show up for scheduled examination shall be permitted one (1) chance to reschedule their examination within the original ninety (90) day testing window. No refunds will be permitted.

9.5 Suspending, Withdrawing or Changing the Scope of Certification

9.5.1 Change of scope: If the scope of the certification is changed, certified individuals may no longer claim certification or claim that the certification covers areas involved in the change of the scope.

9.5.1.1 Any changes made to the scope of the certification shall be made publicly accessible, without request, on the CMHA certification webpage. The information contained shall include the specific changes and the actions needed for one to maintain certification compliance.

9.5.1.2 Changes made to the scope of the certification shall be published in a monthly newsletter and promoted by marketing campaigns.

9.5.2 Suspensions and revocations: Certificates granted and issued may be suspended or revoked for any of the following reasons:

- Any confirmed violation of the “Installer Code of Conduct”, including false information on an application.
- Any violation of a provision of certification.
- Technical Error.
- A criminal felony conviction or any crime involving moral turpitude.
- A misstatement, misrepresentation, concealment, or omission of a material fact(s) in an application.
- Issuance of a certificate where the individual was not in fact eligible to receive such certificate at time of issuance.

9.5.2.1 Self-reporting: Certified individuals shall report immediately to CMHA if they are in violation of the Installer Code of Conduct, violation of program policies, or are unable to perform the skills or lack the knowledge required to achieve or maintain their certification.

9.5.2.2 Committee shall evaluate any self-reports and determine as to whether the individual may retain their certification. Certified individuals may exercise or waive any due process rights afforded by these regulations, for more information see Section 9.5.3 and also Section 9.8, Appeals.

9.5.2.3 Any certified individual who fails to self-report shall be subject to a formal review as outlined under Section 9.8, Complaints.

9.5.3 If an individual's certification is being considered for suspension, the procedures will be as follows:

9.5.3.1 The Committee will be advised of the allegation.

9.5.3.2 The Committee will investigate the nature of the violation to ensure its' correctness.

9.5.3.3 The certified individual will be advised of the inquiry and will be offered the opportunity to respond prior to any decisions being made by the Committee. Individuals will have thirty (30) days to respond to the allegations in writing or may request an interview to explain.

9.5.3.4 Upon review of all available materials pertinent to the inquiry, the Committee will make the determination if suspension is warranted, or if the situation is best dealt with through a letter of censure.

9.5.3.5 Certified persons shall agree to abide by any agreement conditions and refrain from further promotion of the certification while the certification is suspended.

9.5.3.6 Failure to abide by any remedial actions associated with a suspension will result in revocation of certification.

9.5.3.7 If the certification was placed in suspension due to disciplinary action or forfeited by the certified individual due to technical error, the individual may apply for certification after a one-year suspension period. The application must submit an application for certification, along with any supporting documentation required by the Committee, pay the current certification fee and take a certification test.

9.5.3.8 Individuals have the right to appeal the decisions of the Committee. Please see Section 9.8 Appeals, of this manual.

9.5.4 If an individual's certification is being considered for revocation, due to violating a provision of their certification or provision of the "Installer Code of Conduct" the procedures will be as follows:

9.5.4.1 The Certification Committee will be advised that a certified individual has committed an offense in violation of their certification or a provision of the "Installer Code of Conduct" to the extent that no remediation is possible.

9.5.4.2 The Committee will investigate the nature of the offense to verify its occurrence and its severity.

9.5.4.3 The certified individual will be advised of the inquiry and will be offered the opportunity to respond prior to any decisions being made by the Committee.

Individuals will have thirty (30) days to respond to the allegations in writing or may request an interview to explain.

9.5.4.4 Upon review of all available materials pertinent to the inquiry, the Committee will make the determination if revocation is warranted, or if the situation is best dealt with through a letter of censure or suspension.

9.5.4.5 Individuals whose certification has been revoked shall refrain from further promotion of the certification.

9.5.4.6 Individuals have the right to appeal the decisions of the Committee. Please see Section 9.8 Appeals, of this manual.

9.6 Recertification Process

9.6.1 The certification program requires that participants recertify every two (2) years. The 2-year certification period is based on both the changing dynamics that face manufactured segmental concrete product system installers and the Certification Committee's belief that new practices, research, and information are introduced in the industry with enough frequency that professional development activities should be conducted routinely so that CMHA Certified Installers remain current with best practices and emerging knowledge.

The rationale for the recertification period shall take into account, where relevant, the following:

- Regulatory requirements;
- Changes to normative documents;
- Changes in the relevant scheme requirements;
- The nature and maturity of the industry in which the certified person is working;
- The risks resulting from an incompetent person;
- Ongoing changes in technology, and requirements for certified persons;
- Requirements of interested parties;
- The frequency and content of surveillance activities, if require by the scheme.

9.6.2 An attempt will be made to notify each Certified Installer by email prior to the expiration of their certification.

9.6.2.1 The notification is addressed to the certified individual's email address as listed in the original application for certification or the current AMS profile. The notification is a courtesy. Noting the expiration of a certificate and the timely filing for renewal remains the sole responsibility of the applicant.

9.6.2.2 The notification email will direct the applicant to the certification renewal section of the CMHA website.

9.6.2.3 All applicants for recertification should complete the recertification application promptly to insure continuous certification. Applicants may apply for recertification up

to ninety (90) days before expiration date. Time remaining on the existing certification is forfeited.

9.6.2.3.1 Individuals whose certification has expired will have three (3) years from expiration date to renew certification and avoid retaking the certification exam. If individuals wish to renew after their certification has been expired for three (3) years or more, they must reapply to the program and pass the certification examination.

9.6.2.4 Verification emails shall be sent to all approved applicants. This email will also explain that the individual will receive a second email from the third-party credential provider. The email from the third-party credential provider shall contain a link to the certification certificate, where they can view, share, link, and print the credential.

9.6.2.5 If the CB does not believe the individual has attained the required CEUs as posted in the application and CMHA website, the CB shall first contact the applicant and determine if there are any additional supporting documents that the applicant can send to show that the applicant is qualified. Individuals whose applications have been rejected will be notified by e-mail as to why their application was rejected and be given next steps.

9.6.2.6 All certified persons are responsible for updating their records with regard to any changes to their home, work or email information as necessary. This should be accomplished by logging in to their AMS profile or by contacting CMHA.

9.6.3 Recertification Requirements

9.6.3.1 Applicants for recertification must provide documentation acceptable to the Committee that the required amount of continuing education units (CEUs) as specified by the Certification Committee has been achieved. CEUs must have been earned over the two (2) year period since the last certification/recertification period.

9.6.3.1.1 Certified Installers must show that they have earned eight (8) CEUs within their prior certification period. Up to three (3) of the eight (8) CEUs needed during the term could come from Service to the Industry.

9.6.3.1.2 Five (5) CEUs must be related to the certification competency domains (see individual scheme). Three (3) CEUs may come from General Contractor (GC) CEUs. These topics include:

- Hardscape Applications
- Outdoor Kitchens and Living
- Lighting Features
- Fire Features
- Water Features
- DOT Compliance

- Codes and Permitting
- Stormwater Management/Erosion Control

9.6.3.1.3 Programs must be a minimum of sixty (60) minutes to qualify. Programs that are mainly promotional or product-related will not be accepted. Time spent at tradeshow exhibits does not qualify as continuing education.

9.6.3.1.4 The number of hours a program qualifies for is based upon the length of instructional time, not including introductions or coffee/lunch breaks.

Calculating CEUs:

- 1 Hour = 1 CEU
- 1.5 Hours = 1.5 CEUs
- 2 Hours = 2 CEUs
- Quarter-hours are rounded down (1.75 Hours = 1.5 CEUs)

9.6.3.2 CEUs may be earned by accumulating credit for various activities, which are described as follows:

9.6.3.2.1 Service to the Industry: For actively participating in an CMHA Task Group or a CMHA Committee/Subcommittee, 2.5 CEUs will be awarded per two-year certification period in accordance with CMHA's Committee Operations Manual, Section 3.1.

9.6.3.2.2 Presenting a program or session that would qualify as CMHA Continuing Education, 1 CEU will be awarded.

9.6.3.2.3 Appropriate CEUs will be awarded for attendance at or participation in courses, webinars, demos, and on-demand learning. Workshops and seminars from manufacturers, distributors, and industry suppliers will also be awarded CEUs.

9.6.3.2.4 A list of pre-approved CEU programs can be found on the CMHA certification website: <https://masonryandhardscapes.org/continuing-education>

9.6.3.3 Guidelines for CE Providers

9.6.3.3.1 CMHA offers approval for continuing education programs, submitted by CMHA members, government agencies, municipalities, non-profit, associations or educational institutions, that meet CMHA guidelines for certified installer continuing education. CMHA Certified Installers attend these programs to satisfy continuing education requirements for recertification.

Continuing education is an important tool for continued quality workmanship provided by certified installers. These guidelines and instructions are established to aid continuing education providers in planning events and to

ensure that continuing education programs meet the learning needs of certified installers.

9.6.3.3.2 To qualify as continuing education for certified installers, program topics must be related to ICP, SRW, PICP, or MSV installation, equipment, materials, safety, or design. General Contractor (GC) CEUs are also acceptable, see Section 9.6.3.1.2. Please review the individual schemes for more specific information regarding the applicable CEUs.

9.6.3.3.3 Types of applicable programs or learning events include, but are not limited to, courses, workshops, hands-on training, presentations, demonstrations, and webinars.

9.6.3.3.4 To qualify for continuing education, a program must be a minimum of one-hour in length. Time devoted to product showcases, announcements, welcoming speeches, coffee breaks, lunch and other social events must not be included in the calculation reported on the application for approval. CMHA will determine the number of CEUs awarded based on the objectives, content, and length of the continuing education event. See 9.6.3.1.4 for calculation of CEUs.

9.6.3.3.5 The instructor/presenter should have at least three (3) years of ICP, SRW, PICP, or MSV installation related experience as related to the topic of your program.

9.6.3.3.6 Provider shall submit program application and fee at least thirty (30) days in advance. Provider shall not promote the program as “approved by CMHA” for continuing education until approval is confirmed in writing by CMHA. Approved programs shall be valid for two (2) years and may be presented multiple times.

9.6.3.3.7 CMHA approved continuing education programs may include the following information on their promotional material:

“The Concrete Masonry & Hardscapes Association has approved this program for ___ continuing education units for Certified Installers.”

9.6.3.3.8 CMHA will list approved continuing education programs on its website, and can also include them on the events calendar if the event is open to the public.

9.6.3.3.9 Approved CE providers shall create and give each attendee some sort of written proof of attendance such as a certificate of attendance. CMHA can provide a template if needed or requested. Documentation provided to each participant must include the following:

- Participant’s name;

- Program title;
- Date of event;
- The following statement: *“The Concrete Masonry and Hardscapes Association has approved this program for ___ CEUs.”*

9.6.3.3.10 Providers who alter approved programs must notify CMHA, in writing, immediately. The CB shall review the amendments and re-verify approval status.

9.6.4 Failure to apply for renewal will automatically place the certification in an expired status. If the certification expires, applicant has three (3) years from expiration date to submit a recertification application. If the certification has been expired for more than three (3) years, then a new application for certification must be submitted, meeting all the current requirements for certification, and pay the current certification fee as posted on the CMHA website and take the certification test.

9.6.5 If the certification was placed in suspension due to disciplinary action or forfeited by the certified individual due to technical error, the individual may apply for certification after one (1) year suspension period. Individual must submit application for certification, along with any supporting documentation required by the Certification Committee, pay the current certification fee as posted on the CMHA website and take the certification test.

9.6.6 Certified persons, who retire prior to the expiration of their certification, may maintain their certification/recertification by meeting the application requirements; successfully acquiring the required number of CEUs.

9.6.7 The period covered for recertification shall be two (2) years from the date of successful completion of the recertification requirements. Time remaining on the existing certification is forfeited.

9.6.8 If a certified person fails to meet the requirements for recertification, their certification will be deemed expired and the provisions of section 9.6.4 shall apply.

9.7 Use of Certificates, Logos and Marks

9.7.1 Persons who successfully complete all requirements for certification will be issued a digital badge (logo) and certificate indicating the person’s name, certification, unique identifier and expiration date. Certificates and badges issued by the Certification Body are non-transferable. They remain the property of the Certification Body. However, every person to whom a certificate or badge has been issued shall be entitled to its continued possession for the duration of the certification period.

9.7.2 In the “CMHA Installer Code of Conduct”, applicants signed and agree to abide by the following:

- To comply with the relevant provisions of the certification program.

- To make claims regarding certification only with respect to the scope of the certification program for which the certification has been granted.
- Not to use the certification in such a manner as to bring the Certification Body into disrepute, and not to make any statement regarding the certification which the Certification Body considers misleading or unauthorized.
- To discontinue the use of all claims to certification that contain any reference to the certification body or certification upon the suspension or withdrawal of the installer's certification, and to return any certificates issued by the Certification Body.
- Not to use the certificate, certification or CMHA intellectual property in an unauthorized or misleading manner.

9.7.3 The Certification Body shall address, by means of corrective measures, any misuse of its certification badge (logo). Any misuse will be brought to the attention of the Chief Operating Officer for review and recommended action to be taken.

9.8 Appeals

9.8.1 Applicants may at times disagree with the decisions of the Certification Committee regarding prerequisites, exam results, or procedural matters, a decision suspending or revoking their certification for a violation of the Installer Code of Conduct or provisions of their Certification. In such instances, an applicant may appeal a Committee decision following the procedures outlined in this section. Appeals shall be dealt with in a constructive, impartial and timely manner.

9.8.2 Appeals shall be filed in writing to the Chair of the Certification Committee within thirty (30) days of a Committee decision. The appeal must contain the specific reason for the appeal and provide supporting materials. An Appeals Request Form can be found in Annex E.

9.8.3 Upon receipt of an appeal, the Certification Quality Manager shall acknowledge receipt to the appellant. The Manager will initiate formal tracking, to include all pertinent information and actions undertaken to resolve the appeal. The Manager shall keep appellant informed regarding the process of the appeal, to include any corrective actions, the outcome and/or the reasons for the outcome. If applicable, appropriate corrections and corrective actions shall be taken. All documents pertaining to the appeal will be retained as part of the applicant/appellant's record.

9.8.4 Appeals shall be investigated and validated. Those investigating an appeal shall not have been involved in the event being appealed or the decision which led to the appeal.

9.8.4.1 Administrative concerns: The Certification Quality Manager shall ask for volunteers to an Administrative Task Group (ATG) of three (3) members of the CMHA's Certification Committee to review the appeal and issue a finding and recommendation to the Committee. The review will ensure that actions taken by the Committee comply with the policies and procedures of the CMHA Certification Operations Manual. The ATG shall issue a finding and recommendation to the Committee within thirty (30) days of its commission.

9.8.4.2 Technical concerns: Technical issues involving specific practices, knowledge and skills being tested as part of the certification process will be evaluated by subject matter experts (SMEs) who serve as part of the Certification Committee. The Certification Quality Manager shall ask for volunteers to form a Technical Task Group (TTG) of three (3) members to review the appeal. Previous similar situations will be taken into account. The TTG shall issue a finding and recommendation to the Committee within thirty (30) days of its commission.

9.8.5 The Committee shall issue a decision to the Manager within thirty (30) days of an appeal that is administrative, or within thirty (30) days of an appeal that is technical. The Manager will review all materials to ensure the appropriateness of the investigation and corrective actions proposed prior to issuing the decision to the appellant.

9.8.5.1 To issue a decision, the Committee shall review the Task Group recommendation and vote anonymously, via e-mail. Task Group members who made the recommendations must also cast a formal ballot. All ballots must be sent to the Manager for tallying.

9.8.6 The applicant may appeal the decision of the Committee within thirty (30) days of the Committee's decision. A written appeal must be filed in writing to the Chair of the Certification Committee within thirty (30) days of Committee decision. The Certification Quality Manager shall ask for three (3) members of the CMHA's Certification Committee to volunteer to review the appeal, who were not involved in the initial appeal (Review Task Group or RTG). The RTG will render a finding and recommendation within thirty (30) days. The Committee will issue a decision within ten (10) days of the RTG's findings. The decision of the Committee is final.

9.8.7 CMHA COO shall give formal notice via certified mail, return receipt requested or by other means where proof of receipt/delivery is provided to the appellant at the end of the appeals-handling process.

9.9 Complaints

9.9.1 Per this manual, complaints rise above the level of a grievance. Complaints concern violations regarding the "CMHA Installer Code of Conduct", technical error or deficiency against a certified installer, violation of certification program policies, and complaints against the program.

9.9.2 All matters involving complaints shall be considered confidential. Persons involved in the processing or review of complaints shall not distribute, by any means, information about the content of the complaint or any filings by the complainant or respondent except as needed to properly investigate and process the complaint as required by this section.

9.9.3 A complaint may be filed by any individual and should address alleged violations that have occurred within the past two (2) years.

9.9.4 Complaints must be in the form of a written communication that is signed and sent to the Certification Quality Manager (Manager). Once the Manager receives a complaint, it shall be referred to as the petition. Upon receipt of petition, the Certification Quality Manager shall acknowledge receipt to the petitioner.

9.9.5 Complaints shall include:

9.9.5.1 Complaints against an individual candidate or certification holder must include 1) the name and contact information of the petitioner and the respondent, 2) the specific clause of the “CMHA Installer Code of Conduct” that is alleged to be violated or program policy violation 3) supporting documentation that demonstrates the alleged violation (supporting documentation must be submitted in its entirety to ensure partial information is not taken out of context), and 4) the specific area, of the supporting documentation, that demonstrates the alleged violation must be highlighted.

9.9.5.2 Complaints against the program must be as specific as possible. Complaints can be against the initial certification process, recertification process, examination, and other issues.

9.9.6 The Certification Quality Manager shall acknowledge the receipt of the complaint and initiate formal tracking, to include all pertinent information and actions taken. Whenever possible, the Certification Body shall keep the petitioner updated on the status of the complaint, including the outcome. The Certification Body shall notify the certified person, the respondent, of the complaint if the complaint qualifies for consideration as soon as a decision is made. A decision that a complaint does not qualify for consideration is final and not appealable. All documents shall be retained.

9.9.7 Within thirty (30) business days of receipt of the petition, the Director of Education in consultation with the CMHA’s General Counsel when appropriate, shall review the petition to determine if it relates to certification activities for which it is responsible, and if it complies with the requirements of this Manual. If the Director determines that the petition does not comply with this Manual, citing the specific deficiency or deficiencies, the Director shall notify the petitioner in writing that the petition will not be considered at this time and shall be dismissed. The petitioner may cure the defects and resubmit the complaint.

9.9.8 Once a petition is determined to conform to the requirements of this section, the Director of Education shall have thirty (30) days to appoint three (3) individuals to a professional review panel (PRP) to address the petition. The PRP consists of members of the Certification Committee. The PRP will be responsible for collating the results of the review of the parties’ submissions and drafting the factual findings and recommendations for the Committee.

9.9.9 Concurrent with the selection of the PRP, the Director of Education, in consultation with General Counsel, shall inform the respondent in writing that a petition has been submitted. The Director shall provide the respondent with a copy of the petition, including all submitted supporting materials, as well as a copy of the governing sections of this manual. Respondent

may request an interview or submit a written response to the petition which must be submitted within thirty (30) business days of the date of the notification letter.

9.9.10 The PRP shall strive to render a decision with respect to the petition within sixty (60) days of the receipt of the petition and the respondent response. The PRP shall notify the Committee in writing, of its factual findings and recommendation(s). The Committee shall consider the findings of the PRP and decide, in consultation with General Counsel, whether to dismiss the complaint or proceed with disciplinary action. Possible disciplinary actions include, but are not limited to, private reprimand, public written reprimand, suspension or revocation of certification. The Committee shall notify the respondent and the petitioner in writing of the decision via the Director of Education. If the decision results in discipline, the sanction shall not be enforced until the appeal period has expired or an appeal has been decided.

9.9.11 The respondent may appeal the findings of the Committee, by filing a written request with the Certification Quality Manager within thirty (30) business days of the date of the Director of Education's written notification letter. The written request for an appeal shall address one or more of the following questions:

- 1) Were there facts or circumstances which the Committee failed to consider?
- 2) Were there facts or circumstances for which the Committee failed to give sufficient weight?
- 3) IS there new evidence which was unavailable to the Committee which should be considered now?
- 4) Was the penalty imposed inappropriate to the offense charged?
- 5) Was the disciplinary process in accordance with the current procedures?

If the Certification Quality Manager determines the notice of appeal is timely and states the requirement set forth in this section, the Director of Education shall establish an Appeals Task Group (ATG), the composition of which is described below, to hear the appeal.

9.9.12 The ATG shall consist of three members of the Certification Committee, who were not part of the original PRP. General Counsel shall act as an advisor to the ATG. The General Counsel shall serve the ATP in an advisory capacity.

9.9.12.1 The ATG shall present the petition and all supporting documentation, the respondent's documentation, the PRP's written findings and recommendations, the final decision of the Committee and the written request for the appeal. The respondent shall have the right to appear before the Committee. The respondent may submit additional information within the sole discretion of the ATG. If necessary or appropriate, the ATG may render one of the following recommendations: uphold the decision of the Committee, overturn the decision of the Committee, or remand the petition to the PRP for further consideration. The Committee shall strive to issue its ruling within sixty (60) business days of receipt of the notice of appeal. The Committee shall inform the parties in writing of its decision via the CMHA COO. Unless the ATG remands the matter to the PRP, the Committee's decision is final.

9.9.12.2 If the respondent surrenders their certification while a disciplinary process involving the respondent is pending, the Director, in consultation with the General Counsel shall decide whether the petition should proceed.

9.9.12.3 Correspondence related to the notice and findings of appeals and complaints shall be by certified mail, return receipt requested or by other means where proof of receipt/delivery is provided.

9.9.12.4 CMHA COO shall give formal notice via certified mail, return receipt requested or by other means where proof of receipt/delivery is provided to the appellant at the end of the appeals-handling process.

9.9.13 The procedures shall treat all parties fairly and equitably. The policies and procedures shall ensure that all complaints are handled and processed in a constructive, impartial and timely manner. The complaints-handling process shall include the following elements and methods:

- a) An outline of the process for receiving, validating, investigating the complaint and deciding what actions are to be taken in response to it.
- b) Tracking and recording complaints, including actions undertaken in response to them.
- c) Ensuring that, if applicable, appropriate corrections and corrective actions are taken.

10.0 Management System Requirements

10.1 The Certification Body has established and documented a management system that meets the requirements of ISO 17024. The management system is outlined in the CMHA Certification Body Quality Management System manual (Quality Manual).

10.2 General Management System (Section 1 in Quality Manual)

10.2.1 The Quality Manual is capable of supporting and demonstrating consistent achievement of the requirements of ISO 17024. CMHA Top Management shall provide evidence of its commitment to the development and implementation of the QMS by ensuring that the policies are understood, implemented and maintained at all levels of the Certification Body.

Top Management shall appoint a Quality Manager, who shall ensure that processes and procedures for the QMS are established, implemented and maintained and to report to Top Management on the performance of the QMS and any need for improvement.

10.2.2 The Quality Manager will ensure that the Quality Manual is provided to all relevant personnel.

10.2.3 All documents required by and used in support of the Certification Body's QMS shall be controlled and maintained. (QP/1 in Quality Manual)

10.2.4 All records required by, and used in support of the Certification Body's QMS shall be controlled and maintained. (QP/1 in Quality Manual)

10.2.5 Management Review (QP/4 in Quality Manual)

10.2.5.1 Top Management shall complete a review of the organization's management system on an annual basis in order to ensure its continuing suitability, adequacy and effectiveness.

10.2.5.2 Management Review inputs shall include information on the following:

- Results of internal and external audits.
- Feedback from applicants, candidates, certified persons and interested parties related to the fulfilment of ISO 17024.
- Safeguarding impartiality.
- Status of preventative and corrective actions.
- Follow-up actions from previous reviews.
- Fulfilment of objectives.
- Changes that could affect the QMS.
- Appeals and complaints.

10.2.5.3 Outputs from the management review shall include decisions and actions related to the following:

- Improvement of the effectiveness of the QMS and its processes.
- Improvement of the certification services related to the fulfilment of ISO 17024.
- Resource needs.

10.2.6 Internal Audits (QP/6 in Quality Manual)

10.2.6.1 The Certification Body shall conduct internal audits to verify that it fulfils the requirements of ISO 17024.

10.2.6.2 The audit shall be planned, taking into consideration the importance of the processes and areas to be audited, as well as results from previous audits.

10.2.6.3 Internal audits will be performed annually.

10.2.6.4 The Certification Body shall ensure that:

- Internal audits are conducted by competent personnel, knowledgeable in the certification process, auditing and the requirements of ISO 17024.
- Auditors do not audit their own work.
- Personnel responsible for area audited are informed of the outcome of the audit.
- Any actions resulting from internal audits are taken in a timely and appropriate manner.

- Any opportunities for improvement are identified.

10.2.7 Corrective Action (Section 8 in Quality Manual)

The Certification Body has established a procedure for identification and management of nonconformities in its operation. The Certification Body shall also take actions to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the impact of the problems encountered.

10.2.8 Preventative Action (Section 8 in Quality Manual)

The Certification Body has established procedures for taking preventative actions to eliminate the causes of potential nonconformities. Preventative action shall be appropriate to the probable impact of the potential problems.

Annex A – Interlocking Concrete Paver Installer Certification

1.0 Scope of Certification

A Certified Concrete Paver Installer will demonstrate an in-depth knowledge and understanding of the proper installation of interlocking concrete pavement systems. Applicants for certification are primarily employed in the concrete hardscape industry.

A Certified Concrete Paver Installer will always serve the best interests of the customer and industry to the best of their professional ability. In fulfilling this duty, they will be guided by best practices and procedures which are generally recognized within the profession. A Certified Concrete Paver Installer will also maintain their level of professional knowledge and expertise through periodic training to ensure they remain up to date in the profession. The motives, methods and actions of the Certified Concrete Paver Installer shall at all times be in accordance with the Code of Conduct laid out by the CMHA Certification Body.

1.1 Tasks Related to Scope

- Describe a paver system
- Contrast types of concrete paver applications
- Determine site specifications
- Obtain proper permits (if required)
- Ensure proper communication/planning prior to the job start
- Evaluate logistics for the job
- Identify location of utilities
- Calculate job layout dimensions
- Identify proper tools/equipment for excavation/demolition
- Evaluate the soil/sub-grade
- Demonstrate proper compaction techniques for the sub-grade
- Explain the use of geotextile in hardscaping projects
- Discuss proper disposal of construction spoils
- Summarize ASTM standards for proper aggregate base material selection
- Explain techniques for the installation of aggregate base
- Determine proper compaction/moisture content of aggregate base
- Summarize the ASTM standard for bedding sand
- Discuss proper storage of bedding sand on the jobsite
- Verify proper moisture content for bedding sand
- Identify proper screed depth of bedding sand
- Explain proper installation techniques for bedding sand
- Determine starting point for installation of concrete pavers
- Discuss proper material handling/staging during the installation process
- Establish bond lines using string lines/chalk lines
- Describe the ergonomics of installation

- Employ the click and drop method for installing pavers
- Construct interlocking concrete pavements using specified patterns/spacing
- Straightening of bond lines
- Demonstrate proper techniques for cutting/shaping pavers
- Ensure proper construction tolerances in the installation
- Demonstrate proper compaction techniques for pavers
- Discuss the purpose of edge restraints
- Select proper edge restraints for paver installation
- Install edge restraints
- Determine the correct length and material of spike
- Construct the base past the edge restraint by a minimum of 6 inches
- Discuss the purpose of joint sand
- Summarize the ASTM standard for joint sand
- Identify the maximum joint size
- Install joint sand
- Explain proper techniques for vibrating/consolidating the joints
- Discuss proper applications for sealers
- Describe joint sand stabilization
- Outline methods for cleaning pavers
- Outline paver maintenance and repair techniques
- Perform job hazard analysis
- Identify resources for mitigating silica in construction
- Identify typical hazards on a hardscape installation project
- Describe tips for more efficient paver construction

1.2 Competencies Required for Tasks

- Paver Fundamentals
- Project Overview
- Sub-grade Elevation and Preparation
- Aggregate Base
- Bedding Sand
- Installation of Concrete Pavers
- Edge Restraints
- Joint Sand
- Care and Maintenance
- Safety
- Construction Tips

1.3 Abilities

It is recommended that applicants have a basic understanding of skills such as reading, writing, and mathematics.

1.4 Prerequisites

1.4.1 Experience: Applicant must have a minimum of five (5) projects and a minimum of 10,000 square feet of paver installation experience. Experience submitted should have at least two (2) endorsements. The endorsements must come from persons with direct knowledge of the installation experience.

Installation experience refers to active participation on-site in the construction of an interlocking concrete pavement system. Projects on which work has not yet begun, or for which applicant was not an on-site participant in the installation cannot be included.

Installation experience can be taken from any period of time that an applicant has been installing. Applicant can go back as many years as needed to fulfill the requirement.

1.4.3 Code of Conduct: The CMHA Installer Code of Conduct applies to all CMHA Certified Installers.

2.0 Certification Process Requirements

2.1 Criteria for Initial Certification and Recertification

2.1.1 Initial Certification: Individuals seeking to become a Certified Concrete Paver Installer must submit application, including documented installation experience and endorsements, and pay application fee. The Certification Body shall review the application and if eligibility requirements are met, candidate shall receive information about scheduling their examination. If the candidate receives a passing score, certification shall be granted and credentials issued.

Notifications shall be sent to candidates who fail the examination with instructions on retaking the exam.

2.1.2 Recertification: Recertification shall be required every two (2) years to ensure the continued competence of the certified person, and ongoing compliance with current certification requirements by the certified person. All applicants for recertification must accumulate eight (8) Continuing Education Units (CEUs) since their initial certification or previous recertification. Five (5) of the eight (8) CEUs must be applicable to the installation of concrete pavement systems (related to the competency domains), and three (3) CEUs may come from General Contractor (GC) CEUs, see Section 9.6.3.1.2. Documentation of CEUs must be submitted with application for recertification as well as payment of application fee. The Certification Body shall review the application and if eligibility requirements are met, recertification shall be granted and credentials issued.

2.1.2.1 If the CB does not believe the individual has attained the required CEUs as posted in the application and CMHA website, the CB shall first contact the applicant and

determine if there are any additional supporting documents that the applicant can send to show that the applicant is qualified.

2.1.2.2 If the applicant is determined not to be qualified for recertification, the Certification Quality Manager shall notify the applicant why the applicant is not qualified, and shall advise that the applicant has thirty (30) days to appeal this decision to the Certification Committee. The Committee's decision in this matter shall be final.

2.1.2.3 If an applicant is rejected, the CB shall retain all funds remitted by the applicant.

2.2 Assessment Methods

2.2.1 Certification shall be determined by testing. The certification test was developed and is maintained by the CMHA Certification Committee. Applicants have two and a half (2.5) hours to complete the exam.

Written examinations are knowledge examinations. There is only one correct answer per question. Answers are chosen by multiple choice, true/false or direct selection or annotation. Written examinations used to assess the skills and abilities of applicants are to be constructed such that questions require the applicant to answer or choose answers that detail the process by which the tasks are accomplished. Applicants must successfully pass the written exam with a minimum score of 80%.

2.2.2 Applicants for recertification shall be required to demonstrate professional development. Applicants must accumulate eight (8) CEUs since their initial certification or last recertification. CEUs may be earned by attendance at or participation in a course or workshop or in-service training approved by the Certification Committee. Up to three (3) CEUs may come from Service to the Industry and one (1) CEU may be awarded for presenting a program that would qualify as CMHA Continuing Education.

2.3 Surveillance Methods

2.3.1 The CB shall annually audit the Concrete Paver Installer Certification scheme to ensure its validity. The CB shall audit the examination every four (4) years. See Section 4 of this scheme for more clarification.

2.3.2 Applications for certification and recertification shall be audited annually to ensure program conformance.

2.3.2.1 The CB shall randomly audit 5% of all certification applications annually. Exam scores shall be verified as passing and endorsements submitted with initial application will be contacted to verify installation experience.

2.3.2.2 The CB shall randomly audit 5% of all recertification applications annually. Submitted CEUs will be verified that they meet the requirements of the program.

2.4 Suspending and Withdrawing Certification

See Section 9.5 of the Certification Program Operations Manual.

2.5 Changes to Certification Scheme (including controlled documents)

2.5.1 Modifications to the certification scheme and controlled documents may be necessary to accommodate changes in best practices, technology or to improve deficiencies.

2.5.2 Changes may be proposed at any time to Certification Committee and shall be tracked contemporaneously.

2.5.3 The Certification Committee shall seek input from various stakeholder groups and consider such input before making scheme changes.

2.5.4 Changes to the certification scheme and controlled documents shall be submitted to the Certification Committee Chair for review and approval. Prior to approval, the Committee shall verify the methods for developing/modifying schemes to ensure that each assessment is fair and valid and be based on inter-rater reliability.

2.5.5 Approved changes shall be incorporated in the CMHA Certification Operations Manual, as applicable, and will be effective as of the implementation/revision date listed on the document/manual/examination.

2.5.6 Changes that increase requirements shall be posted with enough notice to give applicants time to comply.

2.5.7 Changes to certification schemes which require additional assessment of those certified, shall be assessed within the recertification process, as recertification becomes due.

3.0 Certification Scheme Development

3.1 In March of 2021 a workshop was held at the ICPI-NCMA headquarters with the goal to create a Job and Task Analysis (JTA), an assessment blueprint, and develop a custom multiple-choice assessment for the Concrete Paver Installer Certification. The workshop was facilitated by Nocti Business Solutions (NBS) and included a panel of subject matter experts (SMEs) provided by ICPI-NCMA. SMEs in the occupational area are recruited. SMEs must have three (3) years of experience in the occupational area (teaching the occupational area is considered as qualifying experience). The panels consist of representatives from business/industry and both secondary and/or post-secondary education. Geographical representation was also taken into consideration.

3.2 SMEs were asked to discuss critical components of the jobs and tasks they perform daily. The SMEs, with assistances of the facilitator developed a list of competencies (See 1.2). Upon the completion of the JTA, the SMEs were asked to rate the domain areas for frequency, importance, and expertise level.

3.3 Always conscious of content and construct validity, NBS provided strict guidelines for determining test content. SMEs are also relied upon to reference standards in their field. If a current and complete nationally validated task list is not available for an occupation, a JTA is performed and validated by the

panel. The resulting critical core competencies, tasks and steps are then ranked and quantified to create a blueprint for the assessment being developed.

Once the blueprint is developed, written test questions are developed or revised to reflect the stated specifications. Panel members are asked to determine which critical core competencies are best illustrated on the written assessment.

3.3.1 NBS staff members serve as the test development facilitators. Facilitators are not expected to be experts on test subject matter. They are, however, trained in testing practices and counsel panel members on test item writing, assist with consistency in grammar and distracter composition, and encourage the panel to stay on task.

When developing test items, panel members are advised that certain practices, although current, may not be used uniformly or consistently across the country. Also, some practices which have been used for a long time may still be widely applied in the field. The goal is to access the critical core competencies. This supersedes all other criteria. The facilitator will train the SME panel the practices for item writing.

3.3.1.1 The following items are developed for each assessment:

- Assessment blueprint
- Task weighting (rating of tasks on importance and on the number of items needed to accurately assess the task)
- Written assessment organized by duty categories
- Written answer key

3.3.2 Once the draft test is assembled, a bias review is performed on all items in the new test and appropriate revisions are made.

3.3.3 The new assessment is pilot tested on a sample of individuals to ensure that items on the test are functioning properly. The sample includes representation from various areas of the country. The results of the pilot test are compiled and analyzed through an item analysis. The results of the item analysis indicate item difficulty and discrimination, mean standard deviation, range of scores, Kuder-Richardson 20 or Cronbach's Alpha reliability index, and the standard error of measurement. Also indicated is the number of test takers giving each response, broken down by group performance and the proportion of test takers who gave the correct answer. These statistics are provided to the team at the cut score workshop.

3.3.4 The cut score workshop was facilitated by NBS and included a panel of SMEs provided by ICPI-NCMA. The Angoff method was used for the cut score workshop. This method requires the panel to make judgements on each individual item on the assessment, determining which percent of items minimally competent examinees should be able to answer correctly. This method also depends on pilot data to strengthen the defense of the cut score.

3.4 The initial Concrete Paver Installer Job and Task Analysis was completed in August of 2021. The committee shall review the CPI JTA every four (4) years. If the Committee determines that the current JTA does not align with actual work conducted in the field, another JTA shall be conducted.

4.0 Certification Scheme Review and Validation

4.1 The Concrete Paver Installer Certification scheme and examination shall be reviewed annually per the Certification Operations Manual, Section 8.5 and 8.6.

4.1.1 The annual review of the exam shall be used to swap out bad questions with back-up questions from the exam's question bank. At the 4-year interval, the Certification Committee will review the exam and determine if a new exam is needed or not.

4.1.2 The annual review of the scheme will be taken into consideration for continuous program improvement and ISO compliance. At the 4-year interval, the Certification Committee will review the scheme and JTA and determine if another JTA needs to be conducted or not.

Annex B – Segmental Retaining Wall Installer Certification

1.0 Scope of Certification

A Certified Segmental Retaining Wall Installer will demonstrate an in-depth knowledge and understanding of the proper installation of segmental retaining wall systems. Applicants for certification are primarily employed in the concrete hardscape industry.

A Certified Segmental Retaining Wall Installer will always serve the best interests of the customer and industry to the best of their professional ability. In fulfilling this duty, they will be guided by best practices and procedures which are generally recognized within the profession. A Certified Segmental Retaining Wall Installer will also maintain their level of professional knowledge and expertise through periodic training to ensure they remain up to date in the profession. The motives, methods and actions of the Certified Segmental Retaining Wall Installer shall at all times be in accordance with the Code of Conduct laid out by the CMHA Certification Body.

1.1 Tasks Related to Scope

- History of SRW
- Identify types of SRW
- Applications and advantages of SRW
- Safety management
- Identify roles and responsibilities
- Evaluate the project scope
- Site preparation and layout
- Soil identification
- Gradation fundamentals, sieve analysis, and standards
- Soil classification, properties, and quick field identification
- Soil compaction and moisture-density relationships
- Measuring soil compaction
- Soil compaction methods and equipment
- Proper use of geotextiles/geogrids, geosynthetics
- Function of foundational soils
- Function of the leveling pad
- Function of reinforced soils
- Evaluate retained soils
- Segmental retaining wall units
- Function of gravel fill
- Function of drainage pipe
- Function of geogrid
- Function of soil cap
- Requirements of gravity/conventional SRW
- Requirements for reinforced SRW

- Structural modes of failure
- SRW installation best practices
- Inspection of SRW construction
- Verification of onsite drainage
- Verification of low soil permeable cap
- Maintenance inspection
- Troubleshooting SRW projects

1.2 Competencies Required for Tasks

- SRW Fundamentals
- Job Safety
- Pre-Construction Planning
- Soil Characteristics and Compaction
- SRW Components
- Structural design considerations for contractor
- Wall installation best practices
- SRW Construction Tips
- Post-Construction Practices

1.3 Abilities

It is recommended that applicants have a basic understanding of construction skills such as reading, writing, and mathematics.

1.4 Prerequisites

1.4.1 Experience: Applicant must have a minimum of five (5) projects (one (1) project must be an engineered wall) and a minimum of 2,000 square feet of wall face installation experience. Experience submitted should have at least two (2) endorsements. The endorsements must come from persons with direct knowledge of the installation experience.

Installation experience refers to active participation on-site in the construction of a segmental retaining wall system. Projects on which work has not yet begun, or for which applicant was not an on-site participant in the installation cannot be included.

Installation experience can be taken from any period of time that an applicant has been installing. Applicant can go back as many years as needed to fulfill the requirement.

1.4.3 Code of Conduct: The CMHA Installer Code of Conduct applies to all CMHA Certified Installers.

2.0 Certification Process Requirements

2.1 Criteria for Initial Certification and Recertification

2.1.1 Initial Certification: Individuals seeking to become a Certified Segmental Retaining Wall Installer must submit application, including documented installation experience and endorsements, and pay application fee. The Certification Body shall review the application and if eligibility requirements are met, candidate shall receive information about scheduling their examination. If the candidate receives a passing score, certification shall be granted and credentials issued.

Notifications shall be sent to candidates who fail the examination with instructions on retaking the exam.

2.1.2 Recertification: Recertification shall be required every two (2) years to ensure the continued competence of the certified person, and ongoing compliance with current certification requirements by the certified person. All applicants for recertification must accumulate eight (8) Continuing Education Units (CEUs) since their initial certification or previous recertification. Five (5) of the eight (8) CEUs must be applicable to the installation of segmental retaining wall systems (related to the competency domains), and three (3) CEUs may come from General Contractor (GC) CEUs, see Section 9.6.3.1.2. Documentation of CEUs must be submitted with application for recertification as well as payment of application fee. The Certification Body shall review the application and if eligibility requirements are met, recertification shall be granted and credentials issued.

2.1.2.1 If the CB does not believe the individual has attained the required CEUs as posted in the application and CMHA website, the CB shall first contact the applicant and determine if there are any additional supporting documents that the applicant can send to show that the applicant is qualified.

2.1.2.2 If the applicant is determined not to be qualified for recertification, the Certification Quality Manager shall notify the applicant why the applicant is not qualified, and shall advise that the applicant has thirty (30) days to appeal this decision to the Certification Committee. The Committee's decision in this matter shall be final.

2.1.2.3 If an applicant is rejected, the CB shall retain all funds remitted by the applicant.

2.2 Assessment Methods

2.2.1 Certification shall be determined by testing. The certification test was developed and is maintained by the CMHA Certification Committee. Applicants have two and a half (2.5) hours to complete the exam.

Written examinations are knowledge examinations. There is only one correct answer per question. Answers are chosen by multiple choice, true/false or direct selection or annotation. Written examinations used to assess the skills and abilities of applicants are to be constructed such that questions require the applicant to answer or choose answers that detail the process by which the tasks are accomplished. Applicants must successfully pass the written exam with a minimum score of 80%.

2.2.2 Applicants for recertification shall be required to demonstrate professional development. Applicants must accumulate eight (8) CEUs since their initial certification or last recertification. CEUs may be earned by attendance at or participation in a course or workshop or in-service training approved by the Certification Committee. Up to three (3) CEUs may come from Service to the Industry and one (1) CEU may be awarded for presenting a program that would qualify as CMHA Continuing Education.

2.3 Surveillance Methods

2.3.1 The CB shall annually audit the Segmental Retaining Wall Installer Certification scheme to ensure its validity. The CB shall audit the examination every four (4) years. See Section 4 of this scheme for more clarification.

2.3.2 Applications for certification and recertification shall be audited annually to ensure program conformance.

2.3.2.1 The CB shall randomly audit, at minimum, 5% of all certification applications annually. Exam scores shall be verified as passing and endorsements submitted with initial application will be contacted to verify installation experience.

2.3.2.2 The CB shall randomly audit, at minimum, 5% of all recertification applications annually. Submitted CEUs will be verified that they meet the requirements of the program.

2.4 Suspending and Withdrawing Certification

See Section 9.5 of the Certification Program Operations Manual.

2.5 Changes to Certification Scheme (including controlled documents)

2.5.1 Modifications to the certification scheme and controlled documents may be necessary to accommodate changes in best practices, technology or to improve deficiencies.

2.5.2 Changes may be proposed at any time to Certification Committee and shall be tracked contemporaneously.

2.5.3 The Certification Committee shall seek input from various stakeholder groups and consider such input before making scheme changes.

2.5.4 Changes to the certification scheme and controlled documents shall be submitted to the Certification Committee Chair for review and approval. Prior to approval, the committee shall verify the methods for developing/modifying schemes to ensure that each assessment is fair and valid and be based on inter-rater reliability.

2.5.5 Approved changes shall be incorporated in the CMHA Certification Operations Manual, as applicable, and will be effective as of the implementation/revision date listed on the document/manual/examination.

2.5.6 Changes that increase requirements shall be posted with enough notice to give applicants time to comply.

2.5.7 Changes to certification schemes which require additional assessment of those certified, shall be assessed within the recertification process, as recertification becomes due.

3.0 Certification Scheme Development

3.1 In November of 2022 a workshop was held at the CMHA headquarters with the goal to create a Job and Task Analysis (JTA), an assessment blueprint, and develop a custom multiple-choice assessment for the Segmental Retaining Wall Installer Certification. The workshop was facilitated by Nocti Business Solutions (NBS) and included a panel of subject matter experts (SMEs) provided by CMHA. SMEs in the occupational area are recruited. SMEs must have three years of experience in the occupational area (teaching the occupational area is considered as qualifying experience). The panels consist of representatives from business/industry and both secondary and/or post-secondary education. Geographical representation was also taken into consideration.

3.2 SMEs were asked to discuss critical components of the jobs and tasks they perform daily. The SMEs, with assistances of the facilitator developed a list of competencies (See 1.2). Upon the completion of the JTA, the SMEs were asked to rate the domain areas for frequency, importance, and expertise level.

3.3 Always conscious of content and construct validity, NBS provided strict guidelines for determining test content. SMEs are also relied upon to reference standards in their field. If a current and complete nationally validated task list is not available for an occupation, a JTA is performed and validated by the panel. The resulting critical core competencies, tasks and steps are then ranked and quantified to create a blueprint for the assessment being developed.

Once the blueprint is developed, written test questions are developed or revised to reflect the stated specifications. Panel members are asked to determine which critical core competencies are best illustrated on the written assessment.

3.3.1 NBS staff members serve as the test development facilitators. Facilitators are not expected to be experts on test subject matter. They are, however, trained in testing practices and counsel panel members on test item writing, assist with consistency in grammar and distracter composition, and encourage the panel to stay on task.

When developing test items, panel members are advised that certain practices, although current, may not be used uniformly or consistently across the country. Also, some practices which have been used for a long time may still be widely applied in the field. The goal is to access the critical core competencies. This supersedes all other criteria. The facilitator will train the SME panel the practices for item writing.

3.3.1.1 The following items are developed for each assessment:

- Assessment blueprint

- Task weighting (rating of tasks on importance and on the number of items needed to accurately assess the task)
- Written assessment organized by duty categories
- Written answer key

3.3.2 Once the draft test is assembled, a bias review is performed on all items in the new test and appropriate revisions are made.

3.3.3 The new assessment is pilot tested on a sample of individuals to ensure that items on the test are functioning properly. The sample includes representation from various areas of the country. The results of the pilot test are compiled and analyzed through an item analysis. The results of the item analysis indicate item difficulty and discrimination, mean standard deviation, range of scores, Kuder-Richardson 20 or Cronbach's Alpha reliability index, and the standard error of measurement. Also indicated is the number of test takers giving each response, broken down by group performance and the proportion of test takers who gave the correct answer. These statistics are provided to the team at the cut score workshop.

3.3.4 The cut score workshop was facilitated by NBS and included a panel of SMEs provided by CMHA. The Angoff method was used for the cut score workshop. This method requires the panel to make judgements on each individual item on the assessment, determining which percent of items minimally competent examinees should be able to answer correctly. This method also depends on pilot data to strengthen the defense of the cut score.

3.4 The initial Segmental Retaining Wall Installer Job and Task Analysis was completed in November of 2022. The committee shall review the SRW JTA and examination every four (4) years. If the committee determines that the current JTA does not align with actual work conducted in the field, another JTA shall be conducted.

4.0 Certification Scheme Review and Validation

4.1 The Segmental Retaining Wall Installer Certification scheme and examination shall be reviewed annually per the Certification Operations Manual, Section 8.5 and 8.6.

4.1.1 The annual review of the exam shall be used to swap out bad questions with back-up questions from the exam's question bank. At the 4-year interval, the Certification Committee will review the exam and determine if a new exam is needed or not.

4.1.2 The annual review of the scheme will be taken into consideration for continuous program improvement and ISO compliance. At the 4-year interval, the Certification Committee will review the scheme and JTA and determine if another JTA needs to be conducted or not.



Annex C – PICP Certification

This scheme is currently under development and is projected to launch on January 1, 2025.

Annex D – MSV Certification

This scheme is currently under development and is projected to launch on July 1, 2024.

Annex E – Supporting Documents

Document ID: CMHA-04-2023-A
Date: July 1, 2023
CMHA Conflict of Interest



CMHA CB Conflict of Interest

Conflicts of Interest Policy Statement

The undersigned, being a key employee or member of the Certification Committee of CMHA hereby acknowledges the following:

1. I have received a copy of the CMHA Certification Program Operations Manual, which contains the policy regarding conflicts of interest in Section 4.3.
2. I have read and understand the policy.
3. I agree to comply with the policy.
4. I understand that the policy applies to CMHA employees and CMHA Certification Committee members.
5. The following information concerning conflicts and potential conflicts is true, correct and complete to the best of my knowledge:
 - A. I serve/represent CHMA or the CMHA Certification Committee in the following capacity:
Title:
Responsibilities: In my capacity as _____, I am responsible for.....
 - B. I am a director, officer, employee, or legal representative, or I have a material financial or beneficial interest in the following organization(s) which may have a conflict of interest with CMHA or the CMHA Certification Committee:
Organization:
Title:
Responsibilities: In my capacity as _____, I am responsible for.....
 - C. I am not involved in any activity or transaction, nor am I a party to a contract involving personal, business or financial interests which could be found to be averse to CMHA or the CMHA Certification Committee except for the following:
 - D. I am not pursuing any business opportunities which might adversely affect CMHA or the CMHA Certification Committee except for the following:
 - E. I bring to your attention the following potential conflicts of interest in addition to those, if any, disclosed in B, C and D above: (If none, insert "None")
6. I acknowledge my understanding that the duties imposed upon me by this Conflict-of-Interest Policy are ongoing and that they will remain in effect while I remain a CHMA employee or CMHA Certification Committee member. I further acknowledge my continuing obligation to report any real or



Document ID: CMHA-04-2023-A
Date: July 1, 2023
CMHA Conflict of Interest



potential conflicts of interest that may arise while I am employed by CHMA or serving as a member of the CMHA Certification Committee.

Dated: _____

Signature: _____

Printed Name: _____

Document ID: CMHA-03-2023-A
Date: July 1, 2023
CMHA Confidentiality Agreement



CMHA CB Confidentiality Agreement

Acknowledgement and Agreement of Confidentiality

The undersigned individual (“**you**”), may be granted access by the Concrete Masonry and Hardscape Association (“**CMHA**”) to certain information, data, documents, technology, manuals, content, processes, marketing and financial information, information about CMHA’s members, and other confidential information and/or proprietary CMHA materials (collectively, the “**Information**”) related to the association and business activities of CMHA. You are being granted limited access to the Information for the sole and exclusive purpose of evaluating and approving applications to CMHA’s installer certification program(s) (the “**Purpose**”).

In consideration for being granted access to such confidential and/or proprietary Information, which is hereby acknowledged, you acknowledge and agree that: (a) you have no ownership interest in the Information; (b) you have not, and are not, independently developing information and/or a product similar to the Information; and (c) the Information is not in the public domain; and (d) such Information is and shall remain the sole and exclusive property of CMHA. Except as specifically provided for this Acknowledgement, you expressly agree that the Information shall be regarded as strictly confidential. In the absence of the prior written consent of CMHA, you shall not, directly or indirectly, disclose, divulge, reproduce, distribute, or otherwise communicate (each, a “**Disclosure**”) the Information in any form to any other person(s) or organization(s), distribute any materials concerning the Information to any other person(s) or organization(s), or commercially exploit the Information or any items or information substantially similar or relating the Information. You may only use the Information to fulfill the specific Purpose set forth above.

Upon the request of CMHA, you shall immediately return to CMHA any and all materials concerning the Information, regardless of whether such materials were provided to you by CMHA, and regardless of whether such materials contain any additions, modifications, or annotations made by you, together with any and all copies of such materials. You agree to acknowledge the return of all such Information and copies thereof in writing to CMHA.

The restrictions contained in this Acknowledgement shall not apply to information that: (a) is, or becomes, publicly known through no wrongful act by you; or (b) is received by you from another person or organization free to disclose it without violating the rights of any other person or organization.

In the event of a breach of any of these confidentiality obligations by you or by any agent or representative on your behalf, the CMHA can hold you legally and financially responsible and reserves the right to pursue any and all remedies or actions necessary to protect and preserve CMHA’s ownership interest in and the confidentiality of the Information. In the event CMHA is required to undertake any such action and is successful in obtaining a valid judgment or remedy sought in a court of law, you shall be responsible for the payment of any and all reasonable attorneys’ fees incurred by CHMA in connection therewith.

This Acknowledgement shall be governed by the laws of the Commonwealth of Virginia in the United States. For the purpose of resolving conflicts related to or arising out of this Acknowledgement,

703.713.1900 | 13750 Sunrise Valley Drive, Herndon, VA 20171 | [MasonryAndHardscapes.org](https://www.MasonryAndHardscapes.org)



Document ID: CMHA-03-2023-A
Date: July 1, 2023
CMHA Confidentiality Agreement



CMHA and you expressly agree that venue shall be in the Commonwealth of Virginia only, and, in addition, CMHA and you hereby consent to the jurisdiction of the federal and state courts in the Commonwealth of Virginia.

By signing below, you accept and agree to this Acknowledgement.

Accepted and agreed:

Signature: _____

Printed Name: _____ Date: _____

Address: _____

CMHA INSTALLER **CODE OF CONDUCT**

To become a CMHA Certified Installer, an individual must be committed to conducting business in accordance with recognized industry competency and professional standards. The tenets of this Code of Conduct were developed to encourage and promote standards of business conduct and professional service among CMHA Certified Installers that serve to benefit the industry as a whole and the consuming public.

CMHA Certified Installers pledge to conduct themselves at all times in accordance with recognized and accepted industry standards and practices, technical competence, honesty and integrity, and to adhere to the following tenets of the CMHA Installer Code of Conduct:

1. Conduct business interactions with fairness, honesty, integrity, and professionalism.
2. Subscribe to industry recognized and accepted technical and ethical standards for products and services in the areas of installation, complaint resolution and business practices.
3. Encourage professional development through educational opportunities for associates and partners.
4. Foster consumer confidence through the practice of honesty and integrity in advertising, marketing, proposals and representation of products and service capabilities.
5. Comply with applicable local, state/provincial and federal laws and regulations.
6. Conduct business through fair competition by promoting the positive benefits and features of the Certified Installer's product and services.
7. Promote and reinforce safe and healthy working environment for associates and customers.
8. Strive to create a sustainable future through environmentally safe practices to preserve and protect the environment.
9. Represent the CMHA in a professional manner, honoring its ideals, its Code of Conduct, and safe-guarding its intellectual property.
10. To comply with the relevant provisions of the certification program.
11. To make claims regarding certification only with respect to the scope of the certification program for which the certification has been granted.
12. Not to use the certification in such a manner as to bring the Certification Body into disrepute, and not to make any statement regarding the certification which the Certification Body considers misleading or unauthorized.
13. To discontinue the use of all claims to certification that contain any reference to the certification body or certification upon the suspension or withdrawal of the installer's certification, and to return any certificates issued by the Certification Body.
14. Not to use the certificate, certification or CMHA intellectual property in an unauthorized or misleading manner.

Adherence to this CMHA Installer Code of Conduct is an expectation of individuals who wish to become or remain a CMHA Certified Installer and is intended to assure public and industry confidence in the integrity and service of the CMHA Certified Installers.

CMHA CERTIFICATION PROGRAM FEE SCHEDULE

	MEMBER	NON-MEMBER
Certification Application	\$200	\$200
Exam Retest	\$150	\$150
Recertification Application	\$200	\$200

Document ID: : CMHA-12-2023-A
Date: July 1, 2023
Certification Program Fee Schedule

703.713.1900 | MasonryAndHardscapes.org
13750 Sunrise Valley Drive, Herndon, VA 20171



CMHA APPEALS REQUEST FORM

The purpose of this form is for individuals seeking to request an appeal against a CMHA Certification Committee decision. Please review the CMHA Certification Operations Manual* for policies and procedures related to appeals against decisions (Section 9.8). The completed form and all supporting documentation must be returned to CMHA via email at certification@MasonryAndHardscapes.org. The information provided within this form will be treated as confidential by CMHA except as required by law.

Individual Submitting Information:

[Text Input]	
First Name	Last Name
[Text Input]	
Title	
[Text Input]	
Company Name	
[Text Input]	
Company Address	
[Text Input]	
Email Address	Phone
[Text Input]	[Text Input]

Please select the box to indicate the program involved:

<input type="checkbox"/> CPI Certification	<input type="checkbox"/> PICP Certification (Coming in 2025)
<input type="checkbox"/> SRW Certification (Coming in 2024)	<input type="checkbox"/> MSV Certification (Coming in 2026)

Please select the box to indicate type of appeal:

<input type="checkbox"/> Request appeal regarding prerequisites
<input type="checkbox"/> Request appeal regarding exam results
<input type="checkbox"/> Request appeal regarding procedural matters
<input type="checkbox"/> Other (please describe): [Text Input]

Please explain your reason for requesting an appeal. *Be as specific as possible.*

*For a copy of the Certification Operations Manual email: certification@MasonryAndHardscapes.org

CMHA COMPLAINT FORM

The purpose of this form is for individuals seeking to report a complaint regarding a certification program and/or an individual candidate or certification holder. Please review the CMHA Certification Operations Manual* for policies and procedures related to program and individual complaints (Section 9.9). The completed form and all supporting documentation must be returned to CMHA via email at certification@MasonryAndHardscapes.org. The information provided within this form will be treated as confidential by CMHA except as required by law.

Individual Submitting Information:

[Input Field]	
First Name	Last Name
[Input Field]	
Title	
[Input Field]	
Company Name	
[Input Field]	
Company Address	
[Input Field]	
Email Address	Phone
[Input Field]	[Input Field]

Please select the box to indicate type of complaint:

<input type="checkbox"/> CPI Certification Program	<input type="checkbox"/> PICP Certification Program (Coming in 2025)
<input type="checkbox"/> SRW Certification Program (Coming in 2024)	<input type="checkbox"/> MSV Certification Program (Coming in 2028)
<input type="checkbox"/> Report Complaint Regarding Individual Candidate or Certification Holder	

Report a complaint regarding a program:

Please select the activity for which you are registering a complaint.

<input type="checkbox"/> Initial certification process
<input type="checkbox"/> Recertification process
<input type="checkbox"/> Examination
<input type="checkbox"/> Other (please describe): [Input Field]

*For a copy of the Certification Operations Manual email: certification@MasonryAndHardscapes.org

CMHA COMPLAINT FORMS

Please describe the nature of complaint, supporting information, and the remedy requested.
Be as specific as possible.

Report a Complaint Regarding an Individual Candidate or Certification Holder:

A complaint against an individual candidate or certification holder must be submitted in writing via this form and meet the following criteria:

- Made against a candidate or current holder of a CMHA certification.
- Specific to a section of the CMHA Code of Conduct (available on the CMHA website).
- Supported by specific evidence.

First Name	
Last Name	
Title	
Company	
Location	

Please select the category for which you are filing a complaint:

<input type="checkbox"/>	Violation of Installer Code of Conduct
<input type="checkbox"/>	Violation of Certification Program Policies
<input type="checkbox"/>	Other (please describe):

Please describe the nature of the complaint, which code of conduct/certification program policy you believe was violated, supporting information, and the remedy requested. *Be as specific as possible.*

CMHA EXAM ACCOMMODATIONS REQUEST

If you have a disability covered by the Americans with Disabilities Act or the Accessible Canada Act and you wish to request an accommodation for a qualified disability, please complete this form with Documentation of Disability Related Needs by a Qualified Provider (page 2). The information you provide, any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

Candidate Information:

[Redacted]	
First Name	Last Name
[Redacted]	
Title	
[Redacted]	
Company Name	
[Redacted]	
Company Address	
[Redacted]	
Email Address	Phone
[Redacted]	[Redacted]

Please indicate which exam you are requesting special accommodations:

<input type="checkbox"/>	CPI Certification Examination
<input type="checkbox"/>	SRW Certification Examination (Coming in 2024)
<input type="checkbox"/>	PICP Certification Examination (Coming in 2025)
<input type="checkbox"/>	MSV Certification Examination (Coming in 2026)

By signing below, I verify that the information provided in this form and in any attached documentation is complete and accurate to the best of my knowledge. I understand that I must submit this form and documentation at least 30 days prior to the exam in order for the accommodation request to be processed.

Candidate Signature:	Date:
[Redacted Signature]	[Redacted Date]

Send to: CMHA Certification Manager
13750 Sunrise Valley Drive,
OR Hemdon, VA 20171
Email to: certification@masonryandhardscapes.org

CMHA DOCUMENTATION OF DISABILITY-RELATED NEEDS *BY QUALIFIED PROVIDER*

This form must be completed by a qualified professional. A qualified professional is someone who is licensed or otherwise properly credentialed and possesses expertise in the disability for which an accommodation is sought. The qualified professional is a physician or other qualified professional who has individually assessed the disability of the candidate. The qualified professional must provide the required information concerning the disability and the requested accommodation. The information and any documentation that the candidate provides regarding their disability and the need for accommodation(s) will be treated as confidential.

Qualified Professional Information:

[Redacted]	
First Name	Last Name
[Redacted]	[Redacted]
Email	Phone
[Redacted]	[Redacted]
Professional Title	
[Redacted]	
License Number and State/Province Issuing	
[Redacted]	
Professional Certification and Issuer	
[Redacted]	

Description of Disability:

Nature of disability	[Redacted]
Recommendation for accommodation	[Redacted]
Reason for accommodation	[Redacted]

By signing below, I verify that the information provided in this form and in any attached documentations is complete and accurate to the best of my knowledge.

Qualified Professional Signature: _____ Date: _____

[Redacted Signature]	[Redacted Date]
----------------------	-----------------



Credential ID

91834945



CMHA Certified Concrete Paver Installer

James Tredinnick

has met the Certified Concrete Paver Installer Program requirements set forth by the CMHA Certification Committee, by documenting the required installation experience of concrete pavement systems and successfully passing the Concrete Paver Installer Certification exam.



Date of Certification

01/09/2024

Date of Expiration

01/09/2026

Gary Stowe
Certification Committee Chair
Concrete Masonry & Hardscapes Association

Until the CMHA Certification Program is officially accredited, individuals who are accepted into the program will receive a "Preliminary Certification."
Once CMHA has become accredited, the "Preliminary Certification" will become an "Accredited Certification."

Annex F – ISO 17024:2012 Definitions

Certification Process: Activities by which a certification body determines that a person fulfils **certification requirements**, including application, assessment, decision on certification, recertification and use of **certificates** and logos/marks

Certification Scheme: **Competence** and other requirements related to specific occupational or skilled categories of persons

Certification Requirements: Set of specified requirements, including requirements of the scheme to be fulfilled in order to establish or maintain certification

Scheme Owner: Organization responsible for developing and maintaining a **certification scheme**

Certificate: Document issued by a certification body under the provisions of this International Standard, indicating that the named person has fulfilled the **certification requirements**

Competence: Ability to apply knowledge and skills to achieve intended results

Qualification: Demonstrated education, training and work experience, where applicable

Assessment: Process that evaluates a person's fulfillment of the requirements of the **certification scheme**

Examination: Mechanism that is part of the **assessment** which measures a **candidate's competence** by one or more means, such as written, oral, practical and observational, as defined in the **certification scheme**

Examiner: Person competent to conduct and score an **examination**, where the examination requires professional judgement

Invigilator: Person authorized by the certification body who administers or supervises an **examination**, but does not evaluate the **competence** of the **candidate**

Personnel: Individuals, internal or external, of the certification body carrying out activities for the certification body

Applicant: Person who has submitted an application to be admitted into the **certification process**

Candidate: **Applicant** who has fulfilled specified prerequisites and has been admitted to the **certification process**

Impartiality: Presence of objectivity

Fairness: Equal opportunity for success provided to each **candidate** in the **certification process**

Validity: Evidence that the **assessment** measures what it is intended to measure, as defined by the **certification scheme**

Reliability: Indicator of the extent to which **examination** scores are consistent across different examination times and locations, different examination forms and different **examiners**

Appeal: Request by **applicant, candidate** or certified person for reconsideration of any decision made by the certification body related to her/his desired certification status

Complaint: Expression of dissatisfaction, other than **appeal**, by any individual or organization to a certification body, relating to the activities of that body or a certified person, where a response is expected

Interested Party: Individual, group or organization affected by the performance of a certified person or the certification body

Surveillance: Periodic monitoring, during the periods of certification, of a certified person's performance to ensure continued compliance with the certification scheme

Annex G – References

<i>Reference</i>	<i>Description</i>	<i>Location</i>
ISO 17024:2012	Conformity assessment – General requirements for bodies operating certification of persons.	3.0 5.2.1 6.3.1.2 6.3.1.2.1 10.1 10.2.1 10.2.5.2 10.2.5.3 10.2.6.1 10.2.6.4
CMHA Articles of Incorporation	Articles of Incorporation	4.1
CMHA Committee Operations Manual	Policies and procedures regarding the operation of CMHA committees.	6.2.2 6.2.5.3 6.2.6.3 9.6.3.2
CMHA Policy Manual	Policies and procedures regarding the operation of the association.	7.1.2.1 7.1.2.3
CMHA CB’s Quality Manual	Policies and procedures regarding the management system of the certification body.	10.2.2

Contact Information

To learn more about the CMHA, the value of certification, the requirements to earn and maintain certification, and to file a complaint or appeal, visit <https://masonryandhardscapes.org/> or contact us at (703) 713-1900. You may also e-mail us at certification@masonryandhardscapes.org.