



Policy and Procedure Manual

PROFESSIONAL CERTIFICATION



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1. CEDIA Professional Certification Program

A special Certification Task Force was appointed by the CEDIA Board of Directors to develop a national* (USA) certification examination for design and installation professionals. The Certification Task Force was assisted by additional professionals (subject matter experts) in the field during this project. Certification consultants and nationally recognized testing experts also assisted in this process.

For each examination, the first major step in the process was the development of a job analysis/role delineation to determine the knowledge, skills and abilities that a custom electronic installer should have to perform their work safely and effectively. The results of the job analysis were mailed to a group of CEDIA members for review and comment. Final changes were made after all responses were considered.

The SMEs then used this the job analysis information to develop a pool of potential examination questions.

Consultants assisting CEDIA in the development of this examination adhered to the *Standards for Educational and Psychological Testing* published by the American Educational Research Association, the American Psychological Association, and the National Council on Measurement and Education. The examination was also prepared in accordance with *Code of Fair Testing Practices in Education* prepared by the Joint Committee on Testing Practices.

**Examination content is based on standards set by the United States' National Electric Code (NEC) as well as guidelines outlined by its Occupational Safety and Health Administration (OSHA).*

2. Mission Statement

The Custom Electronic Design and Installation Association (CEDIA) will advance the custom electronics industry through the development and maintenance of a valid, credible and reliable national certification system based upon a sound structure and quality standards. Industry needs will be met by establishing benchmarks for knowledge, performance and professionalism. The resulting certification program will help establish identifiable career paths and promote the development of a future workforce that can assure the continued growth of the custom electronics industry.



3. CEDIA Professional Certification Board of Governors

The CEDIA Professional Certification Board of Governors (referred to further in this document as the CPC Board) is responsible for setting policy, developing procedures and suggesting guidelines for the certification program.

3.1 Composition

The CPC Board has five (5) voting members and two (2) non-voting, ex-officio members. The CPC Board consists of the following members:

- A. Chair
- B. Vice Chair
- C. Two Members at large
- D. Two Ex-Officio Members (Non-voting)
- E. CEDIA Executive Director (Voting Member)

The Chair and Vice Chair of CPC Board must be voting members of the association. The CPC Board will be selected by the CEDIA Board of Directors, and the CPC Board will elect their Chair and Vice Chair.

3.2 Nomination and Election Procedures

The Nominating Committee of CEDIA will propose a slate of candidates for the CPC Board. The CEDIA Board of Directors will elect the CPC Board. Members of the CPC Board will elect the Chair and Vice Chair. The founding CPC Board will serve from January 2000 through September 2001. Subsequent terms for members of the CPC Board will be one year, and individuals may be elected to three consecutive terms.

3.3 Meeting of the CPC Board

The CPC Board is required to attend an annual meeting held in conjunction with CEDIA EXPO, and members are responsible for their own travel expenses incurred for this meeting. The CPC Board may hold other meetings from time to time in order to accomplish its scope of business. The CPC Board will establish expense reimbursement guidelines consistent with CEDIA's policies for such events.

4. Eligibility for Certification



Applicants for certification must meet criteria specified for each examination. Information on requirements can be found in application materials for the exam. To be eligible to sit for any exam administered by CEDIA, applicants must not be currently under disciplinary action by CEDIA and must not have suffered any adverse disciplinary action by CEDIA within two years of applying for CEDIA Professional Certification. Eligibility is not limited to employees of CEDIA members; however, there will be a price differential for employees of non-CEDIA member companies. Applicants for an examination must sign a declaration attesting to the fact that all information provided on the application form is accurate, complete and true.

5. Preparation for the CEDIA Professional Certification Examinations

Suggested study materials that may assist candidates in preparing for the examination have been outlined by CEDIA. Lists are available in the application materials for examinations and on the CEDIA website.

6. Certification Code of Ethics

Those persons certified under the CEDIA Professional Certification program are dedicated to the highest ethical and moral behavior standards for the discipline. To this end, CEDIA has adopted the following Code of Ethics for its Professional Certification Program. CEDIA Certified Professionals shall adhere to the following:

- A. Provide to all persons truthful and accurate information with respect to the professional performance of duties.
- B. Maintain the highest standards of personal conduct to bring credit to the custom electronic and design industry.
- C. Promote and encourage the highest level of ethics within the profession.
- D. Recognize and discharge by responsibility, to uphold all laws and regulations relating to CEDIA policies and activities.
- E. Strive for excellence in all aspects of the industry.
- F. Use only legal and ethical means in all industry activities.
- G. Protect the public against fraud and unfair practices and attempt to eliminate all practices, which bring discredit to the profession.
- H. Use written contracts clearly stating all charges, services, products and other essential information.
- I. Demonstrate respect for every professional within the industry by clearly stating and consistently performing at or above the standards acceptable to the industry.
- J. Make a commitment to increase professional growth and knowledge by attending appropriate educational and training programs.
- K. Contribute knowledge to professional meetings and journals to raise the consciousness of the industry.
- L. Maintain the highest standards of safety and any other responsibilities.
- M. When providing services or products, maintain in full force adequate or appropriate insurance.
- N. Cooperate with professional colleagues, suppliers and employees to provide the highest quality service.
- O. Extend these same professional commitments to all those persons supervised or employed.
- P. Subscribe to CEDIA's Principles of Conduct and Ethics.

7. Non-Discrimination Policy

CEDIA does not discriminate against any individual on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability or any other characteristic protected by law.

8. Accommodation Procedures

CEDIA supports the intent of and complies with the Americans with Disabilities Act (ADA). The Board will take steps reasonably necessary to make its assessment programs accessible to persons with disabilities covered by the ADA. Appropriate and effective modifications and/or auxiliary aids will be provided to persons with such disabilities unless doing so would impose an undue burden on the Board's programs or fundamentally alter the measurement of skills or knowledge that the programs are intended to test.

An applicant may request a change in certification procedures or process due to a disability, handicap or other reason. Such notice and documentation must be provided with the application for examination and at least 45 days in advance of the examination date. The request must specify the nature of the problem and the special accommodations requested. Recent medical documentation of specific needs must accompany the request. Documentation of a disability covered by the ADA should be presented on the official letterhead of a licensed or certified professional qualified to evaluate the disability. The applicant is responsible for demonstrating that the request should be granted. All special arrangements must be made and agreed upon in advance; such arrangements cannot be made at the time an examination is given. CEDIA will make the final determination as to the necessary accommodations for an individual with a verified disability.

9. Eligibility Appeal Policy

If an application is not accepted by CEDIA due to a lack of required education or due to disciplinary reasons, the applicant may appeal this action in writing to the Hearing and Review Panel. The request must be received at least 30 days before the date of the requested examination date. Applicants are responsible for demonstrating that the appeal should be granted. All such appeals will be reviewed by the Hearing and Review Panel. The Hearing and Review Panel will notify the applicant of its decision. The applicant may appeal the Hearing and Review Panel's decision to the CPC Board. The decision of the CPC Board shall be final.



10. Application Information

CEDIA will administer exams several times throughout the year. The examination dates will be published in advance. Seating at each venue is limited, and applications are accepted and scheduled in order of remittance. To ensure availability, it is advised that you register for an examination at least three weeks prior to the test date.

Applicants are further advised that the doors will be closed promptly at the start time for the examination, and no one will be allowed to enter after this time. Applicants who do arrive after the examination room is closed will forfeit their application and testing fees.

Application and information can be obtained by writing to:

CEDIA Professional Certification
9202 N. Meridian Street, Suite 200
Indianapolis, IN 46260-1810
Phone: 800-669-5329
Fax: 317-571-5603

Or by visiting our World Wide Web site: www.cedia.org

11. Examination Administration and Scoring

CEDIA and its testing agency adhere to the requirements of the Americans with Disabilities Act when selecting test sites.

After each exam is administered, CEDIA will send the test booklets and answer sheets to its testing agency for scoring. After the test is scored, each candidate will be sent a report indicating whether he or she obtained a passing or failing score. Candidates will only receive their scores and not a detailed question breakdown.

If a candidate receives a failing score, he or she may retake the examination up to three times in one year. A period of 30 days must elapse between tests before a candidate may take the examination for the second time and a six-month period must elapse between the second and third examinations in any given year. Candidates who fail to pass the examination after three attempts must complete a course of continuing education or training specified by the CPC Board before another examination may be scheduled.

12. Length of Certification

Installers are certified for a period of 36 months and receive a professional certificate. Certified installers must adhere to the CEDIA Code of Ethics and must pay, on a yearly basis, the annual maintenance fee. CEDIA Certified Professionals will be required on an annual basis to review and attest that they have adhered to the CEDIA Code of Ethics when they receive their statement of annual maintenance fees. Non-payment of annual maintenance fees will result in revocation of a CEDIA Certified Professional's certification credentials by CEDIA.

13. Certification Credentials



The qualifications an individual attains will be referred to as:

CEDIA Certified Professional Installer I
CEDIA Certified Professional Installer II
CEDIA Certified Professional Designer I
CEDIA Certified Professional Designer II

If desired, these may be abbreviated on business cards, letterhead and other documents as:

Individual's Name, CCPI I
Individual's Name, CCPI II
Individual's Name, CCPD I
Individual's Name, CCPD II

If an individual chooses to use the abbreviation for the credential, it must be presented with four uppercase letters followed by a space, followed by the Roman numeral I or II. No dashes, hyphens or Arabic numerals are permitted.

Individuals who achieve the credential of Installer I will be referred to as an I I ("eye one"), and individuals who receive the credential of Designer II will be referred to as D II ("dee two")

CEDIA Professional Certification is granted to an individual; therefore, he or she, not the company, retains the credential as long as he or she maintains the continuing education requirements for the credential. In marketing materials and other documentation, companies are allowed to identify that they have CEDIA Certified Professionals on staff; however, materials should not indicate that the company is "CEDIA Certified."

Although there is no logo for corporate use, individuals who achieve a level of CEDIA Professional Certification may use the appropriate logo as presented below:



Miscommunication by any individual of his or her level of achievement may result in disciplinary action by the CPC Board up to and including revocation of certification credentials.

14. Continuing Certification Requirements

Prior to the conclusion of a 36-month cycle, CEDIA Certified Professionals must be able to provide documentation of completion of at least 30 contact clock hours of continuing education units acceptable to the CPC Board. CEDIA Certified Professionals who do not have the required continuing education hours, must take and pass the examination for the highest level attained within 12 months prior to the expiration date to be eligible to maintain their certification for an additional 36 months. In lieu of 10 clock hours, CEDIA Certified Professionals may submit up to 10 continuing education hours in other areas (publications, research projects, leadership roles) for review and approval by the CPC Board. Written proof of achieving continuing competency requirements is required upon request of the CPC Board.

The CPC Board will choose at random a number of CEDIA Certified Professionals and audit their continuing education hours. These individuals must submit documentation for the required continuing education credits in order to maintain their certification. Other CEDIA Certified Professionals must verify that they have completed the required continuing educational hours in order to maintain their certification.

15. Examination Item Development

A group of subject matter experts (SMEs) was selected by CEDIA to conduct a job analysis for each certification module. After conducting a complete role delineation, the SME group wrote questions for the examination, verified content and confirmed that the question formats followed valid testing standards.

Throughout the process, the SME group worked in conjunction with psychometricians (test development experts) to ensure that accurate and valid testing practices were followed.

16. Verification of Scores

Candidates with reason to believe a discrepancy exists in the scoring or reporting of their test results may request a re-scoring of the answer sheet. A candidate's answer sheet will be inspected and hand-scored upon receipt of the hand-scoring request form and the applicable fee. Requests for re-scoring answer sheets must be received no later than 30 days following release of examination results. Requests received beyond this time period will not be processed.

17. Confidentiality

Examination scores are confidential and will not be disclosed unless CEDIA receives a written request to do so from the candidate or is directed to do so by subpoena or court order. Candidates must also indicate in writing which particular scores may be disclosed and identify the specific person or organization to whom the scores should be revealed. CEDIA will publish the names of all individuals that have passed the examination and maintain current certification status.

18. Examination Disclosure

Examination booklets and answer sheets remain the sole property of CEDIA. These materials are confidential and are not available for review by any persons or agency for any reason.

19. Passing Point

A passing score was developed by a committee of experts who followed industry-standard procedures for setting cut scores. The passing score for each examination is available in the application or by visiting our website at www.cedia.org.

20. Professional Practice and Disciplinary Procedures

Professional practice and disciplinary procedures of CEDIA are intended to assist and inform CEDIA Certified Professionals and candidates for certification of the CEDIA ethical code relative to professional conduct and disciplinary procedures.

CEDIA does not express an opinion on the competence or warrant job performance of CEDIA Certified Professionals. However, it is expected that a CEDIA Certified Professional or candidates for certification agree to refrain from the following proscribed activities, the violation of which may result in the denial of certification application or revocation or other disciplinary action as to a CEDIA Certified Professional's certification:

- A. Ineligibility for certification;
- B. Irregularity in connection with the certification examination;
- C. Unauthorized possession, use, access, or distribution of certification examinations, score reports, answer sheets, certificates, certificant or applicant files, documents or other materials;
- D. Material misrepresentation or fraud in any statement to CEDIA or to the public, including but not limited to statements made to assist the applicant, certificant, or another applying for, obtaining, or retaining certification;
- E. Gross or repeated negligence in professional work;
- A. The conviction of, plea of guilty or plea of nolo contendere to a felony or misdemeanor which is directly related to the practice of custom electronic design and installation; and
- G. Failure to adhere to the eligibility requirements for certification candidacy or continuing certification requirements or the Certification Code of Ethics.

DISCIPLINARY PROCESS

The CPC Board shall appoint a Hearing and Review Panel to consider alleged violations of any CEDIA Professional Certification application, rule or any other challenges to the certification process.

The Panel shall be composed of three members and whose terms shall run for one year and may be renewed for up to two additional consecutive terms. A member may not serve in any situation in which his or her impartiality or the presence of an actual or apparent conflict of interest might reasonably be questioned. A majority of full-voting members of the Panel shall select their Chair at the beginning of each term. A quorum consists of three members, and panel action shall be determined by a majority vote. The Panel shall determine the rules for its meetings and actions.

REVIEW PROCESS

Whenever CEDIA receives allegations of a violation of a disciplinary rule or rules, such allegations will be transmitted to the Hearing and Review Panel. If the Hearing and Review Panel determines that no good cause exists to question eligibility or compliance with the Disciplinary Rules, no adverse action shall be taken. If the Panel determines by a majority vote that good cause does exist, it shall notify the applicant or certificant of the alleged violation and Disciplinary Rule allegedly violated, and shall also include a recitation of rights and procedures.

The applicant or certificant shall have the right to an oral hearing if he or she disputes the truthfulness of the allegations and the individual will be notified that he or she must bear his or her own expenses in connection with any such hearing. Individuals must notify the Hearing and Review Panel within 15 days of receipt of the notification if they wish to dispute the allegations, request an oral hearing or comment regarding appropriate sanctions. Sanctions may be imposed by the Hearing and Review Panel if the allegations are determined to be true and a violation of the Disciplinary or other Rules. If the applicant or certificant fails to respond, the allegations will be taken as true by the Hearing and Review Panel. The applicant or certificant will be deemed to consent to the imposition of sanctions by the Hearing and Review Panel if he or she does not dispute the truthfulness of the allegations.

HEARING

If an applicant or certificant disputes the allegations or requests a hearing, the Hearing and Review Panel shall schedule a hearing. The CPC Board and the applicant (both of whom may be represented by counsel) or certificant may make opening statements, present documents and testimony, examine and cross-examine witnesses under oath, make closing statements and present written briefs as scheduled by the Hearing and Review Panel. The Hearing and Review Panel shall determine and apply evidentiary rules. Relevant evidence may be submitted. Disputed questions shall be determined by majority vote of the Panel.

SANCTIONS

Sanctions for violating CEDIA Application , Professional Certification or Disciplinary Rules may include, but shall not be limited to, one or more of the following:

- A. Denial or suspension of eligibility;
- B. Revocation;
- C. Censure;
- D. Reprimand;
- E. Suspension;
- F. Training or other corrective action;
- G. Reports; and
- H. Conditions relating to the above.

APPEAL

The applicant or certificant may appeal to the CPC Board a final decision by the Hearing and Review Panel. An appeal must be filed with 30 days of the applicant's or CEDIA Certified Professional's receipt of the decision. The Hearing and Review Panel may file a written response to the appeals statement of the applicant or certificant. The CPC Board shall render a decision on the record without oral hearing, although written briefing may be submitted. The Decision of the CPC Board shall be final.

DECISIONS

The decision of the Hearing and Review Panel and the CPC Board shall be rendered in writing. The decision shall contain factual findings, conclusions and any sanctions applied. The decision shall be transmitted to the applicant or certificant by certified mail or tracked courier, return receipt requested.

RELEASE OF INFORMATION

The individual applicant or certificant authorizes CEDIA, the CPC Board and their agents to communicate all information relating to the application, certification and review thereof to state and federal authorities, employers, other applicants and CEDIA Certified Professionals, educational programs and others by means of newsletter or otherwise.

WAIVER

The individual releases, discharges and exonerates CEDIA, its officers, directors, employees, committee members, agents, the CPC Board, Hearing and Review Panel, all other CEDIA personnel and any person furnishing documents, records and other information relating to eligibility, certification or re-certification from any and all liability of any nature and kind arising out of the furnishing or inspection of documents, records and other information and any investigation, evaluation and communications made by CEDIA.

SUBMISSION OF INFORMATION TO CEDIA

Persons concerned with possible violations of CEDIA Professional Certification rules shall identify the persons alleged to be involved and the facts concerning the alleged conduct in as much detail and specificity as possible with available documentation in a written statement addressed to CEDIA. The statement must include the name, address and telephone number of the person making the statement and others who may have knowledge or facts concerning the alleged violation.

By submitting an application for certification as a CEDIA Certified Professional, each applicant agrees to be bound by the foregoing CEDIA Professional Certification Policies and Procedures.



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