



CERTIFIED CONCRETE PAVER INSTALLER
HANDBOOK

CCPI HANDBOOK

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CMHA CERTIFIED CONCRETE PAVER INSTALLER HANDBOOK

The Concrete Masonry & Hardscapes Association (CMHA) is the authority for segmental concrete products and systems. The need to identify qualified individuals who can provide professional installation of manufactured concrete product systems has 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 ICP, SRW, PICP, and MSV systems.

Certified Concrete Paver Installer Defined

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 Installer Code of Conduct laid out by the CMHA Certification Body.

About this Handbook

This Handbook provides information needed to earn and maintain the Concrete Paver Installer Certification offered by CMHA. Individuals should review the process and requirements specific to each certification, and are expected to follow the policies as outlined not only within the handbook but also the CMHA Installer Code of Conduct.

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.

Non-discrimination

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 (CB) 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 Conflict of Interest and Confidentiality Agreement policies.

Statement of Confidentiality

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

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.

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.

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.

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

Statement of Impartiality

The CMHA Certification Body understands the importance of impartiality and conflicts in the management of certification 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.

Exam Content Outline

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 and included a panel of subject matter experts (SMEs) provided by ICPI-NCMA. 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.

CORE COMPETENCIES	WEIGHT	ITEMS
Paver Fundamentals	15%	15
Project Overview	11%	11
Sub-Grade Elevation and Preparation	17%	17
Aggregate Base	17%	17
Bedding Sand	7%	7
Installation of Concrete Pavers	17%	17
Edge Restraints	3%	3
Joint Sand	6%	6
Care and Maintenance	2%	2
Safety	5%	5
Construction Tips	0%	0
Total	100%	100

Study Plans

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

The Certification Body provides as public information, a certification handbook (this document), an exam blueprint, study guide, a primary reference materials listing, and other materials online at <https://masonry-andhardscapes.org/>. 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.

Steps to Certification

There are four steps in the certification process:

1. Eligibility
2. Application
3. Candidacy
4. Examination

Eligibility

Applicants for certification must meet eligibility requirements prior to submitting their application. For the Concrete Paver Installer Certification, **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.

Application

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.

The application for Certified Concrete Paver Installer (CCPI) can be found at the end of this handbook and on the CMHA website. Applications can be submitted to the following address or e-mail:

CMHA Certification Program
13750 Sunrise Valley Drive
Herndon, VA 20171

OR

certification@masonryandhardscapes.org

Applications may also be filled out in the CMHA portal, by logging into the CMHA website at <https://www.masonryandhardscapes.org/>

Applications will not be processed until the appropriate non-refundable fee is paid. Fees will be utilized by CMHA to cover expenses related to the operation of the certification program. Please note that CMHA membership is not a requirement of the certification program.

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

All applicants for certification will agree to abide by the CMHA Installer Code of Conduct. Agreement will be attested to by the virtue of the applicant's signature.

Special needs 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 national regulations, shall be established and agreed upon by the applicant and the Certification Quality Manager prior to the application submission. If a translator is agreed upon and utilized, the applicant bears the responsibility for proper translation. No refunds will be permitted due to a failure to disclose/request special accommodations that are necessary. The Exam Accommodations Request form can be found on the CMHA website.

Applications are to be reviewed and processed by the Certification Body within thirty (30) days of submission.

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

Individuals whose applications have been rejected will be notified by e-mail as to why their application was rejected and be given next steps. Applicants shall be reminded of the Appeals Process and their rights within the program. See the Appeals section of this handbook.

Qualifications and requirements for certification are subject to revisions by the Certification Committee. The requirements for each certification program are available from the CMHA Certification Staff, CMHA website, Annexes A-D of CHMA's Certification Operations Manual, and this handbook.

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) endorsements of installation experience, they will be found ineligible.

CANDIDACY

Once Candidate receives e-mail verification of application approval, they will have the ability to log into the CMHA's Learning Management System (LMS) and can then schedule the exam.

Certification testing must commence within ninety (90) days of application approval. 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. If testing is not accomplished pursuant to either ninety (90) day mark, the application will be closed. The candidate will have to file a new application and pay the appropriate fee. Candidates will be permitted (1) one (30) thirty-day extension, if requested.

EXAMINATION

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%.

Scheduling the Exam

1. If applicant does not already have a CMHA AMS and LMS profile, one will be issued via email upon application approval.
2. When a candidate (user) applies and is approved for certification, they will be granted access to the exam. For the purpose of certification, the exam has been locked behind a Proctor Check In assessment that the proctor must answer correctly to allow access the exam.
3. When the user is ready to schedule a proctoring session, they are given the option to click on the Register for Proctor button to initiate the registration flow. Users will now select the date and time of the exam.
4. If a user wishes to cancel or reschedule, they will need to go back to the Registration Page. By clicking on the Cancel Registration button, the existing exam registration will be deleted and they will be given the option to reschedule.
5. Users are able to launch an exam by clicking on Begin Exam. When the user clicks this button, the LMS will initiate a Single Sign On flow that will redirect the user to the proctor and automatically sign them into the platform.
6. Once the Single Sign On flow finishes, the user will end up on the Exam Room dashboard. Clicking on the Start Exam button will allow the user the initiate the exam with the proctor. At this stage, the proctor will run through some diagnostic testing before the exam is formally launched.
7. Once the proctor has completed their pre-launch process, they will be re-direct the user back to the LMS where the user can access the test. Before a user is able to access the test, they are presented with a Proctor Check In item that must be filled out to unlock the exam.
8. When the user is registered for an exam, a password is given to the proctor. This password will allow the proctor to unlock the exam. This can be entered in the LMS.
9. Certification testing must commence within ninety (90) days of application approval.
10. If a scheduled test date is cancelled, a new date for the test must be set falling within ninety (90) days of the cancelled test date.
11. If testing is not accomplished pursuant to the provisions of 9 or 10 the application will be closed. The applicant will have to file a new application and pay the appropriate fee.

Starting the Exam

1. After clicking Start Exam, the system check will pop-up. This is to make sure that your camera, microphone, Operating System, browser, and bandwidth are working properly. If all the components are checked green, click Next.
2. If any item is marked red, please click on the icon to change the camera or microphone options. If your bandwidth is low, please be sure to turn off all WI-FI enabled devices or connect to the modem/router with an ethernet cord.
3. If you need help, please contact us via the chat support icon on the bottom right-hand corner of our website.
4. Once system check is done the ExamRoom, On Screen Terms will pop-up next. Please read the terms carefully then click the check box to agree to the terms and click on the Start Exam button.
5. A demo/walkthrough of how to start an exam is available through two (2) links: Visual Walkthrough or Take a Tour.
6. Next, you will be asked to share your screen. Make sure that you share your entire screen.

7. It is important that you do not stop sharing your screen until you have received verification that your test has been completed and/or ended by the proctor.
8. Please make sure you click the picture of your screen in the box, then click the Share button.
9. After you click the Share button, you will be directed to the onboarding agent. Please be prepared to wait a minute or two for the onboarding agent to welcome you.
10. Next you will be greeted by the Onboarding Agent (OBA). The OBA will guide you through the verification process and will click through the process for you.
11. The first step is the System check. This is done by the OBA to ensure that your computer device is in proper working order and that your payment has been received. Once the system check is approved, the OBA will click on the Next button.
12. After the system check is approved, you will be brought to the Authentication part of the onboarding process.
13. Here, the OBA will ask you to place your Government Issued ID in front of the camera so that they can capture a picture and compare it to your ID provided during the identity registration process.
14. Once the ID has been verified, the OBA will click on Next button where you will be brought to the Face scan.
15. During this step, the OBA will notify you that they are going to take your picture for a face scan to continue in the authentication process. You will be asked to look into the camera and the OBA will take your picture. Once your photo has been verified, the OBA will click on the Next button.
16. The next step is the Room scan. It is important that you rotate your device's camera 360 degree so that the OBA can see your entire surroundings.
17. You will be asked to show underneath your desk, on your desk, or anywhere else in your testing room that the OBA asks you to display.
18. The objective is to make sure that your desk and testing area are clear of any prohibited materials, devices, food/drink, people, etc.
19. Once your room scan is approved, the OBA will click on the Next button.
20. After the Onboarding Agent (OBA) has completed the verification process, your exam rules will be displayed.
21. You will see the rules icons set by your exam sponsor. It is important that you review your candidate handbook or bulletin provided by your exam sponsor.
22. After reviewing the rules, please click the box to agree, and then click the Begin Exam button to be transferred to your proctor. This may take up to a minute or two before you are connected.
23. You are now connected to your proctor and it is time to log into your exam.
24. If your exam requires an access code, the proctor will provide it via the chat box in the lower right-hand corner. You must manually type the code in, you cannot copy and paste.
25. When you have entered the required information click on the Login button and you will be directed to your exam.
26. When the exam is completed, click on the completed, done, submit, etc. button or notify the proctor through chat box and the proctor will end the test for you.
27. A notification will confirm that your exam has been completed. Please click the Okay button and you will be directed to the dashboard.

Exam Rules

1. Drinks may be allowed, only if in a clear bottle, without the wrapping.
2. Smoking is not allowed.
3. No bathroom breaks will be given.
4. No additional browser references, books, manuals, or calculators are allowed.
5. Scratch paper will be permitted.
6. Candidates are allowed to test outside their home.
7. Candidates should test in an isolated room.

Violation of Rules

The exam will be terminated under the following scenarios:

1. Screen printing or taking photos.
2. Additional, unauthorized person in the room. Candidate will be given a warning and must be corrected within 1 minute.
3. Use of prohibited materials (notes, books). Candidates will be asked to remove the material. If materials are discovered during the exam, the exam will be terminated.
4. Use of cell phone.

System Requirements

1. Operating system: Windows, MAC, ChromeOS
2. RAM: Minimum 4GB
3. Processor: Minimum 2.30GHz
4. Browsers: Chrome version: 62, Firefox version: 54
5. Internet speed: Minimum 4MBPS

Note: We request you to use LAN connected internet (Wired) & the internet speed flow has to be constant with minimum 4MBPS.

After the Examination

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

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 Accredible, our third-party credential provider.

The email from Accredible shall contain a link to the certification certificate, where they can view, share, link, and print the credential.

Candidates who fail the exam will receive a verification email explaining the next steps to retaking the exam or appealing the decision. Candidates who fail the written exam must wait seven (7) days before they are eligible to apply for a retest. Candidates must submit an Exam Retake Form and pay fee before being allowed to schedule a retest. 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. Applicants shall be reminded of the Appeals Process and their rights within the program. See the Appeals section of this handbook.

Failure to show up for a scheduled examination will result in the application being closed, barring true emergencies. No refunds will be permitted. To reschedule an examination, a new application must be submitted with appropriate fees, meeting all current requirements for certification.

Maintaining Certification

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) CEUs must be related to the Certified Concrete Paver Installer competency domains. Three (3) CEUs may come from General Contractor (GC) CEUs. Up to three (3) of the eight (8) CEUs needed during the term could come from Service to the Industry. Please see the CCPI Renewal Handbook for more information.

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.

If the Certification Body 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.

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.

Verifying Certification

Certification can be verified on the CMHA website. For individuals who do not wish to participate in the online directory, please email certification@masonryandhardscapes.org to opt-out.

Credential Ownership and Use

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 CMHA. 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.

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 Certification Committee for review and recommended action to be taken.

- The credential may be used as: CCPI or Certified Concrete Paver Installer
- The credential is used after the individual's name and following any academic degrees or licenses:
E.g., Bryan Horr, PE, CCPI or Dustin Kelly, CCPI
- The credential must be clearly associated with the individual certified or referenced in general terms:

CORRECT USE:

- Ryan Kelly is a Certified Concrete Paver Installer
- Megan Wascak, CCPI
- Five Paul's Pavers employees hold the CCPI certification

INCORRECT USE:

- Paul's Pavers employs five Certified Installers (when referring to a CCPI credential)
- Paul's Pavers is CPI Certified (certification is to the individual only)
- Bree Morgan has their Certification for Certified Paver Installer

Contact Information Changes

Email is the primary method used for communication regarding exam confirmations, exam results, and recertification. As a candidate and certified installer, you have access to your CMHA AMS profile details and are responsible for ensuring that your contact information in your profile is kept up to date. CMHA recommends using a personal e-mail address and phone number in the event of changes in employment. This information will adhere to CMHA's Certification Operations Manual's policy on Confidentiality.

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.

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, found in the Certification Operations Manual.

Any certified individual who fails to self-report shall be subject to a formal review as outlined under Section 9.8 Complaints, found in the Certification Operations Manual.

Disciplinary Actions, Suspensions, and Revocations

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

1. The Committee will be advised of the allegation.
2. The Committee will investigate the nature of the violation to ensure its' correctness.
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.
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.
5. Certified persons shall agree to abide by any agreement conditions and refrain from further promotion of the certification while the certification is suspended.
6. Failure to abide by any remedial actions associated with a suspension will result in revocation of certification.
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.

Appeals**FIRST LEVEL APPEALS PROCESS:**

Applicants have the right to appeal the decisions made by 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 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 on the CHMA website.

- Upon receipt of an appeal, CMHA shall acknowledge the appellant. The Certification Quality Manager shall track the appeal and keep appellant notified of status.
- Director of Education will appoint a Task Group of Committee members to review. The Task Group has 30 days to review appeal.
- Upon completion of the Task Group review, the Committee has 30 days to review findings and issue a decision.
- The Director of Education will issue the decision to the appellant.

SECOND LEVEL APPEALS PROCESS:

The applicant may appeal the decision of the Committee within thirty (30) days of the Committee's decision. A written appeal must be filed with the Chair of the Certification Committee. Please fill out a second Appeals Request Form.

- Upon receipt of an appeal, CMHA shall acknowledge the appellant. The Certification Quality Manager shall track the appeal and keep appellant notified of status.
- Director of Education will appoint a Review Task Group (RTG) of Committee members to review. These members shall not have been involved in the First Level Appeal. The RTG has 30 days to review appeal.
- Upon completion of the RTG review, the Committee has 10 days to review findings and issue a decision. The decision of the Committee is final.
- The 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.

Complaints

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.

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.

A complaint may be filed by any individual and should address alleged violations that have occurred within the past two (2) years. The Complaint Form can be found on the CMHA website.

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

Complaints must include:

- 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.

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

FIRST LEVEL COMPLAINT PROCESS

- The Certification Quality Manager shall acknowledge the receipt of the complaint and track, and shall keep all parties involved updated on the status of the complaint, including the outcome. The Certification Body shall keep all parties involved of the complaint if the complaint qualifies for consideration. A decision that a complaint does not qualify for consideration is final and not appealable.
- Within thirty (30) business days of receipt of the petition, the Director of Education 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.
- 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.
- Concurrent with the selection of the PRP, the Director of Education 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 submit a written response to the petition which must be submitted within thirty (30) business days of the date of the notification letter.
- 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.
- 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.

SECOND LEVEL COMPLAINT PROCESS

- 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.
 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) to hear the appeal.
 - 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.
 - 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.
 - 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.
 - 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. 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.

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 safeguarding 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.

Applicant Statement of Understanding

Applicants will not be approved without agreeing to the Statement of Understanding. Applicant agrees to the following:

1. I agree that all information provided in my application is complete and accurate.
2. I agree to comply with all rules, policies and provisions of the certification program.
3. I agree to provide any information needed to determine my eligibility for initial certification and recertification and to cooperate fully with all disciplinary investigations.
4. I agree to the CMHA Installer Code of Conduct.
5. I agree that the CMHA examinations are highly confidential and that the examination questions are the property of CMHA. I further agree that unauthorized disclosure of the examination questions is prohibited under copyright laws.
6. I agree to comply with all rules of the CMHA certification exams, which are included in this handbook and or will be read to me by the proctor.
7. I agree to no copy, release, share, or otherwise disclose confidential examination materials or participate in fraudulent test-taking practices.
8. I further understand that:
 - a. Candidates will be observed by a proctor through a webcam at all times while taking the examination. Proctors may not necessarily inform candidates of their observations, but they are required to report behavior that may violate the terms and regulations of the CMHA or other forms of irregular behavior.
 - b. Any cheating and or breach of confidentiality/security or any attempts to subvert the examination process by any candidates violates the purpose and principles of the examination.
 - c. CMHA reserves the right to cancel or withhold any examination results when, in the sole opinion of CMHA, a testing irregularity occurs; cheating has occurred; there is an apparent discrepancy in or falsification of a candidate's identification; a candidate engages in misconduct or plagiarism; when aberrancies in performance are detected for which there is no reasonable and satisfactory explanation; or the results are believed to be invalid for any other reason.
 - d. Conduct before, during or after testing that violates principles detailed in this Statement of Understanding may result in the invalidation of examination results and or other penalties and will be reported to CMHA.

Until the CMHA Certification Program is officially accredited, individuals who pass the certification exam will receive a "Preliminary Certification." Once CMHA has become accredited, the "Preliminary Certification" will become an "Accredited Certification."