

ENVIROCERT INTERNATIONAL INC.

National Green Infrastructure Certification Program

POLICIES MANUAL

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REVISION HISTORY

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NATIONAL GREEN INFRASTRUCTURE CERTIFICATION
PROGRAM POLICIES AND PROCEDURES MANUAL

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Section 1: Governance

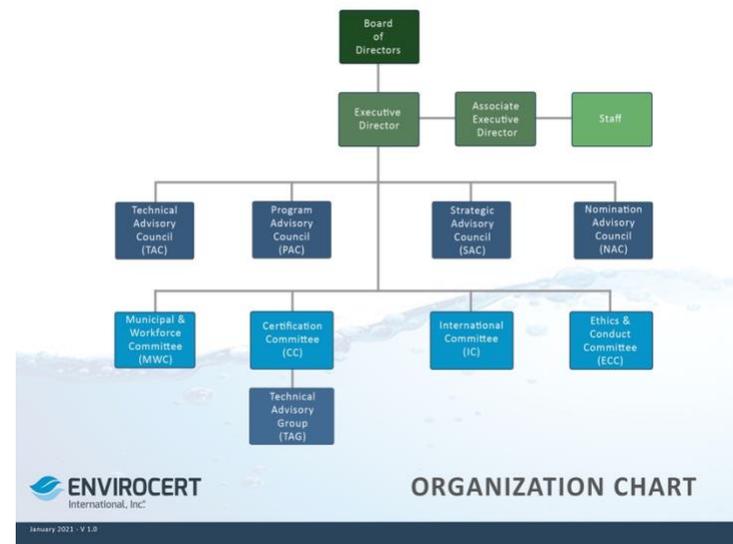
1.1 Overview

The National Green Infrastructure Certification Program (NGICP) understands the importance of impartiality in carrying out its certification activities, manages conflict of interest, and ensures the objectivity of its certification activities. NGICP implements its policies and procedures in a fair manner among all applicants, candidates and certified individuals. NGICP’s processes and procedures are governing by its Bylaws and Policy and Procedures Manual. We welcome any suggestion on how we can improve our implementation of certification activities.

Credential governance as promulgated within ANSI/ISO 17024 *Conformity assessment — General requirements for bodies operating certification of persons* ensure any threats to impartial treatment of applicants, candidates and certified persons are addressed and maintained. The 17024 states “*The certification body shall identify threats to its impartiality on an ongoing basis,*” and these threats can be based upon governance, management, and personnel. Therefore, 17024 requires that decisions on strategy, promotion, funding must be separate from decisions on eligibility, scope, content. Within NGICP, these areas are defined as business strategy and scheme strategy, respectively. On the business strategy side, activities include providing training to both trainers and applicants to meet NGICP certification eligibility requirements. On the other hand, the scheme strategy provide oversight on the certification management system. Business strategy and Scheme strategy are separated, and no functions overlap. The policies herein apply to Scheme strategy on which the certification management system is based.

The EnviroCert International, Inc.® Board of Directors permanently authorized the NGICP to function independently regarding the development and administration of the NGICP. NGICP governance has established three (3) permanent bodies to govern all aspects of the NGICP to deliver the Green Infrastructure Practitioner (GIP). The three (3) committees described below provide the governance structure that meets accreditation standards and example rosters are provided in Appendix A that are aligned with ANSI 17024. An organization chart is provided along with committee descriptions.

- Board of Directors (BOD): Oversight of business strategy and scheme strategy. Establishes subcommittees as needed to conduct business strategy work. BOD participants can serve on ECI Board and cannot serve on the certification committee, technical advisory group or subcommittees established by the Certification Committee. Staff Liaison: Director, NGICP Certification Program.
- Certification Committee (CC): Reports to the BOD. Oversight scheme strategy with responsibilities that include maintenance of the certification program and to develop and maintain valid, legally defensible, and credible certifications in accordance with the latest



- approved policies and
- procedures. Establishes subcommittees as needed to conduct scheme strategy work. CC participants can serve on the technical advisory group and cannot serve on the BOD or ECI Board. Staff Liaison: Certification Manager.
- Technical Advisory Group (TAG): Reports to the CC and functions as a subcommittee to the CC. Responsibilities derive from tasks assigned by the CC. Current assigned tasks include development and maintenance of certification requirements and testing. Other tasks are assigned from an open dialog between the CC and the TAG. TAG members can serve on the CC and cannot serve on the BOD or ECI Board. Staff Liaison: Technical Program Manager.

No person involved within NGICP in any capacity and has access to examination content or confidential exam related materials will also be involved in the content development of preparatory materials, workshops, review courses, or other related activities that prepare candidates for certification. During their term(s) of service and for a period of one (1) year after, volunteers and/or staff will not participate in the content development or serve as a trainer for any educational program meant to prepare individuals for obtaining certification. Members of bodies that participate in creating and/or reviewing content for the examination, including serving as exam committee members, item writers and/or item reviewers, may be subject to additional restrictions as established in these policies and procedures.

1.2 Authority

The NGICP Board of Directors has sole decision-making authority for all policies regarding certification eligibility requirements; recertification requirements; examination development, administration, and scoring; grievance and disciplinary policies; and the appointment and oversight of subject matter expert (SME) committees. The ECI BOD is responsible for governance and oversight of the NGICP certification program.

The Board of Directors has independent and sole decision-making authority which includes, but is not limited to, the following areas:

- A. Scope of NGICP certification program and oversight and implementation of certification program policies
- B. Ensuring that eligibility and recertification requirements, examination development and administration processes, and all certification program policies are related to the purpose of the certification program.
- C. Conducting regular impartiality reviews, managing conflicts of interest and confidentiality, and ensuring that the certification program functions in an environment free from undue influence.
- D. Examination development and maintenance in keeping with generally accepted psychometric practices and national accreditation standards
- E. Secure and standardized examination administration in keeping with generally accepted psychometric practices and national accreditation standards
- F. Examination scoring in keeping with generally accepted psychometric practices and national

accreditation standards

- G. Grievance and disciplinary policies including establishing a process for suspending or withdrawing certification, as well as the oversight of all disciplinary investigations and actions related to certificants
- H. Appointment and oversight of governance committees

The Board of Directors is committed to the sustainability of the NGICP program. ECI has been a non-profit managing and administering certifications for forty (40) years. This experience and knowledge will ensure the furtherance of the NGICP program. The Certification Council and ECI staff with advice from the Program Advisory Council (PAC) and the Strategic Advisory Council (SAC) to ensure that essential business strategies and approaches are developed and presented to the Board. The Board is committed to creating budgets to promote and expand the development of NGICP.

1.3 Participation on Council, Committees, Subcommittees and Groups

The minimum requirements to participate within the NGICP structure shall be established to provide a basis to establish a governance structure that meets accreditation standards and example rosters are provided (Appendix A) that are aligned with ANSI 17024. Members of governance structure bodies shall be classified (see column labeled “Class” on rosters) because 17024 requires “*balanced involvement of interested parties.*” All councils, committees, groups, and subcommittees shall maintain rosters showing participation class and affiliation. Further, members of the Board of Directors and Certification Committee need to rotate off the committee since the BOD and CC “*shall be structured and managed so as to safeguard impartiality.*” All committee members are required to attest to volunteer service principals (Appendix B)

Balance participation. Participation on the Board of Directors and Certification Committee shall maintain a balance of participants determined by member classifications. Balance is defined where no one participant classification is represented more than 50 percent. Groups and subcommittees established by the BOD or CC are not required to maintain balanced participation. Participant classifications shall be established are as follows:

- General: Members who cannot be categorized as a Utility, Municipality, Certificant or Contractors, for example government agency representatives, academia, and regulators.
- Utilities: Organization that maintains sewer infrastructure, either sanitary or a combination of storm and sanitary.
- Municipality: Entity responsible for the maintenance and proper functioning of a municipal separate storm sewer system; may be a municipality in the more conventional definition of the term, but it may also be a county, public complex or a highway agency.
- Certificants: An individual who is currently certified by NGICP.
- Contractors: A person or company that undertakes a contract to provide materials or labor to perform a service or do a job.

Participation terms of service. Board of Directors are elected to the Board and serve accordingly. The Certification Committee members shall serve no more than three consecutive three (3)-year terms. Groups and subcommittees members shall serve renewable two (2)-year terms.

Structure. Board of Directors and Certification Committee shall consist of a minimum of seven (7) members. Groups and subcommittees members shall consist of a minimum of three (3) members.

Appointment:

1. ECI Board of Directors shall call for volunteers to be appointed to the council and committees. ECI will develop a list of candidates for presentation and approval.
2. The Board of Directors shall call for volunteers to be appointed to the CC via the Nomination Advisory Committee NAC. The NAC will develop a list of CC candidates for presentation and approval by the BOD. Further, CC members shall declare their company affiliation for their facility. No company shall have more than one member appointed to the CC.
3. Groups and subcommittees. Participants for groups and subcommittees shall be appointed by the relevant governing. Participants shall declare their company affiliation. No company shall have more than one member appointed to groups and subcommittees.

Meetings: All governance structure bodies shall meet at least once per year by either physical or electronic means.

Officers: Board of Directors and Certification Committee shall elect a Chair and Vice-Chair as officers. Officers shall be selected from among the members of the BOD or CC and elected by majority vote. All Officers shall serve renewable one (1) year terms.

Quorum: Fifty percent of any governance structure body membership shall constitute a quorum.

Removal from Office: Governance structure body members may be removed with or without cause, upon a two-thirds (2/3) vote of all the entity members then serving, at a meeting called expressly for that purpose. A member may be removed with a simple majority vote for cause.

1.4 Meetings

All governance structure bodies, henceforth known as committee shall follow the procedures contained herein.

Committee Responsibilities. Effective committees unify, represent, motivate, coordinate, consolidate, and communicate. They function best when each committee has appropriately selected members, clearly defined objectives, established a work plan, and secured strong leadership and competent staff assistance.

Parliamentary procedure. Committees are not required to operate using parliamentary procedure; however, the objectives and principles of parliamentary procedure should be employed. The objectives of parliamentary procedure include expediting business, maintaining order, ensuring equity for all and

accomplishing the objectives for the committee. The principals of parliamentary procedure include courtesy, rule of the majority while respecting the rights of the minority, partiality to none, and taking one item of business at a time.

Committee scope. Each committee will develop a scope of work approved by the members of the committee. The committee scope will be reviewed at each meeting to ensure its relevance.

Committee member responsibilities. Committee members are expected to fully participate in committee activities by attending meetings and conducting business by telephone and written communications. Members are expected to do the following:

- Act in good faith in all matters to assure the ongoing administration of credible credentialing programs.
- Execute responsibilities in conformance with established policies and procedures and the Committee Volunteer Service Commitment.
- Discharge their responsibilities diligently and not delegate them to other committee members and staff.
- Disclose any actual or perceived conflicts of interest and not vote on such committee matters.

Chair responsibilities. The Chair shall attend all committee meetings and shall plan the committee meetings and agenda with the committee staff liaison. The chair shall facilitate meetings to encourage a discussion of ideas, keep discussions on track, and monitor committee participation. The Chair is encouraged to allow the committee to move toward a decision, not to validate the thinking of the Chair or staff.

Chair and staff liaison. The committee chair and staff liaison, working in partnership, are responsible for facilitating the work of the committee, providing oversight, and ensuring timely communications within the committee and between the committee and the other components of any project. Staff will coordinate committee communications and staff will copy the Chair on all communications from committee members. The staff liaison also provides logistical support for the committee's work.

Meetings. All governance structure bodies can meet either physically or via teleconference as appropriate. The staff liaison will initiate all meeting communications and material development. Every meeting shall have an agenda developed by staff in cooperation with the Chair. The first order of business of every meeting will be consideration of the Committee Volunteer Service Commitment statement. The second order of business will be consideration and approval of the meeting agenda. The third order of business will be taking of the role, recording the presence of a quorum, and consideration of the particular committee membership and scope. The business at hand will then follow with each agenda item being considered in turn, unless modified when the agenda was approved.

Minutes. Minutes will be developed after each meeting by staff and approved for distribution by the chair. Minutes will list meeting attendees. The minutes will record the business of the committees, subcommittees, and task groups following the order of items according to the approved agenda. The minutes will list all motions along with the parties who moved and seconded the item. All vote tallies will be recorded, and minority positions will be recorded. Minutes will be distributed in a timely manner.

Voting. Members of committees, ad hoc committees, subcommittees and task groups shall have one vote. Committee member votes are untaken at either meetings or teleconferences and need majority rule for an approved vote.

Electronic Voting. Committees can take action via electronic votes, or e-votes. E-votes are obtained using survey methods, usually solicited by email. Emails soliciting electronic votes must have subject lines as “ACTION REQUIRED – e-vote on *insert subject at hand.*” Unanimous consent on electronic voting is required.

Proxy. Proxy voting is not allowed.

Implementation of committee decisions. Each committee member will have one vote. All committee decisions will be reported as motions in committee minutes. Staff will provide guidance on whether a committee decision needs to be presented to the governing committees for approval. Each committee will report both the majority decision and any minority positions. Committee motions shall be developed as either an action or advisory item.

Action Item. An action item is a committee’s new recommendation, proposal or request that proposes a significant change in scope or direction from an approved program; makes a change to any existing written or unwritten policy or procedure; or approves a publication, document, or materials for public dissemination.

Final determination of any action item rests with a governing committee.

A quorum is not required for a committee to forward an action item to governing committees. However, the action item submitted from a committee without quorum must be titled, “Action Item -- Absent Committee Quorum.” It should be indicated on such an action item both the number of committee members present and the number required for a quorum as well as the recorded vote on the issue in question.

Advisory Item. An advisory item is the committee’s communicating tool in making governing committees aware of the committee’s intention, progress or direction with items or programs already determined as being within their scope and mission. Advisory items provide information to the Oversight Committee on actions within the committee’s authority. When a committee makes recommendations to another committee, it is considered an advisory item. Advisory items will follow the same quorum and voting as described under “action item.”

Guests at Committee Meetings. Committee meetings are open to sponsored or unsponsored guests who have an interest in activities of the committee and they may participate with committee business with no vote on committee decisions. All committee guests shall be approved by the Committee chair in advance of a committee meeting. Committee members sponsor guests by request of attendance to the committee chair no later than five (5) days prior of any committee meeting. Unsponsored guests whose request is not coordinated through a committee member shall request attendance at a committee meeting in writing to the committee chair with a copy to the staff liaison five (5) days prior to the meeting. Guests not complying with the above may be denied access to a committee meeting.

1.5 Confidentiality

Confidential and/or proprietary information shall be protected related to applicants; candidates; certificants; and the examination and evaluation processes (including development, maintenance, administration, and scoring). The confidentiality policy applies to all NGICP employees and authorized ECI staff, all committee members, subject matter experts (SMEs), consultants, vendors, and other individuals who are granted access to confidential information.

Confidential materials include but are not limited to: an individual's application status, personal application/certificant information, exam development documentation (including role delineation study reports, technical reports, and cut score studies), exam items and answers, exam forms, and individual exam and evaluation scores. All data considered confidential shall be stamped "CONFIDENTIAL—DO NOT DISTRIBUTE."

Confidential Information. Confidential personal information about applicants and certificants and their examination scores will be released only to the individual candidate and will not be disclosed without a written request and signed release from the protected party for release to a 3rd party, unless required by law.

Applicant/certificant personal information supplied on an application for initial certification or recertification is considered confidential. Personal information retained within the applicant/certificant database will be kept confidential.

Information related to the development, administration and maintenance of the certification examinations is considered confidential.

The names of certified individuals are not considered confidential and may be published in an online directory and other literature. Certified individuals may elect to have their names withheld from these publications. NGICP verifies the certification status of any individual upon written request. This verification includes whether the individual is currently certified or not. Application status, or whether or not an individual has taken the exam(s), is not released.

Aggregate exam statistics for the certification program (including the number of exam candidates, pass/fail rates, and total number of certificants) will be publicly available. Aggregate exam statistics, studies and reports concerning applicants/certificants will contain no information identifiable with any applicant, unless authorized in writing by the applicant.

Security of Confidential Materials. All confidential materials are retained in a secure manner as required by the security policy. All committee members keep confidential and secure any confidential materials that are sent to them. These materials are kept in a secure and private location at all times until they are returned to the NGICP staff or are destroyed as directed by the staff/Chair.

Access to Confidential Information. Access to confidential information is limited to those volunteers who require access in order to perform necessary work related to the certification program.

Confidentiality Agreements.

- Applicants for certification are required to read and acknowledge confidentiality statement as part of the application process attesting to maintain confidentiality of exam content and other confidential information and indicating their commitment not to participate in fraudulent test-taking practices.
- Committee member must attest to volunteer service stating that he/she has read and understands not to disclose any confidential information.
- Consultants and vendors within their contracts with NGICP shall state not to disclose any confidential information.

1.6 Conflicts of Interest

A conflict of interest is defined as a situation in which personal or professional concerns or connections of an individual affect his or her ability to place the welfare of the NGICP before personal benefits.

The NGICP supports operational, administrative, and examination-related policies that are free from actual, potential, or perceived conflicts of interest by NGICP staff, vendors/consultants, and those in elected, appointed, or volunteer positions. Committee members attesting to volunteer service shall agree to fully and promptly disclose any existing, potential, or perceived conflict of interest and to refrain from participation in any decision related to the conflict. This includes personal, professional, business or financial conflicts. Committee members shall disclose any changes of employment during their service term on the Council. Committee members or other program volunteer shall not derive any personal profit or gain from his or her participation in the Council/programs.

1.7 Whistleblower Protection

All staff and volunteers shall observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and volunteers are required to act with honesty and integrity throughout the course of their work and to comply with all applicable laws and regulations.

Reporting of Concerns or Complaints. All staff and volunteers shall comply with these policies and applicable law. These individuals are required to report actual or suspected violations in accordance with this Whistleblower Policy

Confidentiality. All communications under the umbrella of this policy are treated in a confidential manner, except to the extent necessary to conduct a complete and fair investigation or for review of NGICP.

Retaliation. Negative or adverse actions against any employee or individual for making a good-faith report of a possible violation of its policies or applicable law, even if the report is mistaken, is not permitted. Negative or adverse actions against any employee or individual who assists with the investigation of a reported violation is not permitted. Retaliation in any form will not be tolerated. Any act of alleged retaliation should be reported immediately and will be promptly investigated. Retaliation by an employee

against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

How to Report Concerns or Complaints. Anyone may communicate suspected violations of policies, applicable law, or other wrongdoing or alleged retaliation by contacting the Chair of the Board of Directors. If the individual reporting the suspected violation prefers to remain anonymous, it is not necessary to identify him/herself or position in any notification. The individual submitting the notification should provide as much detail as possible and which is appropriate for a proper investigation, including where and when the incident occurred, names and titles of those involved, and other information as is available.

Illustrative Types of Concerns. The following is a non-exhaustive list of the kinds of improprieties that should be reported:

- Supplying false or misleading information on financial or other public documents
- Providing false information to or withholding material information from committee members or auditors
- Destroying, altering, mutilating, concealing, covering up, falsifying, or making a false entry in any records that may be connected to an official proceeding, in violation of federal or state law or regulations
- Altering, destroying, or concealing a document, or attempting to do so, with the intent to impair the document's availability for use in an official proceeding or otherwise obstructing, influencing, or impeding any official proceeding, in violation of federal or state law or regulations
- Embezzling, self-dealing, private inurement (i.e., earnings inuring to the benefit of a Council member, officer, or employee) and private benefit (i.e., assets being used by anyone in the organization for personal gain or benefit)
- Paying for services or goods that are not rendered or delivered
- Using remarks or actions of a sexual nature that are not welcome and are likely to be viewed as personally offensive, including sexual flirtations; unwelcome physical or verbal advances; sexual propositions; verbal abuse of a sexual nature; the display of sexually suggestive objects, cartoons, or pictures; and physical contact of a sexual or particularly personal nature
- Using epithets, slurs, negative stereotyping, and threatening, intimidating, or hostile acts that relate to race, color, religion, gender, national origin, age, or disability
- Circulating or posting written or graphic material in the workplace that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, nationality, age, sexual orientation, or disability
- Discriminating against an employee or potential employee due to a person's race, color, religion, sex, sexual orientation, national origin, age, physical or mental impairment, or veteran status
- Violating policies, including confidentiality and conflict of interest policies
- Facilitating or concealing any of the above or similar actions.

Section 2. Program Administration

2.1 Financial Management

NGICP will have sufficient and adequate resources to conduct the certification and recertification programs thoroughly and effectively. NGICP's goal is to create a financially sustainable program to accrue adequate revenue and reserves to support activities of the program including exam development/maintenance activities and operational management. NGICP will follow the ECI calendar fiscal year of ECI.

Budget. The budget for the NGICP will be prepared by NGICP staff and submitted to the Board of Directors BOD for feedback, then approved by the ECI Board. The NGICP does not have the authority to implement a deficit budget, to manage outside of the approved budget, or to approve activities with a significant negative impact on ECI without prior approval of the ECI Board of Directors. The NGICP cannot take on any debt or liability without ECI Board of Directors' approval.

Compensation. Committee members will not be compensated for their services.

Contracts and Invoice Approval. ECI authorizes contracts with outside vendors and approves invoices for payment in accordance with ECI policies.

Setting Fees. The ECI Board or as delegated to the NGICP Director, is responsible for setting fees for certification and recertification, and any other fees related to the certification and recertification processes, in accordance with the annual budget.

Expense Reimbursement. At ECI's discretion and approval, committee members and subject-matter-expert (SME) panel members will reimburse reasonable expenses related to attendance at Committee or exam development meetings which will include: travel, lodging, and meal expenses in accordance with the ECI approved budget. The committee follows ECI's policy for the reimbursement of travel expenses.

Cancellations and Refunds. Certification application and recertification fees are generally non-refundable except as allowed by the exam cancellation/rescheduling policy. A processing fee may be applied to any refunds made.

2.2 Vendor Management

A vendor is defined as a person or entity that conducts work on behalf of NGICP on a contractual basis.

NGICP may select and oversee competent consultants and vendors, as needed, such as a psychometrician, test administrators, and others who are employed to conduct certification activities under the day-to-day management of the NGICP staff with the Council and its involved subcommittees, including, but not limited to:

- Exam administration

- Exam scoring and delivery of results
- Psychometric analysis and reporting
- Job task analysis

Binding, written agreements will be made with vendors that include scope of work, payment terms, confidentiality and conflict of interest, performance review, and intellectual property ownership (if applicable). Upon entering into an agreement with an outside party, NGICP will establish guidelines for receiving project updates and progress in a timely and effective manner. The vendors' work will comply with applicable standards for accreditation.

ECI takes full responsibility for all outsourced work and has final authority over the work of consultants or vendors as it relates to the NGICP certification program.

NGICP staff will maintain a current list of all vendors. The list will be reviewed and updated at least annually.

The performance of each vendor, based on the established scope of work, will be reviewed at least annually by appropriate staff. See Appendix C for a vendor evaluation form.

2.3 Operational Management

ECI employs a designated NGICP staff member to whom it assigns the management of day-to-day operations of the certification program. The staff member is responsible for operations management of daily certification program activities, providing administrative support to the Board of Directors (BOD), and implementing policy decisions made by the BOD.

The staff member/NGICP team is responsible for:

1. Providing routine updates to the BOD regarding certification activities including:
 - Updates at each BOD meeting
 - Supervising and managing the daily operations of the certification program
 - Providing orientation and training for new BOD members.
2. Supporting ECI's responsibility to develop a budget for certification operations by:
 1. Preparing a budget for the BOD's feedback, responding to feedback submitted by the BOD members, and submitting it to the ECI Board for final approval
 2. Monitoring adherence to the approved budget on an on-going basis
 3. Preparing regular budget updates for the BOD
3. Implementing BOD policies, strategic plans, and directives.
4. Coordinating and overseeing any additional staff, consultants, or vendors assigned to work on the certification program. Oversight may include management of specific consultant and vendor

- contracts as assigned by the BOD.
5. Managing communication with applicants, candidates, and certificants.
 6. Maintaining candidate and certificant communications.
 7. Maintaining the certification tracking platform including, but not limited to, application data, certification examination, and recertification dates.
 8. Ensuring certification files and records are maintained in accordance with program policies.
 9. Overseeing compliance with certification program standards for selected third-party accrediting body.
 10. Serving as a non-voting, ex-officio member of the ECI BOD and supporting the BOD with coordination and management of its subcommittees and/or task forces.
 11. Developing and distributing meeting notices, agendas, and minutes, as well as other documentation as required to the BOD.
 12. Other NGICP program duties as required.

ECI will conduct an annual performance review of the staff member/NGICP team in conjunction with the ECI BOD.

ECI will provide administrative services such as:

- Office location
- Mailing address
- Email and web hosting
- Financial accounting, including A/P and A/R, and financial summaries to the BOD
- Marketing
- Payroll and benefits services for NGICP staff

Management review. Management review of the personnel certification program shall be conducted annually. The review will be conducted by personnel who are not directly involved in the administration of the personnel certification program and the functions being reviewed. Personnel may not audit their own work. Management review will include information from the following: results of internal and external audits, feedback from applicants, candidates, certified persons and interested parties related to the fulfillment of this International Standard, safeguarding impartiality, the status of preventive and corrective actions, follow-up actions from previous management reviews, the fulfillment of objectives, changes that could affect the management system, appeals and complaints. Minutes of management review meetings shall be kept to document requirement actions.

Internal Audits of the Management System. Internal audit review of the personnel certification program shall be conducted annually. Annual audits shall be performed by competent personnel knowledgeable in certification process auditing and ISO Standards to verify that the management system is effectively implemented and maintained. The services of external consultants may be secured to conduct the internal audits. Auditors may not audit their own work. Auditors are required to identify any appropriate

opportunities for improvement in addition to nonconformities.

The Board of Directors , in fulfilling its obligation to ensure that annual internal audits are performed, shall be responsible for the following tasks:

- Procure an auditor with sufficient expertise and impartiality to perform an audit of the management system.
- Provide the auditor with access to the management system and all supporting documentation, records, forms and documents as required to perform the audit.
- Review the audit report.
- Identify and determine the causes of nonconformities.
- Establish a plan for corrective or preventive action as required.
- Monitor the progress of corrective and preventive actions, and close out as completed.
- Use the results of the audit as inputs to the Management Review

2.4 Document Control

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

Development of Documents. NGICP shall develop and revise its official documents as needed to ensure ongoing conformity with ANSI/ISO/IEC 17024 requirements. Documents that are developed and revised shall include, the Board of Directors approved policies, the procedures required to implement those policies, and the procedures required to efficiently and effectively administer and operate the organization. It is the responsibility of the NGICP headquarters office to ensure that appropriate and necessary documents are developed, revised, implemented and adhered to.

Master List and Controlled Document Maintenance. The controlled documents and master list of all controlled documents shall be maintained by the NGICP staff. The master list shall identify authority for controlled document changes. The controlled documents and master list shall be maintained electronically and in print. Should the electronic and print versions differ, the electronic version shall prevail. Outdated electronic versions of controlled documents shall be moved to an “Obsolete” folder and shall be kept there in accordance with the document control policy.

Document Management. All policies and procedures will have a heading that clearly identifies each policy and ensures that only the current version is in use. The policy heading will include:

- a. Policy name
- b. Changes to be authorized by: Indicates the approval body (example: Certification Committee)
- c. Approved By: the body (example: Certification Committee that approved the most recent

version of the policy

- d. Date(s) Revised: the date(s) the policy was updated or revised

All forms will include the most recent approval and/or revision date, including the month and year. All publications will include the most recent approval and/or revision date, including the month and year.

Document Approval. Official certification program documents may only be revised or updated with appropriate approval by the NGICP Council or an individual or party designated to do so by the NGICP Council.

Access. All applicable staff shall be able to access controlled documents pertaining to their responsibilities within the management system.

2.5 Document Management Retention

This described management and retention policy is to ensure that full and accurate records of all activities and decisions of the NGICP that are created, implemented or received will be appropriately retained. Documents received in hard copy may be converted to electronic format for storage. All confidential materials will be retained in compliance with sections below.

Documents Retained for ten (10) Years

- Examinations (at least one copy of each examination form)
- Examination development documentation including, but not limited to, job analysis surveys and reports, test specifications (content outlines), records of item writing activities, cut-score studies, and technical reports.
- Examination results (scores)
- Examination items (item bank)
- Active applicant/candidate data. Original hard copy applications will not be maintained once the information is entered into the database or stored electronically.
- Files of active certification holders
- Contracts three (3) years from contract termination date unless otherwise specified in contract)
- Meeting minutes of all Certification Committee and committee meetings
- Legal correspondence and documents

Documents Retained for seven (7) Years

- Inactive certificant files (retained for seven (7) years after file becomes inactive; current files are retained indefinitely)

- Accounts Payable (see, ECI Record Retention Guidelines below)

Documents Retained for three (3) Years

- Examination in-house application payments
- Supporting documentations for examination and recertification applications
- Audits – examination and recertification applications

When in question, the ECI Document Retention Guidelines will be followed.

ECI Record Retention Guidelines

General Corporate Records will adhere to ECI’s Document Retention Policy (Unless covered under another area of the policy), as follows:

Item Description	Retention Length
Articles of Incorporation and amendments thereto	Permanently
Constitution and Bylaws	Permanently
Board of Directors Meeting Minutes	Permanently
Patents, trademark registrations, copyright registrations	Permanently
Property records (including leases, deeds, easements, rights of way, appraisals, costs, depreciation reserves, blueprints, plans)	Permanently
Correspondence relating to member discipline matters	Membership term, 5 years

Accounting, Finance and Tax Records will adhere to ECI’s Document Retention Policy (Unless covered under another area of the policy), as follows:

Item Description	Retention Length
Income tax returns and filings	7 years
Audit reports of accountants	7 years
Charts of accounts	7 years

Federal and state tax bills and statements	7 years
Schedules, ledgers and other supporting documentation for financial statements and tax forms	7 years
Bank reconciliations	3 years
Checking records, including account statements, check register and cancelled checks (see exception below)	3 years
Cancelled checks (important purchases)	7 years
Social security tax records	7 years
Accounts payable and receivable	7 years
End-of-year financial statements	Permanently
Budget data	3 years
Banking records, including deposit and withdrawal records, bank statements	3 years
Expense accounts, approvals, petty cash records, sales Council records	3 years
Invoices to members, customers and vendors	7 years
Warranty claims/Claims of damage	7 years
Contracts (not otherwise specified herein)	3 years from contract termination date unless otherwise specified in contract
Grant Agreements	3 years from closeout report, unless otherwise specified in grant agreement
Membership ballots following the applicable vote	3 years

Personnel Records and Payroll Documents will adhere to ECI's Document Retention Policy (Unless covered under another area of the policy), as follows:

Item Description	Retention Length
Authorizations for employment, changes in wage/salary rates, leaves of absence, terminations, etc.	Employment term, plus 3 years
Employment contracts	Employment term, plus 3 years except permanent retention for

	Executive Director-Board Agreements
Employment earnings, time records, and payroll records (including withholding)	Employment Term, plus 3 years
Non-employee job applications and resumes	1 year
Councils/bonuses, incentives, financial awards, etc. (general)	Employment Term, plus 3 years
Employee insurance records	Employment term, plus 3 years
EEO-related documents	Employment Term, plus 3 years from separation or date of action, whichever is longer. EEO-1 reports should be kept indefinitely.
Employees' personnel records, including application forms, individual attendance records, medical history, performance evaluations, termination papers, exit interview records, withholding information, garnishments, test results (individual), disciplinary action, records of any federal or state required training, etc.	Employment term, plus 4 years
Records of accommodation to any disabled employee requesting such accommodation	Employment term, plus 3 years
Records of leave granted any employee under the Family and Medical Leave Act	Employment term, plus 3 years
Records of any disputed issues and/or investigated complaints	Employment term, plus 3 years
Records showing employment eligibility under the Immigration Reform and Control Act (I-9)	Longer of 3 years from date of hire or 1 year after date of termination
Unclaimed wages	5 years after report is sent
Records pertaining to employment of minors	Employment term, plus 3 years
Health- and safety-related records	5 years

Insurance will adhere to ECI's Document Retention Policy (Unless covered under another area of the policy), as follows:

Item Description	Retention Length
Insurance records	Permanently except for benefit plan documents which are 6 years
Accident reports	5 years
Appraisals	7 years
Worker compensation claims	3 years
Unemployment insurance	4 years

Letters and Correspondence, General Guidelines will adhere to ECI's Document Retention Policy (Unless covered under another area of the policy), as follows:

Item Description	Retention Length
Routine correspondence, form letters, and notes that require no acknowledgment or follow-up.	1 to 12 months
Copies of interdepartmental/Association correspondence if a copy of the letter is maintained in the file.	1 to 12 months
Letters of general inquiry and replies which complete a cycle of correspondence and have no value after possible reference from the correspondent within a reasonable period of time.	1 to 12 months
Letters requesting specific action such as name or address change, complaints which have no further value after changes are made or action taken.	1 to 12 months
Similar letters of various types which might be referred to shortly after they are received or written but which soon cease to have value unless further immediate correspondence ensues.	1 to 12 months
Letters relating to the establishment or denial of credit.	1 year
Letters applying for employment with the Association.	Later of 1 year after position filled or date of letter

Memoranda and reports about expense accounts which have limited value after the voucher is approved.	1 year
Collection letters that have limited value after the account is paid.	1 year
Letters to which members or others may make reference for more than a year.	1 year from latest reference to letter
Letters that constitute all or part of a contract or that are important in the clarification of certain points in a contract.	Life of principal document it supports
Letters denying liability of the Association.	Life of principal document it supports
Other letters which the Association might need to produce in court to disprove liability or to enforce rights of the Association.	Life of principal document it supports
MOU's with other organizations	Life of principal document it supports

Electronic Mail ("Email"), Voicemail, and Electronic Documents (Unless covered under another area of the policy) will adhere to ECI's Document Retention Policy, as follows:

Item Description	Retention Length
Email - Active Employees – Sent Folder	6 months
Email – Active Employees – Deleted Folder	30 days
Email – Active Employees – Unread	1 year
Email – Active Employees – Read – Any Folder Other Than Deleted or Sent Folders	5 years
Email – Former Staff	6 months
Voicemails and any messages attached (unless other provisions of this policy apply)	2 weeks
Electronic Documents Stored in a Retention Dated Folder	Date Listed on folder
Electronic Documents Stored in an Undated Folder	4 years from last modification date

Document Destruction. The NGICP staff is responsible for the on-going process of identifying records, which have met the required retention period, and overseeing their destruction. Destruction of sensitive

financial, personnel related documents, and other confidential documents will be accomplished by shredding. Document destruction will be suspended immediately, upon any indication of an official investigation or when a lawsuit is filed or appears imminent. Destruction will be reinstated upon conclusion of the investigation.

Section 2.6 Security

Confidential Documents. All individuals who will be given access to confidential NGICP documents are required to sign, date and submit a “Confidentiality/Conflict of Interest Form.” These forms must be kept on file at ECI’s offices. Confidential materials include but are not limited to: an individual’s application status, personal application/certificant information, exam development documentation (including role delineation study reports, technical reports, and cut score studies), exam items and answers, exam forms, and individual exam and evaluation scores. All data considered confidential by the Council shall be stamped “CONFIDENTIAL—DO NOT DISTRIBUTE” (See, Section 1.5).

Access. Access to confidential information is limited to those individuals who require access in order to perform necessary work related to the certification program. Access is granted in compliance with the provisions of the security policy (See, Section 1.5).

Physical Security. Any NGICP exam forms that are in ECI’s possession shall be kept in a locked filing cabinet. The “Confidential Documents” provision of this section, as well as the “Confidentiality Policy” applies to the physical security of documents.

Privacy. EnviroCert respects the privacy of all individuals who visit our Web site(s). Upon visiting the ECI website(s), there is collection of a limited amount of information on usage in order to improve the content and design of the site. This information is not personally identifiable by the individual user. ECI collects the Internet addresses of visitors, time of access, browser type, and web pages visited on an aggregate basis only. This information is used for internal review only and is not shared with third parties. The pages viewed by an individual visitor are not tracked. ECI sites contain links to other sites. ECI is not responsible for the privacy practices or the content of such websites.

The ECI site makes technical discussion forums available to its visitors. Please note that any information disclosed in these areas becomes public information. ECI may use cookies to allow us to better target messages to our visitors. A cookie generated by an ECI site contains no information about you. If you wish to block cookies, please refer to your browser instructions on how to do so.

Electronic Security. Orders and Membership applications placed through our site utilize SSL (secure socket layers) to protect information so that it cannot be read in transit. The contact information collected is used to send the customer their order and/or membership information. The financial information collected is used to collect payment for the products and services purchased. Once credit card information is processed, ECI does not store that information on its site. ECI provides commercially reasonable security measures for protection from unauthorized access or system breaches that could alter, disclose, or destroy data. Except as noted above in these Privacy and Security statements, access to personal information is restricted, and only certain organizations who may need to know that information in order to operate, develop, or improve our services may be granted access. ECI cannot guarantee or warrant the security of any information that is transmitted electronically. If you are not comfortable sending your

credit card information online, please call the ECI at 279-888-6911.

Proprietary Materials. Protection of confidential and/or proprietary information related to applicants; candidates; certificants; and the examination and evaluation processes (including development, maintenance, administration, and scoring) is a priority of the NGICP Certification Committee. (See, Section 1.5).

Proprietary Statement:

During the course of performing NGICP work, any Contractor(s) may, independently or in conjunction with ECI, develop information, produce work product, or achieve other results for ECI (collectively, Work Product) in connection with the work it performs as assigned by ECI and the NGICP. The Contractor(s) agree(s) that such Work Product developed by Contractor(s) and/or ECI in connection with such work shall be solely owned by ECI. Contractor hereby assigns, and agrees to assign, to ECI all right, title and interest in and to the Work Product, including but not limited to copyright, all rights subsumed thereunder, and all other intellectual property rights, including all extensions and renewals thereof. Contractor further agrees to provide all assistance reasonably requested by ECI, both during and subsequent to the Term of this Agreement, in the establishment, preservation and enforcement of ECI's rights in the Work Product. Upon the termination of this Agreement, or at any time upon the request of ECI or the NGICP, Contractor(s) agree(s) to deliver promptly to ECI all printed, electronic, audio-visual, documents and data, and other tangible manifestations of the Work Product, including all originals and copies thereof, as well as marked confidential information and other property of ECI then in his/her possession. Contractor also agrees to waive any and all moral rights relating to the Work Product, including but not limited to, any and all rights of identification of authorship and any and all rights of approval, restriction or limitation on use, and subsequent modifications.

The names EnviroCert International, Inc. (ECI), ECI and logos, and all other trademarks, service marks, copyrights, and other intellectual property of ECI (collectively, "ECI Intellectual Property") are the property of ECI but may be used by Contractor(s) in strict accordance with the terms and conditions set forth below. Other related intellectual property includes, and not limited to, NGICP, IGICP, GIP, and CPGI.

ECI Intellectual Property is the sole and exclusive property of ECI. ECI grants to Contractor(s) a limited, and revocable, license to use its Intellectual Property for the purposes of NGICP Agreement. Any failure by Contractor to comply with the terms and conditions contained herein may result in the immediate revocation of this license. The interpretation and enforcement (or lack thereof) of these terms and conditions, and compliance therewith, shall be made by ECI in its sole discretion.

ECI Intellectual Property may be used by contractor(s) solely in furtherance of the obligations of Contractor hereunder; provided, however, that the ECI Intellectual Property may not be used in any manner that, in the sole discretion of ECI: discredits ECI or tarnishes its reputation and goodwill; is false or misleading; violates the rights of others; violates any law, regulation or other public policy; or mischaracterizes the relationship between ECI and Contractor, including but not limited to any use of the ECI Intellectual Property that might be reasonably construed as an endorsement, approval, sponsorship, or certification by ECI of Contractor or Contractors' services, or that might be reasonably construed as support or encouragement by ECI to purchase or utilize Contractor's services.

Use of ECI Intellectual Property shall create no rights for Contractor in or to ECI Intellectual Property beyond the terms and conditions of the limited and revocable license herein. ECI shall have the right, from

time to time, to request samples of use of ECI Intellectual Property by Contractor from which it may determine compliance with these terms and conditions. Without further notice, ECI reserves the right to prohibit use of ECI Intellectual Property if it determines, in its sole discretion, that Contractor's usage thereof, whether willful or negligent, is not in strict accordance with the terms and conditions of this license or otherwise could discredit ECI or tarnish its reputation and goodwill. Upon the termination or expiration of NGICP Agreement(s), all rights of Contractor to use the Intellectual Property shall immediately terminate.

Section 3. Certification Program

Requirements Section 3.1

Certification Schemes

Certification Schemes. The certification scheme shall contain the following elements:

- The scope of the certification (the audience certified, the level of certification, etc.)
- A description of the job role and tasks performed;
- The required competence for the job role to be certified;
- The eligibility requirements; and
- A Code of Conduct.

The certification scheme shall include the following certification process requirements:

- The criteria for initial certification;
- The criteria for recertification;
- The assessment method for initial certification;
- The assessment method for recertification;
- The criteria for suspending and withdrawing certification(s); and
- The criteria for changing the scope or level of certification.

Changes to the Certification Scheme(s). The NGICP Certification Committee shall review and approve any changes to the certification scheme(s). The Committee should review the rationale for the change, the impact or projected impact the change will have on the certificants and candidates, and data or evidence to support the recommendation.

If a certification scheme is changed, the Committee will notify all affected individuals of the changes in a reasonable timeframe through the website, candidate handbook, email, or other communications. The Committee will develop and implement a plan to bring all current certificants into compliance with new scheme requirements in a reasonable time period. Content changes affecting certificate holders in good standing will promulgate changes to recertification requirements, whereby they will be required to demonstrate competence in the new content. Certificate holders will be required to comply with the

new requirements within the next recertification period.

Recertification. The recertification policy will be reviewed as outlined in the Quality Manual. The annual review includes an evaluation of the impartiality of the recertification requirements. The NGICP Certification Committee will approve any changes to the recertification policy.

Section 3.2 Eligibility Requirements

The NGICP Certification Committee establishes the eligibility requirements for the certification scheme. The requirements for the Green Infrastructure Certification Program (NGICP) are:

1. Complete a GI training course that meets the requirements below (GI Training Course) or is approved by ECI.
2. Minimum of a High school diploma.
3. Pass the NGICP examination.
4. Attest to the NGICP Code of Conduct (Appendix D)

GI Training Course. The GI training course must meet the following criteria:

- The curriculum covers the NGICP examination objectives.
- The curriculum covers the practices emphasized by the certification program including bioretention, green roofs/blue roofs, rainwater harvesting (rain barrels and cisterns), dry wells, stormwater wetlands, and permeable/porous pavements.
- The instructor(s) shall have two out of three of the following qualifications:
- A minimum of three (3) years of direct experience in stormwater green infrastructure construction, inspection and maintenance;
- Experience as an instructor for hands-on adult learning courses;
- Minimum of a Bachelor of Science degree related to water resource management or environmental sciences.
- The course shall be a minimum of thirty-five (35) total contact hours, which should include at least seven (7) hours of field or interactive educational activities.
- Delivery must be in person, encompassing a mix of traditional classroom teaching, hands-on activities and site visits.

Section 3.3 Reconsideration of Adverse Decisions

Definition. An individual may request reconsideration of an adverse non-disciplinary decision made as part of the exam eligibility, exam testing, and recertification processes. The types of items that fall into this policy are being deemed ineligible to take an exam, concerns about an unsuccessful exam

result, a test site issue resulting in an unsuccessful result, rescheduling of the exam by the testing vendor, a medical or personal emergency, or denial of the recertification application.

Submitting a Request for Reconsideration. An individual must submit a request for reconsideration in writing (via U.S. mail or email) to the NGICP Committee within thirty (30) days of the adverse decision. The written request must include the:

- Date of the decision
- Details of the situation and circumstances
- Reason for the request for reconsideration
- Relevant materials for the request for reconsideration
- Individual's contact information (email, phone number, address)
- NGICP staff will acknowledge receipt of the request for reconsideration within five (5) days and log it into *the Request for Reconsideration Log*.

Review Process.

- A representative of the NGICP Committee, who may be a staff member or Committee member, will review the request within ten (10) days of receipt.
- A representative of the NGICP Committee, who may be a staff member or a Committee member, will notify the individual of the decision within thirty (30) days of the review.
- The determination of the NGICP Committee is final.

Section 3.4 Application Processing

Complete Applications. The application form is available through the online NGICP application system. Once a copy of the complete application is received through the online system, it will be reviewed by a NGICP Staff Member for processing. Each application will then first be reviewed only for completion. The completed application will go on for further verification.

Providing an acceptable form of payment for the application fee is also a criterion for completing an application. The exam fee to apply as an individual is \$200. If applying as part of a package, the fee will be paid for by the partner.

Incomplete Applications. If an application is deemed incomplete by the NGICP staff (missing fields or qualifications), the applicant will be sent an email to the email address listed on their application, detailing the specific information that is missing that caused their application to be classified as incomplete (i.e. checklist showing which fields are missing). The applicant will have one opportunity to submit the missing information within one (1) month from the date of the email outlining the missing information. There will be no additional fee associated with this one resubmittal. After three (3) months, the incomplete application will be rejected and deleted from the system.

Verification of Applications. NGICP shall audit all applications received to verify completion of the eligibility requirements. Individuals may apply and register for the NGICP exam prior to completing the required thirty-five (35) hours of training, however they will not be eligible to schedule their exam until all eligibility requirements are met (verification of HS education and completion of training).

Failure to Demonstrate Eligibility. The requirements to sit for the exam include a minimum of a high school diploma or, AND proof of participation in Green Infrastructure Construction, Inspection and Maintenance Training within the previous twelve (12) months (see Exam Blueprint Appendix E). The application includes the information that the NGICP staff need to verify that these requirements are completed. Staff will follow a standard protocol of steps to attempt to verify these credentials. Once the steps of the protocol have been completed and the eligibility of the applicant is still not verifiable, the application will be deemed incomplete, and the applicant will be notified. If a candidate fails to meet the eligibility requirements, the individual will be sent an email at the email address listed on the application that states that the applicant was found to not meet the eligibility requirements and therefore the candidate will not be approved to sit for the exam at this time. Application fees will not be reimbursed for unapproved applications.

Registering for the Exam. Once the NGICP eligibility requirements are met and the NGICP application is approved an applicant is eligible to schedule an appointment to sit for the NGICP exam. NGICP applicants will first receive an email from NGICP confirming their eligibility, then they will receive an email from the testing vendor with instructions for scheduling their computer-based exam at a test center near them. NGICP training is valid for one (1) year after the training completion date and NGICP applicants can take the exam at any time during those twelve (12) months.

Rescheduling Exam Dates. If the applicant is approved to sit for the exam and must reschedule the allotted time slot, there will be no fee charged if the applicant gives notice a minimum of two (2) days prior to the exam date. The applicant will be allowed to select a new exam date any time within the following twelve (12) months with no additional fee required. If the applicant does not cancel their appointment two (2) days notify the testing provider NGICP staff in writing by email that they will not be sitting for the exam prior to the deadline, they will forfeit the exam registration fee.

Section 3.5 Code of Conduct

Purpose. To clearly define the conduct expected of all NGICP certificants, a NGICP Code of Conduct has been developed. It is intended to clearly define the attributes of the certificants that support the goals and purpose of the overall NGICP.

Code of Conduct. The NGICP Code of Conduct form is found in Appendix D. This Form must be completed and returned to the ECI Offices in hard copy, scanned email attachment or faxed copy prior to the official NGICP certificate being mailed to the individual.

Section 3.6 Summary of Certification Statistics

NGICP maintains a summary of certification statistics on its website that is updated annually with the total number certified, the total number tested, the number passed, the number failed, and the number of

individuals who recertified.

Section 3.7 Nondiscrimination

NGICP adheres to principles of fairness and due process and endorses the principles of equal opportunity. In administering the certification program, NGICP shall not discriminate or deny opportunity to anyone on the grounds of race, color, national origin, sex, age, religion, marital status, sexual orientation, or any other status that is protected by applicable law.

Section 3.8 Accommodations for Candidates with Disabilities

The NGICP complies with the Americans with Disabilities Act (ADA). Pursuant to the ADA, any person (including both public and private entities) that offers examinations related to applications, licensing, certification, or credentialing for secondary or postsecondary education, professional, or trade purposes must offer such examinations “in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.” reference:(42 U.S. Code § 12189)

The ADA defines an individual with a disability as a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, or thinking) or a major bodily function (such as the neurological, endocrine, or digestive system). The NGICP will grant reasonable testing accommodations to candidates with disabilities covered under the ADA who demonstrate a need for accommodation by a qualified professional.

Procedure.

- NGICP candidate indicates on the application that he/she is requesting an accommodation by submitting the request in writing with the required documentation.
- NGICP reviews the request and supporting documentation.
- NGICP notifies the candidate of the decision regarding the requested accommodation.
- NGICP notifies the test site and test site coordinator or proctor regarding the approved accommodation.
- The test site coordinator or proctor provides the accommodation to the candidate, as approved by NGICP

Section 3.9 Use of Certification Mark

Ownership. The NGICP certification mark and logo are the property of NGICP. Permission to use the certification mark or logo is granted to certified persons at the discretion of the NGICP for permissible uses only.

Individuals Authorized to Use the Marks. Individuals who have met the NGICP certification and recertification requirements and have agreed to the Code of Conduct are authorized to use the GI certification mark and logo. Any complaint of credential or logo misuse should be submitted to NGICP through the disciplinary and complaint process. NGICP will follow all policies and procedures to determine the validity of the complaint and notify the person misusing the logo that they must cease and desist use. If they fail to cease and desist, NGICP will take further steps, possibly including legal action, to prevent logo misuse.

Certificates. NGICP issues a non-transferable certificate only to individuals found to meet all certification requirements. The certificate will include: the certificant's name, ID number, title of certification, scope of certification, certification issuer (NGICP), signature of ECI Board of Directors Representative and NGICP Director, the signature of the NGICP Director of Certification effective date, expiration date of certification, statement that NGICP has ownership of the certificate.

Monitoring. NGICP monitors for incorrect use of the logo by selecting 5% of expired individuals to audit twice a year.

Section 3.10 Recertification

Requirements. To maintain certification, all certified individuals are required to recertify every two (2) years. A certificant must document participation in a minimum of fourteen (14) contact hours of continuing education training in topics directly related to constructing, inspecting or maintaining green infrastructure during each two (2)-year certification cycle.

Purpose. The purpose of the recertification requirement is to help assure that all certified individuals are continuing to take part in current training opportunities and stay up-to-date with the latest approaches and strategies for installing, inspecting and maintaining GI practices.

Rationale. The quantity of recertification contact hours is set at fourteen (14) hours for every recertification period to encourage certificants to take classes, workshops, seminars, etc. and become familiar with several new topics or to take a more detailed training in a specific area of green infrastructure.

Expiration Date. The certificate includes the expiration date of the certification, which is two(2) years from the date the NGICP awarded the credential. The two (2)-year certification cycle begins on the date NGICP awards the credential and expires on the first day of the month immediately following this date. For example, if certification was granted on February 18th, 2016, the first recertification would have a deadline of March 1st, 2018.

Late Fee. Recertification applications contact hour documentation, and the recertification fee must be submitted through the NGICP online application system on the day of the deadline by the close of business at ECI's offices in BODramento, California. After the deadline, a late fee will be charged above and beyond the recertification application fee according to the following: thirty-one (31) days through ninety (90) days after deadline: Late fee of \$50.

Certification Status. Late renewal does not extend the recertification deadlines. The next

recertification will be due two (2) years after the original recertification deadline.

Limitations. On the 90th day after the expiration date, the certification becomes null and void. The only way to reinstate certification beyond this point is to reapply as a new applicant, complete thirty-five (35) hours of GI training, pay all applicable fees and take the certification exam again.

Section 3.11 Recertification Application Processing

Recertification Application. All individuals seeking recertification must complete an application for recertification through the NGICP online application system. Each application will then first be reviewed only for completion. The completed application will go on for further verification.

Providing an acceptable form of payment for the recertification application fee is also a criterion for completing an application. The fee to apply for Recertification as an individual is \$200. A maintenance fee of \$100 is owed at the end of year one (1) of the certification cycle and a recertification fee of \$100 is owed at the end of the two (2)-year certification cycle. If the maintenance fee is not paid by the end of year one (1), the balance will be added to the Recertification fee due at the end of year two (2). If applying as part of a partner package, the maintenance fee will be paid for by the partner.

Incomplete Applications. If an application is deemed incomplete by the NGICP staff (missing fields or qualifications), the applicant will be sent an email to the email address listed on their application, detailing the specific information that is missing that caused their application to be classified as incomplete (i.e. checklist showing which fields are missing). The applicant will have ten (10) business days to submit the missing information from the date of the email outlining the missing information. There will be no additional fee associated with this one (1) resubmittal.

Verification of Applications. To maintain the integrity of the recertification process, NGICP randomly selects a portion of submitted recertification applications for audit. When an application is selected for audit, the certificant is expected to provide documentation to verify his or her professional development hours. Each application is subject to evaluation and/or audit, in accordance with the most current procedures published within the NGICP Applicant Handbook.

NGICP will review each application for the NGICP recertification for completion and will randomly audit for further verification within three (3) months of application submission. NGICP will verify continuing education training credits (e.g. certificate of completion, course agenda or syllabus).

Failure to Demonstrate Eligibility. The application includes the information that the NGICP staff need to verify that the recertification requirements are completed. Staff will follow a standard protocol of steps to attempt to verify the continuing education hours completed in the previous certification cycle. Once the steps of the protocol have been completed and the eligibility of the applicant is still not verifiable, the application will be deemed incomplete, and the applicant will be notified. If a candidate fails to meet the eligibility requirements, the individual will be sent a hard copy letter at the address listed on the application as well as an email (if an email address was included on the application) that states that the applicant was found to not meet the recertification requirement. Application fees will not be reimbursed for unapproved applications.

Recertification Acceptance. If the recertification application is approved the certificant will be sent a hard copy letter and an email to notify them that the application was successful.

Section 3.12 Disciplinary and Complaints

Individuals certified by the ECI Board of Directors have successfully completed the requirements of the certification process including meeting established eligibility requirements and passing the NGICP certification examination. Certificants must also sign the NGICP Code of Conduct. In order to earn and maintain the NGICP certification, certificants must sign the Conduct Form to signify that they have read and will comply with the NGICP Code of Conduct and related policies.

Grounds for Sanctions. The grounds for sanctions are:

- Violation of established NGICP certification program policies, rules, and requirements;
- Fraud or misrepresentation in the application for, or maintenance of, certification;
- An irregular event in connection with the GI certification examination, including (but not limited to) copying examination materials, causing a disruption in the testing area, or failure to abide by reasonable test administration rules;
- Taking the exam for any purpose other than that of becoming credentialed in the area referenced in the title of the exam;
- Disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting any portion of the exam in any form or by any means, verbal, written, electronic or mechanical, without the prior express written permission of NGICP;
- Unauthorized possession or misuse of the GI credential, examination, and other intellectual property;
- Misrepresentation of credential status;
- Failure to provide requested information in a timely manner;

Complaints. Complaints must be submitted in writing by an individual or entity. The complaint must be submitted using the NGICP Complaint Form (see Appendix F) with the required information including: the certificant name or other identifying information; the specific complaint and the corresponding grounds for sanctions (see above); supporting evidence to support the complaint; and contact information for the individual submitting the complaint.

Complaint Review. The NGICP Certification Manager will conduct a preliminary review of a submission. The director ad for the NGICP program may conclude, that the submission does not constitute an actionable complaint. If not an actionable complaint, the submission is disposed of by notice from the staff lead to its submitter. The staff lead may consult with the legal counsel or other staff members, as needed, to make a determination. All such preliminary dispositions by the staff lead are reported to the Certification Committee in writing in an annual summary.

If the staff lead determines that the submission is an actionable complaint, he/she will see that

written notice is provided to the certificant whose conduct has been called into question and contact the accused for any additional information that may be necessary. The certificant whose conduct is at issue shall also be given the opportunity to respond to the complaint. The individual will have thirty (30) days to submit any and all applicable documentation. The staff lead also shall ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by NGICP.

This documentation will be presented to a committee of three (3) members of the Certification Committee for investigation. If no applicable documentation is submitted within the thirty (30) days, the committee may proceed with making a determination.

The staff lead shall provide the notices required hereunder within sixty (60) days of receipt of the complaint.

- For each submission involving an alleged violation of the grounds for sanctions that the staff lead concludes is a valid and actionable complaint, the Certification Committee authorizes an investigation into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.
- Both the individual submitting the complaint and the certificant who is the subject of the investigation (or his or her employer) may be contacted for additional information with respect to the complaint. The Certification Committee may, at its discretion, contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.
- All investigations and deliberations of the committee and the Certification Committee are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudice. An investigation may be directed toward any aspect of a complaint that is relevant or potentially relevant. Formal hearings are not held, and the parties are not expected to be represented by counsel, although the committee or the Certification Committee may consult legal counsel.
- The committee and the Certification Committee shall undertake all reasonable efforts to ensure that the review process set forth in this section shall be completed within ninety (90) days of the determination to investigate.

Determination of Violation. Upon completion of an investigation, the committee of the Certification Committee may make a determination that there has been a demonstrable and serious violation based on the grounds for sanction. The determination of the disciplinary decision is prepared under the staff lead's supervision and is presented to the full NGICP Certification Committee along with the record of the committee's investigation.

- If the committee determines that a violation has not occurred, the complaint is dismissed with notice to the certificant and the individual or entity that submitted the complaint. The complaint is included in an annual summary Certification Committee report.
- If the committee determines that a violation has occurred, the committee will decide on an appropriate sanction.
- This determination and the imposition of a sanction are promulgated by written notice to the certificant and to the individual submitting the complaint, if the submitter agrees in advance

and in writing to maintain in confidence whatever portion of the information is not made public by the committee or ECI staff.

- In certain circumstances, the committee or the Certification Committee may determine that the certificant who has violated the Code of Conduct or other grounds for sanctions, should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the committee to make such a determination is within their discretionary power. If such an offer is extended, the certificant at issue must submit the required written assurance within thirty (30) days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the committee. If the committee accepts the assurance, notice is given to the certificant and to the submitter of the complaint, if the submitter agrees in advance and in writing to maintain the information in confidence.

Sanctions. Any of the following sanctions may be imposed by the Certification Committee upon a certificant whom the Certification Committee has determined has violated the grounds for sanctions, although the disciplinary decision applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

- written reprimand to the certificant;
- suspension of the certificant for a designated period; or
- termination of the certificant's certification from NGICP.

The NGICP database and certificant's file will be promptly updated to reflect any certification suspension or termination.

Reprimand in the form of a written notice from the Certification Committee normally is sent to a certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a certificant who has received two substantiated complaints. Termination normally is imposed on a certificant who has received two substantiated complaints within a two (2) year period, or three (3) or more substantiated complaints. The Certification Committee may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Certificants who have been terminated shall have their certification revoked and all certificates or other materials requested by NGICP must be returned promptly to NGICP.

Appeal. Within thirty (30) days from receipt of notice of a determination by the Certification Committee that an individual violated the Code of Conduct or of other substantive requirements of the certification process resulting in grounds for sanctions, the affected certificant may submit to NGICP in writing a request for an appeal. Upon receipt of a request for appeal, the Chair of the Committee will appoint a three (3)-person Appeal Panel. Individuals appointed to serve on the Appeal Panel cannot be current members of the NGICP Committee. No one with any personal involvement or conflict of interest may serve on the Appeal Panel. Appeal Panel members will sign a confidentiality and conflict of interest statement prior to beginning their service on the committee. This Appeal Panel may review one or more appeals, upon request of the NGICP Committee Chair.

The Appeal Panel may only review whether the determination by the Certification Committee was

inappropriate because of:

- material errors of fact, or
- failure of the Certification Committee or NGICP to conform to published criteria, policies, or procedures.

Only facts and conditions known to NGICP up to and including the time of the Certification Committee's determination are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. Except as otherwise set forth herein, legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the NGICP Certification Committee and the Appeal Panel. The Certification Committee and Appeal Panel may consult NGICP legal counsel.

The Appeal Panel conducts and completes the appeal within ninety (90) days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the appellant and of the Appeal Panel. Submissions are made according to whatever schedule is reasonably established by the Appeal Panel.

The decision of the Appeal Panel either affirms or overrules the determination of the Certification Committee but does not address a sanction imposed by the Certification Committee. The decision of the Appeal Panel, including a statement of the reasons for the decision, is reported to the NGICP Certification Committee in writing. The Appeal Panel decision is binding upon the Certification Committee, the certificant who is subject to the sanction, and all other persons.

Resignation. If a certificant who is the subject of a complaint voluntarily surrenders his or her NGICP certification at any time during the pendency of a complaint under these Procedures, the complaint will be dismissed without any further action by the Certification Committee or an Appeal Board established after an appeal. If this occurs, the information will be retained in NGICP's permanent file for future reference. A certificant who resigns during a complaint investigation will not be allowed to reapply and take the exam again to become certified for a minimum of three (3) years. At the time of reapplication, the individual may be asked to submit an additional statement that answers any unanswered questions from the original complaint investigation. However, the Certification Committee may authorize a Certification Committee Representative to communicate the fact and date of resignation, and the fact and general nature of the complaint, which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the person or entity who submitted the complaint is notified of the fact and date of resignation and that Certification Committee has dismissed the complaint as a result.

Section 3.13 Verification of Credentials

The names of individuals who have earned the GI certification are not considered confidential. NGICP will publish the names of individuals who have passed the GI certification examination in the Directory of Certified Green Infrastructure individuals. The directory will include the certified individual's first name, last name, city, state, ID number, and certification status. A certificant can opt

out of the directory. If the certificant opts out of the directory, NGICP will verify the same information (name, city, state, ID number, and certification status) as requested in writing.

Section 4. Exam Development and Administration

Section 4.1 Examination Preparation

The NGICP Certification Committee does not approve, endorse, or recommend any training course for the GI certification examination. Candidates are required to complete a training program that meets the requirements or is approved by ECI that meets the criteria outlined in the Eligibility Requirements policy (Section 3.2). The training programs are not developed or approved by the NGICP Certification Committee.

Section 4.2 Examination Development and Ongoing Maintenance

Subject Matter Experts. The NGICP selects a diverse group of qualified subject matter experts (SMEs) to participate in activities throughout the exam development process including the following:

- Job analysis
- Exam specifications
- Item writing
- Item review
- Exam assembly
- Exam approval
- Standard setting
- SMEs are required to sign confidentiality and conflict of interest agreements.

SMEs are selected based on their demonstrated expertise, experience level, geographic representation, and specialty area. Each SME panel, to the extent possible, represents the certificant population. The number of SMEs selected is based on the needs of the exam development activity.

SME Training. SMEs are trained by the testing vendor for their assigned activity. The training is documented.

Job Analysis Studies. To ensure the examination programs continue to test knowledge and skills germane to current practice, the Certification Committee will generally conduct a job analysis study every five (5) – seven (7) years. A job analysis is a comprehensive definition of the tasks performed by professionals currently holding the credential. The purpose of the job analysis is to describe, in specific terms, the precise nature of the tasks performed by incumbent professionals who work in the field for which the examination is being developed. The Certification Committee oversees the job analysis process and may delegate specific tasks to an SME panel.

Examination Specifications. The content for the examination will be determined based on the recommended content outline and content area weights developed from the Job Analysis Study. The final content outline and corresponding content weights will be approved by the Certification

Committee. Examination time limits will be developed by the Certification Committee in consultation with a qualified psychometrician. Time limits will allow sufficient time for the vast majority of candidates to complete the examination, without providing unnecessary additional time.

Item Writing and Review and the Item Bank. An Item Bank is an essential tool in test development which integrates the content development, publishing, and measurement services functions into one program. The NGICP will maintain an item bank for the GI certification examination. Data for each item stored in the item bank will include, as appropriate: current status (e.g. draft, revise, active, retired), stem, correct key, distractors, content outline linkage, reference, author, comments, and performance statistics. The Certification Committee will oversee the maintenance of the certification item bank(s) and may delegate item writing and review activities to SME panels. All NGICP examination items will be securely stored in the testing vendor's item banking software.

Examination Assembly & Approval. A draft examination based on the current content outline will be assembled by the testing vendor, while consulting with a psychometrician, and will then be reviewed by a qualified SME panel designated by the Certification Committee. Each draft will meet the requirements of the test specifications with respect to content and weighting. Depending on the number of test takers per year and other factors, examination forms should be replaced periodically. Decisions regarding the number of test forms for each examination, the manner in which equivalence is established for the test forms, and the frequency for replacing the examination forms will be made each year by the Certification Committee in consultation with a qualified psychometrician.

Establishing a Passing Point. The passing point for each exam is established using a criterion-referenced technique. Specific methodologies for establishing the passing score for exams, and ensuring test forms are equivalent, will be selected by a qualified psychometrician based on compliance with national accreditation standards. Qualified and trained SMEs on each Standard Setting Panel will participate in recommending the passing point under the guidance of a qualified psychometrician. The passing point recommendation for each exam/form will be considered by the Certification Committee. The Certification Committee is responsible for final approval of the passing point for each examination. The process used to determine the passing point will be documented as part of a qualified psychometrician's technical report. Any dialogue with regard to the recommended passing point from the Certification Committee must be consistent with generally accepted psychometric principles and will be documented in the technical report along with the rationale for any adjustments to the recommended passing point.

Test Analysis / Technical Reports. Performance statistics will be calculated and retained for exam items and each examination form. A statistical analysis will be performed by the qualified psychometrician as each exam form is retired (at least annually). When exam forms are constructed from items that have not been previously used or pretested, the statistical analysis will be reviewed prior to release of the final exam scores to candidates. As needed, items may be removed from scoring or other adjustments made, as approved by the Certification Committee in consultation with a qualified psychometrician.

Test analysis or technical reports will be produced by a qualified psychometrician and reviewed by NGICP to evaluate the reliability and effectiveness of the examination and to determine any areas that must be reviewed or revised. Areas of concern will be addressed with and by the appropriate SME panel. At a minimum, the technical reports for each credential will include a summary of the exam administration, the number of exam takers, the passing point and number of exam items,

measures of average performance, measures of performance variability, reliability indices, pass-fail percentages, and recommendations from a qualified psychometrician.

The Certification Committee is responsible for ensuring that the work conducted in conjunction with psychometric services results in certification examinations that are valid and current, and reflect the competency and knowledge required of the industry represented by the credential(s). At least annually, performance statistics shall be reviewed by the Certification Committees for conformity with examination requirements.

Examination Development Report. All examinations administered by NGICP are composed of operational and pre-test items. Operational items are those that have been previously pre-tested and performed within acceptable statistical parameters on a sufficient sample of candidates. Operational items are the only ones that impact a candidate's score.

Pre-test items are not identified to the candidates and are administered until at least one hundred (100) candidates have been exposed to them. After undergoing item analysis, pre-test items that have performed acceptably will be reclassified as "operational" within the item bank and become available for use on future exam forms. Poorly performing items will be sent for review and editing and must be pre-tested again or discarded.

At least once a year after the initial review, NGICP monitors performance of the test and items to be sure that exam forms in the field are performing within acceptable limits.

If an item appears to be performing poorly, NGICP revises or replaces the item within the content and psychometric constraints of the test, conducts additional quality assurance, and replaces the old exam forms with an exam form incorporating, as a scored item, the new item(s) on the exam.

Section 4.3 Examination Administration

The administration of the multiple-choice certification examinations shall follow accepted industry standards in order to ensure fair and consistent administrations. The certification examinations shall be administered via computer by a reputable and reliable computer-based testing vendor (CBT). As part of its quality assurance initiative, NGICP shall monitor the performance of its CBT-administered examinations through the review of irregularity reports, and the periodic review of the conformance of examination administrators to the policies of NGICP.

Exam Format. The GI examination contains up to one hundred forty (140), multiple-choice items. Candidates have two and a half hours to complete the exam. Additional time may be given for applicants taking an exam with more questions on the form for pre-testing purposes.

Language. All examinations are given in English.

Computer-based Testing. NGICP shall procure examination administration services from an outsourced service provider who shall ensure that examinations are safeguarded, candidates are afforded a standardized administration experience in a facility that complies with best practice recommendations, and all rules and regulations relating to testing are adhered to. NGICP will maintain communication with

the examination administration service provider who shall inform the NGICP and its agents concerning any issues related to candidate safety, unusual events and/or suspected instances of cheating. NGICP will review candidate feedback concerning test administrations, including information about test site facilities and staff. Once a candidate meets the NGICP eligibility requirements and is notified by ECI about being approved to sit for the exam, the candidate will receive an email from the testing vendor with instructions to schedule the exam. Candidates must follow instructions in the email in order to schedule their exam. The exam can be scheduled based on slot availability at any of the testing vendor's testing locations.

Examination Admission. Candidates must bring a valid government-issued form of photo identification to the test site.

Score Reporting. A candidate will receive the results as soon as the exam is over. The testing vendor will inform the candidate know whether he/she passed or failed. ECI will send out official notifications to the candidate by hard copy letter mailed to the address on record. If failed, this letter will also show the performance of the candidate with regard to individual blueprint areas.

Irregularities. Occasionally, testing irregularities occur that affect an individual or a group of test takers. Such problems include, without limitation, administrative errors, defective equipment or materials, improper access to test content and/or the unauthorized general availability of test content, as well as, other disruptions of test administrations (for example, natural disasters and other emergencies). Test-takers should report such irregularities to NGICP via email at WeCare@envirocert.org.

Typical testing irregularities will be investigated and resolved by the NGICP staff, in conjunction with the test site representative. Significant irregularities will be escalated to the attention of the Certification Committee. For example, based on evidence provided, the Certification Committee may direct either not to score a test or to cancel test scores. When it is appropriate to do so, the Certification Committee will give affected test takers the opportunity to take the test again as soon as possible, without charge. Affected test takers will be notified of the reasons for the cancellation and their options for retaking the test. Any appeal process does not apply to testing irregularities.

Incident Weather or Other Circumstances. In rare cases weather or an emergency forces a test center closure. If this happens you will be contacted by the PSI rescheduling department within twenty-four (24) - forty-eight (48) hours to reschedule your appointment. We apologize for any inconvenience. Real time site information will be posted at NGICP.

Re-examination. Candidates who did not successfully pass the examination must wait a minimum of one hundred twenty (120) days from the date of their most recent exam to apply to retake. Candidates must continue to meet the published eligibility criteria, submit the required application, and pay the corresponding fees in order to retake the exam.

Examination Related Complaints. See the Reconsideration of Adverse Decisions section.

Exam security. The following security procedures will apply during the examination:

- Candidates will receive scratch paper and a pencil at the test site. The use of a calculator is not allowed.

- While at an examination site, you are considered to be a
- professional and shall be treated as such. In turn, you
- must conduct yourself in a professional manner at all
- times. While at the site, you shall not use words or take
- actions that are vulgar, obscene, libelous, or that would
- denigrate the staff or other candidates.
- NO conversing or any other form of communication among candidates is permitted once entering the examination area.

Cell phones, pagers, and children are not allowed in the examination center. NO personal items are to enter the testing center. Candidates are encouraged to leave all personal belongings except their keys in their car. No smoking, eating, or drinking will be allowed at the examination site. Copying or communicating examination content is a violation of security policy. Either one may result in the disqualification of examination results and may lead to legal action.

Security Violations. Any exam security violations or irregularities will be noted on the “Exam Administration Irregularities Form” and submitted with the exam forms. The completed forms will be reviewed by the ECI Board of Directors Chair and the Chair will have the authority to determine if any security violations have occurred.

Appendix A
Example Committee Rosters

Board of Directors (BOD). Purpose: The Board of Directors shall be responsible for the governance of NGICP, including establishing overall direction, policy-making, and financial management. It provides guidance to increase the visibility of the NGICP, promote the uptake of the program and work to expand the program’s reach. The BOD works closely with the ECI staff and CC on program business program’s finances.

First Name	Last Name	Term End Date	Class	Address	Email
Add members					

Certification Committee (CC). Purpose: The Certification Committee shall consist of subject matter experts whose responsibility shall be to develop and maintain valid, legally defensible, and credible certificate program in accordance with the latest approved policies and procedures; such policies and procedures shall be based upon professionally recognized psychometric principles and on the standards of the accreditation body(ies) by which certificate is accredited or recognized. Chair and Members shall serve an unrestricted number of renewable two (2) -year terms.

First Name	Last Name	Term End Date	Class	Address	Email
Add members					

Technical Advisory Group (TAG). Purpose: The Technical Advisory Group functions at the direction and in support of the Certification Committee and focuses on technical content, such as development and maintenance of certification requirements and testing content. Chair and Members shall serve an unrestricted number of renewable two (2) -year terms.

First Name	Last Name	Term End Date	Class	Address	Email
Add members					

Appendix B

Volunteer Service Commitment Policy

Volunteer Code of Conduct: This Volunteer Service Commitment Policy is an agreement between NGICP and individuals serving on scheme committees, which states the responsibilities of volunteer and scheme committee service. Scheme committees are the Board of Directors, Certification Committee, and the Technical Advisory Group. This commitment policy governs other scheme committees established to conduct the work of NGICP.

I agree to the following conditions:

- Volunteers shall abide by the policies and procedures of scheme committees.
- Volunteers shall perform all of their duties in a manner reflective of good stewardship.
- Volunteers shall not engage in personal and professional conflicts of interest in all matters pertaining to the business of scheme committees.
- Volunteers shall declare any potential conflict of interest to scheme committees if it arises.
- Volunteers shall respect and protect confidential information.
- Volunteers shall act fairly and be impartial and unbiased in their service to scheme committees.
- Volunteers shall conduct themselves in a professional manner during the conduct of committee business and shall treat all stakeholders with courtesy and respect.
- Volunteers shall support the decisions of committees and shall not speak or act for without proper authorization.
- Volunteers shall participate in the activities required of them to fulfill their appointed duties.
- Volunteers shall acknowledge that failure to uphold and abide by the Volunteer Code of Conduct may result in removal from participation in the Volunteer Service.

Meeting Participation:

- Members of scheme committees will be provided one (1)-month advance notice of meetings and two (2) weeks advance notice of teleconferences.
- Members of scheme committees are responsible to confirm receipt of meeting notices and meeting materials in a timely manner.
- Members of scheme committees are responsible for participating at all committee meetings, teleconference, etc.

Volunteer Nondisclosure:

- Volunteers shall understand that in the course of performing committee service they may receive information or materials that are sensitive or confidential in nature.
- Volunteers agree to maintain strict confidentiality of committee information or materials.

- Volunteers agree that all materials relating to committee service, whether they are prepared in whole or in part by the volunteer or by any other person, are and shall remain the exclusive property of NGICP.
- Volunteers agree to return all confidential materials to the Chairperson of the committee or to the NGICP committee staff liaison as soon as official need for them has ended, but no later than upon the end of tenure in this volunteer position.

I acknowledge that I have read and understand the information regarding my volunteer service, and agree that I will fulfill my duties and responsibilities within my committee term for 2019. I understand and agree to comply with all confidentiality and will uphold and abide by the Volunteer Service Commitment Policy.

Appendix C

Vendor Review Form

Section I: General Contractor Information:

Vendor:	
Commencement Date:	
Conclusion Date:	
Vendor Contact:	
Vendor Phone:	
Vendor Address:	
Contract Description/Scope of Work: Please provide a summary description of the agreement:	

Section II: Contract Evaluation:

Start Date:	
End Date:	
Evaluation initiated by:	

Are services being satisfactorily being performed as described in the contract description/scope of work? (please provide comments and names of contacts, in any)
Upon unsatisfactory review list any issues and corrective actions taken.
Have contract fees been evaluated?
Closing review comments:

Evaluator Signature:	
Date:	

Appendix D

NGICP Code of Conduct

I, _____, agree to adhere to the following Code of Conduct. I understand that failure to do so may result in the loss of certification.

- Act honestly, competently and with integrity;
- Use my knowledge and skill for the protection of the water environment;
- Be truthful and accurate in the information I provide to the NGICP.
- Adhere to all laws and regulations applicable to the profession;
- Promote and encourage a high quality level of work on all green infrastructure projects;
- Accurately represent my qualifications and credentials;
- Protect and keep information, including exam content, confidential in order to maintain it as an accurate validation of others' knowledge in green infrastructure;
- Strive for continued professional development throughout my career in a way that supports on-going improvement and efficiency of my day-to-day job tasks;
- Properly use the certificate, stamp and other marks of the NGICP designation, which are the property of ECI, as I am specifically authorized to do so;
- Uphold and follow all of the policies and procedures outlined in the NGICP Policies and Procedures Manual required in order to become and to remain NGICP certified and in good standing.
- Represent the NGICP professionally.
- Refrain from using the certification in a manner that brings the NGICP into disrepute, and making any statements regarding the certification which the NGICP considers misleading or unauthorized;
- Shall discontinue the use of all claims to certification that contain any reference to the NGICP or certification upon suspension or withdrawal of certification, and shall return any certificates issued by the NGICP
- Refrain from using the certificate in a misleading manner.

I further understand and agree that my signature constitutes a binding acceptance of these pledges and conditions.

I further understand that review within the NGICP Council/Governing Body will be the final determination of any matter arising between NGICP and me.

Name (please print)

Signature

Date

Appendix E

Exam Blueprint

The Green Infrastructure (GI) practices focused on in the National Green Infrastructure Certification Program (NGICP) are as follows: bioretention (rain gardens, bioretention cells, curb extensions/bulb-outs, bioswales, stormwater planters), rainwater harvesting (rain barrels and cisterns), permeable pavements (porous concrete, pervious asphalt and permeable pavers), green roofs and blue roofs, dry wells and stormwater wetlands.

Presented below are the weightages for various sections:

Watershed Fundamentals	6-10%
Apply the key concepts of basic hydrology/hydrologic function	
Apply the basic concept and recognize the environmental benefits of stormwater management and green infrastructure	

Green Infrastructure (GI) Practices	19-23%
Identify the basic functionality of various GI practices	
Identify the purpose, functionality and properties of the basic physical components of GI practices	
Apply key concepts related to the lifecycle of GI practices	
Identify the terminology used to describe various GI practices	

GI Methods and Materials	50-54%
Recognize the appropriate application of equipment for the construction or the maintenance of a GI practice	
Apply the key concepts of site layout and grade checking	
Recognize the purpose of common GI construction materials	
Apply the key concepts of basic vegetation management and establishment	
Recognize the significance of and identify the procedure for proper storage and handling of materials	
Recognize the significance of and identify the procedure for water management, as well as, erosion and sediment control during the construction and maintenance of a project	
Identify potential site safety hazards associated with GI practices and personal protective equipment (PPE)	
Read and comprehend architectural and engineering drawings	
Recognize adjacent and related infrastructure variables as they pertain to GI	

GI functionality and Appearance	17-21%
Recognize GI-related performance issues	
Diagnose the cause of common GI failures	
Recognize adequate and comprehensive documentation of GI practices	

Appendix F

NGICP COMPLAINT FORM

PLEASE PROVIDE THE FOLLOWING INFORMATION

Date of incident:	Location of testing site (if applicable):
Date complaint filed:	

Individual Filing Complaint Information		
Last Name	First Name	
Organization		
Address		
City	State	Zip code
Phone	E-mail	

PLEASE SELECT THE TYPE OF COMPLAINT THAT YOU ARE LODGING

<input type="checkbox"/>	Violation of NGICP policies, rules, and requirements
<input type="checkbox"/>	Exam site violation
<input type="checkbox"/>	Suspected duplication of examination materials, causing a disruption in the testing area, or failure to abide by reasonable test administration rules
<input type="checkbox"/>	Disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting any portion of the exam in any form or by any means, verbal, written, electronic or mechanical, without the prior express written permission of NGICP
<input type="checkbox"/>	Taking the exam for any purpose other than that of becoming credentialed in the area referenced in the title of the exam
<input type="checkbox"/>	Testing accommodations in question
<input type="checkbox"/>	Fraudulent application for, or maintenance of certification
<input type="checkbox"/>	Unauthorized possession or misuse of the GI credential, examination, and other intellectual property
<input type="checkbox"/>	Misrepresentation of credential status
<input type="checkbox"/>	Failure to provide information in a timely manner

PLEASE PROVIDE AS MUCH DETAIL AS POSSIBLE TO SUPPORT THE COMPLAINT

Also provide names of witnesses with knowledge of infraction(s) alleged in the complaint, as well as contact information. Additionally, please attach any pertinent documentation or evidence of the infraction.)

Submit this form via e-mail to WeCare@envirocert.org mail to NGICP Council | c/o EnviroCert International, Inc.® | 601 Wythe Street | Alexandria, VA 22314

Signature of Complainant

Date

Appendix G

Paper-and-Pencil Testing

NGICP Partner organizations sponsor paper and pencil testing sites. Test site information will be available on www.NGICP.org. For the paper and pencil exam administrations, candidates must select the exam site sponsored by their local NGICP Partner. All test sites for exam administration through paper and pencil must meet the following requirements:

- Candidates will be given ample room to spread out and generally prevent anyone from being able to copy off of a neighbor's paper. This will be achieved by placing a maximum of two (2) individuals at each six (6)-foot table or giving each student their own individual seat with an individual writing desk that is a minimum of twelve (12)-inches by twelve (12)-inches.
- All chairs shall be separated by a minimum clear distance of thirty-six (36)-inches between them.
- The room shall include ample lighting, making it easy for candidates to see their papers.
- There shall be one (1) large clock in the room that is visible and readable for all candidates.
- The room shall have proper heating or air conditioning as appropriate to maintain the average temperature between 67 – 71 degrees F.
- The room shall have no sources of internal or loud or distracting external noise.
- There should be nearby access to a men and women restrooms.

Proctors. No trainers/presenters, except staff, shall be permitted to proctor an exam or come in contact with any exam that covers the certification review that they are approved to present. Violation of this policy will result in the removal of the trainer/presenter from ECI training and shall be deemed an ethics violation subject to discipline as determined solely by the Board of Directors.

Proctors shall be third-party independent organizations, staff, approved ECI Board or Committee members, or other industry partners or persons who hold unique qualifications or relationships that justify and ensure the integrity of the exams will be maintained. Requirements to serve as a proctor include:

- Completion of ECI-conducted proctor training
- Signed confidentiality and conflict of interest form (Proctor Roles & Responsibilities Statement)
- Proctors must not be tied directly to any of the candidates who are taking the exam.
- Proctors may not be GI trainers and must not be involved in any aspect of the training.

Examination Admission. Candidates must bring a valid government-issued form of photo identification to the test site.

Score Reporting. Individual exam scores will be reported within forty-five (45) days to each candidate by hard copy letter mailed to the address on record.

Irregularities. Occasionally, testing irregularities occur that affect an individual or a group of test takers. Such problems include, without limitation, administrative errors, defective equipment or materials, improper access to test content and/or the unauthorized general availability of test content, as well as other disruptions of test administrations (for example, natural disasters and other emergencies). Testing irregularities will be investigated and resolved by the NGICP staff, in conjunction with the test site representative.

Inclement Weather or Other Circumstances. Exam administrations may be cancelled and rescheduled due to inclement weather or where the government has declared a local state of emergency for the time period including the scheduled exam time or during the twenty-four (24) hours immediately preceding the exam time. Determination of weather will be based upon local authorities such as public school boards or weather advisories issued by the National Weather Service for the area in which the exam will be administered.

Exam Administration. Exam candidates will only be allowed to bring two (2) No. 2 pencils into the exam with them. All cell phones will be turned off and stowed within a zipped or secured bag that will be kept at the front of the exam room in full view of all exam candidates for the duration of the exam. Cell phones and other electronic devices must be stowed prior to entrance at the exam site and are not permitted for use during the testing. Any participant found with a cell phone or electronic device in use during the exam will be required to turn in their exam, leave the testing site, and forfeit their exam fee. No one is allowed to bring any paper or books or calculators or any other materials into the exam. At the end of the exam, each candidate is required to turn over all materials on their desks except for the two (2) pencils that they entered with.

Exam security follows a defined set of procedures. NGICP testing sites and proctors shall adhere to security protocols to ensure the integrity of the certification program and protect the confidentiality of exam materials and content. Security includes:

- Review of participant's eligibility criteria;
- Participant identification upon entrance to the testing site;
- Cell phones and other electronic devices must be stowed prior to entrance at the exam site and are not permitted for use during the testing. Any participant found with a cell phone or electronic device in use during the exam will be required to turn in their exam, leave the testing site, and forfeit their exam fee;
- Exam proctor(s) must be qualified to administer exam;
- Ratio of exam proctor(s) to exam participants meets NGICP security procedures;
- Exam proctor adherence to testing guidelines and security protocols;
- Proctor collection and securing of completed exams (this includes no distribution outside of the testing site; no test duplication; and no electronic capture of blank tests, or completed tests for unauthorized use);
- Quality assurance and control feedback for improvement;
- Breaches in test security will be handled in accordance with the NGICP policies and procedures

(see, security violations below).

Shipping & Return of Examination Materials. Paper and pencil exams will be hand-carried to and from the exam site by the approved proctor for that site. Exams will be shipped or mailed to the assigned proctor and from ECI. If ECI uses a third-party consultant or contractor to assist with creating, proctoring and/or grading the exams, chain of custody forms will be used to track the individuals who have had the exams in their possession.

Re-examination. Candidates who did not successfully pass the examination must wait a minimum of one hundred twenty (120) days from the date of their most recent exam to apply to retest.

Acknowledgment of Receipt of NGICP Policy Manual

The NGICP Policy Manual describes important information about the National Green Infrastructure Program, and I understand that I should consult the Director regarding any questions not answered in the Policy Manual. Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the Policy Manual may occur. All such changes will be communicated through official notices. I understand that revised information may supersede, modify, or eliminate existing policies.

I have received the Policy Manual and I understand that it is my responsibility to read and comply with the policies contained in this Manual and any revisions made to it.

Name (printed): _____

Signature: _____ Date: _____