



## Approved<sup>1</sup> Certified Treecare Safety Professional (CTSP) Policies and Procedures

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<sup>1</sup> Approved by voice vote on 11/16/07, according to section 12.4.1 of these Procedures. Amended by voice vote on (01/30/2018)

## 1 Scope

TCIA Certified Tree Care Safety Professional (CTSP) is a personnel certification that shall apply to any individual responsible for organizational safety relating to green industry operations or a related field; or an individual studying in approved arboriculture, urban forestry, environmental horticulture, or a related field. The CTSP will have completed the certification requirements.

- 1.1 Categories of individuals eligible:
  - A. safety professionals working in or for the green industry or working for governmental agencies involved in implementation or regulation of green industry operations;
  - B. green industry business owners/managers/supervisors/sales persons/crew leaders with responsibility for organizational safety;
  - C. managers, supervisors, crew leaders working for government agencies with responsibility for organizational or contractor safety;
  - D. students studying in approved arboriculture, urban forestry, ornamental/environmental horticulture, natural resources, industrial hygiene, occupational safety, or other related field; or,
  - E. individuals who believe they are qualified through education and experience but do not meet 1.1 A-D (based on approval of request).
- 1.2 Certification levels:
  - A. Associate Certified Treecare Safety Professional
  - B. Certified Treecare Safety Professional
- 1.2.1 Treecare Safety Risk Manager concentration.
- 1.2.2 Different pre-qualification schemes shall be required for different certification levels.

## 2 Normative references

ISO 17024 Conformity assessment – General requirements for bodies operating certification of persons

## 3 Definitions

3.1 CTSP: A person whose primary function is to improve worker safety by empowering and encouraging employers and employees to develop and nurture a culture of safety within their organization. The person will have demonstrated through gaining and maintaining the CTSP credential that they have the competency to perform this function.

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- 3.2 CTSP Candidate: A person who has enrolled in the CTSP program but hasn't completed the certification exam.
- 3.3 CTSP Council: A TCIA council that is the independent certifying body for Certified Treecare Safety Professionals.
- 3.4 CTSP Workshop: A course designed to explain the benefits of implementing a safety management system, identify all applicable regulations and standards, the core elements of an effective safety management system, as well as the key processes in each program element, train professionals to evaluate their company's existing program, assemble the key program elements needed by their business so they can establish a safety & compliance program, and teach adult training methods.
- 3.5 Expiration: The certificate shall expire exactly three years from the date of certification as indicated on the certificate. Exceptions: When the CTSP has submitted acceptable proof that there is a specific, reasonable mitigating factor before the certificate has been withdrawn (see sub section 7).
- 3.6 Safety Culture: A combination of organizational and employee attitudes, behaviors, beliefs, values, ways of doing things, and other shared characteristics of a particular group of people. Culture, whether it's good or bad, can perpetuate itself by reinforcing behaviors in those who have been around awhile and by socializing newcomers. A strong safety culture is the result of:
- Positive workplace attitudes – from the president to the newest hire.
  - Involvement and buy-in of all members of the workforce.
  - Mutual, meaningful, and measurable safety improvement goals.
  - Policies and procedures that serve as reference tools.
  - Personnel training at all levels within the organization.
  - Responsibility and accountability throughout the organization.

## 4 Custody of CTSP enrollment

CTSP, like other personnel certification programs generally, is attached to the enrolled individual and not his/her employer, in all aspects.

- 4.1 By mutual agreement of the employer and enrolled employee, the employer may retain custody of CTSP enrollment, up to the point of actual certification.
- 4.1.1 While the custody of enrollment is retained by the employer, it may be transferred to another eligible employee as long as the requirements of paragraph (5) are met.
- 4.1.2 When custody of enrollment is retained by the employee or an individual, it shall not be transferred to another individual.
- 4.2 From the point of certification forward, the custody of CTSP enrollment is attached to the individual and not his/her employer.

## **5 Policies for enrollment**

5.1 CTSP applicants must pay the initial enrollment fee and purchase the CTSP study guide.

5.2 The CTSP council shall not grandfather or provide alternate means of CTSP enrollment.

5.3 The CTSP Candidate may transfer enrollment to another qualified individual by filling out a transfer of enrollment form and paying an administrative fee as long as there is at least six months of eligibility remaining on the original enrollment.

5.4 CTSP candidates who let their initial enrollment lapse shall be required to re-enroll by fulfilling all the requirements set forth by the CTSP council certification scheme (see Annex A), in order to pursue the credential.

## **6 Policies for granting certification**

The CTSP Council shall grant certification when a qualified candidate has fulfilled all the requirements set forth by the CTSP council certification scheme (see Annex A – CTSP Certification Scheme).

6.1 The CTSP council authorizes the TCIA Department of Certification to issue certification when a transcript is fulfilled (all requirements of the certification scheme have been fulfilled by an applicant).

6.2 Upon transcript fulfillment, a certificate shall be provided to the applicant by TCIA on behalf of the CTSP test committee. The certificate should be postmarked within seven business days of fulfillment.

6.2.1 The certificate shall have an expiration date for the certification and shall have a unique designation number that is tracked by TCIA and associated with the applicant's transcript.

6.2.2 TCIA shall send a letter with the certificate to the applicant that includes:

- A. the applicant's overall score on the certification, with instructions for requesting scores attained in each domain;
- B. the requirements and timelines for recertification;
- C. a method of access to the CTSP logo; and,
- D. the CTSP Ethics, Marketing, Logo Usage Guide providing usage requirements and recommendations for public notification of the designation and use of the CTSP logo (see Annex B – CTSP Ethics, Marketing, Logo Usage Guide).

6.3 The CTSP council shall not grandfather or provide alternate means of certification.

## **7 Policies for maintaining certification**

The CTSP council shall grant recertification when a CTSP has fulfilled all the requirements set forth by the CTSP council's recertification scheme (See Annex C – Recertification Scheme) before the certification's expiration. The CTSP council authorizes the TCIA Department of Certification to issue recertification when all the recertification requirements are fulfilled.

7.1 The TCIA Department of Certification shall maintain a guide for granting recertification units that addresses eligible subjects and projects as well as unit hour recommendations (see Annex D – Guide for Requesting and Granting CTSP Recertification Units).

7.1.1 TCIA shall be responsible for awarding recertification units as requested according to Annex D.

7.2 The CTSP recertification transcript (transcript) shall include the certification's expiration date.

7.3 TCIA shall provide a transcript to CTSPs as follows:

7.3.1 - twice per year, in March and September

7.3.2 - three months prior to the certification's expiration date.

7.3.3 - one month prior to their certification's expiration date.

7.4 The CTSP council shall not grandfather or provide alternate means of recertification.

7.5 CTSPs may request a recertification deadline extension of six months by filling out an application citing need and paying an administrative fee. TCIA will approve or reject the application based on the individual merits of each case.

7.6 CTSP administrators may, at their discretion, offer a recertification deadline grace period of not more than three months, based upon extenuating circumstances.

## **8 Policies for renewing certification**

8.1 CTSPs who let their certification lapse shall only be granted a renewed certification by fulfilling all the requirements set forth by the CTSP council certification scheme (see Annex A).

8.2 The CTSP council shall not grandfather or provide alternate means of renewing certification.

## **9 Policies for expanding and reducing the scope of the certification**

9.1 The CTSP council shall review the scope of the certification at the request of at least three members of the CTSP Council, or the TCIA President and CEO, or the TCIA Board.

9.2 Changes in scope shall be approved by two-thirds majority ballot vote of the CTSP council.

## **10 Policies for suspending or withdrawing the certification**

10.1 The CTSP Council shall reserve the right to suspend and/or withdraw the status of an individual's certification due to:

- A. failure to maintain certification;
- B. violation(s) of Annex B – CTSP Ethics, Marketing, and Logo Usage Guide; or,
- C. for participation in other criminal fraud related to CTSP duties not listed in Annex B.

10.1.1 The CTSP Council shall reserve the right to withdraw certification of current certifications and suspended certifications

10.2 Withdrawal of certification due to failure to maintain certification

10.2.1 The CTSP designation shall be withdrawn from an individual when the certification expires.

10.2.2 Upon certification withdrawal, the individual shall be sent a “CTSP Expired Status” email with the requirements for recertification, and a link to the “My CTSP CEU” page where they may review their expired transcript.

10.3 Implementation of Annex B – Suspension of Certification due to violation of the CTSP Ethics, Marketing, Logo Usage Guide.

10.3.1 Suspension of CTSP status shall be based on documented violations outlined in Annex B or for conviction in other criminal fraud related to CTSP duties not listed in Annex B.

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10.3.1.1 Documentation of violations should come from TCIA Department of Certification surveillance or a written third party complaint, after reasonable investigation and validation by the Department of Certification.

10.3.2 Individuals with suspended certification shall cease all new marketing of his/her CTSP certification status until the suspension is lifted.

10.3.3 Suspended CTSPs shall have the right to appeal suspension (see sub clause 9).

10.3.4 The suspended CTSP shall resolve the issue that caused the suspension within one year.

10.3.5 If suspension is not addressed in a satisfactory manner within the suspension period, the certification shall be withdrawn

10.4 Withdrawal of Certification due to violations of the CTSP Ethics, Marketing, Logo Usage Guide (Annex B).

10.4.1 Withdrawal of CTSP status shall be based on documented violations of the CTSP Ethics, Marketing, Logo Usage Guide (Annex B) or for conviction in other criminal fraud related to CTSP duties not covered in Annex B.

10.4.1.1 Documentation of violations should come from TCIA Department of Certification surveillance or a written third party complaint, after reasonable investigation and validation by the Department of Certification.

10.4.2 Decertified CTSPs shall cease and desist all marketing and notification of their certification as is reasonable.

10.4.3 Decertified CTSPs shall have the following rights regarding withdrawal:

- A. to appeal withdrawal to the CTSP Council; and,
- B. to submit questions regarding withdrawal.

10.4.4 Decertified CTSPs shall not be eligible to apply for recertification for a minimum period of five years.

10.4.5 Procedures, outlined in sub clause 8.3, shall be followed.

## **11 Appeal policy**

11.1 Appeals shall be based on potential procedural errors or specific mitigating factors regarding terms of suspension or withdrawal.

11.2 Appeal procedures for CTSP applicants who failure to gain certification - CTSP applicants who have failed to gain certification shall have the right to appeal solely on the basis of procedure. Procedural complaints include whether an application was afforded due process. The burden of proof to show adverse effect shall be on the appellant. Appeals shall be made within 30 days of the action or inaction (i.e., test, missed test, application submission, etc.).

11.3 Appeal procedures outlined in Annex E shall be followed.

## 12 CTSP Council Structure

The CTSP Council is a TCIA council that is independent and objective. The CTSP Council is responsible for:

- A. granting certification;
- B. maintaining certification;
- C. renewing certification;
- D. expanding and reducing the scope of the certification; and,
- E. suspending or withdrawing the certification.

12.1 The CTSP council shall detail delegated responsibilities, including responsibilities delegated to CTSP Council subgroups or committees, individuals, or TCIA Department of Certification.

12.1.1 Subgroups or committees created by the CTSP Council - When one or more subgroups or committees are formed to adopt a specific responsibility of the CTSP Council, their formation (and later disbandment) requires approval by a majority vote of the CTSP council. The scope delegated to the subgroup or committee shall be approved at the time it is formed, and subsequent changes in scope shall also require approval by the CTSP council.

12.1.2 The following items shall be considered eligible for delegation by the CTSP Council:

- A. Develop, maintain, and monitor the body of knowledge required by CTSPs (i.e., education committee);
- B. Develop, maintain, and monitor certification scheme (i.e., scheme committee);
- C. Develop, maintain, and monitor testing and evaluation scheme (i.e., test/evaluation committee); or,
- D. Develop, maintain, and monitor ethical guidelines for CTSPs (i.e., ethics/monitoring committee).

### 12.2 CTSP Council Membership

The selection and addition of members, along with their interest category, shall be subject to approval by the TCIA Board of Directors after the application has been processed in accordance with 12.2.1. The termination of members shall be subject to approval by the TCIA Board of Directors after a review of the membership in accordance with 12.2.1.



12.2.1 Council Member Applications - A request for membership on the CTSP council shall be addressed to TCIA Director of Certification and shall indicate the applicant's direct and material interest in the CTSP's work, qualifications and willingness to participate actively. In addition, if the applicant is an organization, company, or government agency, it shall identify a representative (and an alternate, if desired).

12.2.1.1 Qualifications

At a minimum, CTSP council members should have experience and an acceptable level of expertise in two or more of the following fields:

- A. federal regulatory compliance;
- B. adult education;
- C. safety-related certifications and training credentials;
- D. safety and risk statistics in the green industry; and,
- E. tree care/landscape operations, management, and company structure.

12.2.1.1.2 The CTSP Council shall maintain a complete position description (see Annex F – CTSP Council Member Position Description).

12.2.1.2 Recommendation

In recommending action on applications for membership, the TCIA Board of Directors shall consider the:

- A. Need for active participation by each interest;
- B. Potential for dominance by a single interest category;
- C. Extent of interest expressed by the applicant and the applicant's willingness to participate actively;
- D. The representative identified by the applicant organization, company, or government agency.

12.2.1.3 Review of membership

TCIA Director of Certification shall review the CTSP membership list annually with respect to the criteria of sub section 12.2. Members are expected to fulfill obligations of active participation. Where a member is found in habitual default of these obligations, TCIA shall direct the matter to the CTSP council or TCIA Board for appropriate action, which may include termination of membership.

12.2.2 Interest categories

The interest categories shall be subject approval by the TCIA Board of Directors. The current interest categories are:

- A. Tree Care Company, Large (AM 7-8)
- B. Tree Care Company, Medium (AM 5-6)
- C. Tree Care Company, Small (AM 1-4)

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- D. Related Government Agencies
- E. Utility Line Clearance Company
- F. Independent Safety Consultant/Risk Manager
- G. Academic Advisor

**12.2.3 Membership roster**

TCIA shall maintain a current and accurate CTSP council roster and shall distribute it to the members and their representatives at least annually, and otherwise on request. The roster shall include the following:

- A. Full title of CTSP Council;
- B. Scope of the CTSP Council;
- C. Members: name of organization or agency, its representative and alternate (if applicable), addresses, and business affiliations; or name, address, and business affiliation of individual member(s);
- D. Interest category of each member according to 12.2.2;
- E. Tally of interest categories; and,
- F. For each subgroup, title, chair, and names and addresses of all members (if not contained elsewhere in the roster).

12.3 CTSP council shall not provide training that is related to the certification scheme or provide assistance to those who provide training.

**12.4 Voting and Parliamentary procedures**

12.4.1 Robert's Rules of Order (latest edition) shall be followed when the CTSP council votes on the following items:

- A. adoption of CTSP procedures, or revisions thereof;
- B. approval of a CTSP subgroup or committee, etc;
- C. delegation of CTSP responsibilities; and,
- D. approval of a change in scope of the CTSP certification.

12.4.1.1 Voting for items in sub section 12.4.1 requires approval of 3/5ths of the CTSP Council.

12.4.2 The principles of consensus shall be followed at all other times. The CTSP council recognizes the following categories of consensus:

- 1. Strongly agree
- 2. Agree
- 3. Agreement with some concerns as expressed to other CTSP council members
- 4. Not in agreement, but willing to accept consensus of other CTSP council members
- 5. Not in agreement and cannot accept consensus of other CTSP council members

## **13 Record retention policy**

13.1 TCIA Department of Certification shall retain records to demonstrate compliance with these procedures.

13.2 CTSP and CTSP applicant records shall be retained for longer of the following: two complete certification cycles or five years.

13.3 Records concerning expired or withdrawn certification shall be retained for a minimum of five years from the date of expiration or withdrawal.

13.4 Records of in-coming correspondence, including appeals, membership requests should be retained as hard-copy or electronic files.

## **14 Communications**

14.1 Official correspondence should be on “CTSP correspondence” letterhead.

14.2 Formal internal communication. If correspondence between subgroups, committees, advisors, contractors, or between working groups of different committees involves issues (i.e., non-routine matters) affecting other subcommittees, copies shall be sent to all affected parties and the TCIA Department of Certification.

14.3 External communication

Inquiries relating to the CTSP council should be directed to TCIA Department of Certification and CTSP Council members should so inform individuals who raise such questions. All replies to inquiries shall be made through TCIA Department of Certification.

## **15 Subcontractors**

15.1 The CTSP Council shall be responsible for quality and performance of subcontracted work. TCIA Department of Certification shall monitor and evaluate subcontractor performance.

15.2 Before hiring a subcontractor, TCIA Department of Certification shall require the subcontractor:

- A. to provide proof of qualified personnel;
- B. to have a management system;
- C. to be free of conflicts of interest; and,
- D. to sign a confidentiality agreement.

15.3 TCIA and the subcontractor shall maintain a signed contract or MOU that outlines deliverables.

15.4 TCIA Department of Certification shall evaluate the subcontractor and file an annual performance report to TCIA President and the CTSP Council.

15.5 Subcontractor shall not be permitted to issue **CTSP** certificates.

## **16 Confidentiality**

16.1 All CTSP Council members, TCIA Department of Certification employees, and other volunteers shall sign conflict of interest and confidentiality agreements.

16.2 All CTSP Council activities, including council meeting discussions, CTSP test items, evaluations, statistics, and transcripts shall be confidential.

16.2.1 Violations of confidentiality may result in termination from the council.

16.3 TCIA employees shall be trained to maintain confidentiality of CTSP's and CTSP applicant's status.

16.3.1 Only trained and authorized TCIA Department of Certification employees shall answer questions regarding CTSP status or provide customer service for CTSP of any status or CTSP applicants.

16.4 Public information

16.4.1 Individual CTSP public information shall be limited to status of certification (applicant, certified, suspended, withdrawn) and dates relating to status.

16.4.2 All other individual CTSP information including transcripts, notes, recertification units, and scores shall be confidential.

## **17 Security**

17.1 The CTSP database shall be secured with access limited to TCIA Department of Certification employees approved by the TCIA President.

17.2 Tests

17.2.1 All personnel – whether subcontracted, employed, or volunteer – who handle tests shall receive extra training regarding test control and security procedures (see Annex G – Test Control, Security, and Proctoring Procedures).

17.2.2 All individual printed tests shall bear a unique identifying number.

17.2.3 All printed tests shall be tracked from printing to correction.

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## Annex A – Certification Scheme

### A-1 Pre-qualification

Candidates shall provide an acceptable document detailing their education and/or experience, sign a safety pledge, and be able to provide proof and/or references supporting their qualification.

#### A-1.1 The successful applicant will meet the following criteria:

- A. Associate Treecare Safety Professional (ATSP)
  - 1. Letter from a company CEO or from an educational advisor documenting that the individual is gaining experience.
  
- B. Certified Treecare Safety Professional (CTSP), a minimum of at least one of the qualifications listed below:
  - 1. Three years field experience in arboriculture with one year of assumed responsibility for safety (i.e., crew leader, trainer, safety committee member, emergency responder, certified CPR/first aid provider, etc.).
  - 2. Six months field experience in arboriculture and one year in a professional safety position.
  - 3. Two or four year degree in Arboriculture, Forestry, Ornamental/Environmental Horticulture, Natural Resources, Industrial Hygiene, Occupational Safety or other related field with an internship that provided documented technical field experience.

### A-2 Pre-requisite 1: Self-assessment using the CTSP Study Guide and reading list with tasks

A-2.1 The applicant must read the CTSP study guide and complete the associated tasks within the study guide, including:

- A. Submission of no less than 13 Critical Thinking Exercises (CTE) for approval by TCIA Department of Certification on a pass/fail basis.
- B. Submit a benchmark of their company's safety program by filling out the Safety Program Checklist for approval by the TCIA Department of Certification on a pass/fail basis.

### A-3 Pre-requisite 2: Safety and training workshop

A-3.1 The workshop must meet the requirements of the CTSP Council and shall cover the items outlined in this Annex.

A-3.2 The workshop learning objectives are:

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- A. To explain the benefits of implementing a safety management system and identify the core elements of an effective system;
- B. To understand the principles of adult learning and to practice effective OJT concepts;
- C. To give the participant the ability to evaluate a company's existing program;
- D. To describe the key processes in each program element; and,
- E. To help participants start to assemble the key program elements needed by their business so they can have an effective safety & compliance program.

A-3.3 The workshop presenter shall provide a resume to TCIA for review.

A-3.4 The workshop presenter shall meet minimum requirements maintained by TCIA and shall be approved by TCIA.

A-3.5 A list of the workshop content will be maintained by TCIA.

A-3.6 Workshop presenters and/or proctors will verify attendance by roll call at the beginning and end of the workshop.

A-3.7 The workshop instructors will be evaluated by participant survey.

A-3.8 A certificate of completion will be issued for completing the workshop.

A-3.9 A periodic assessment of workshop efficacy, that includes monitoring, will be conducted by TCIA.

A-4 CTSP test domains and normative references for test items and CTSP body of knowledge

A-4.1 The test will be comprised of the following domains:

- 1. Safety Leadership (business case for safety, management commitment, employee involvement);
- 2. Hazard Identification;
- 3. Hazard prevention/control; and,
- 4. Learning (includes training, education, and behavior modification).

A-4.2 The test will use the following standards and accepted training programs as normative references for development of test items:

- A. US Fed. DOT Motor Carrier Safety Guide
- B. MUTCD, Part 6 – temporary traffic control
- C. OSHA webpage (Finding and understanding the OSHA regulation, inspection, and audit system)
- D. 1910.269(r **applicable sessions**), Line-clearance

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- E. 1910.266E, Chain saw portion of logging
- F. 1910.67, Aerial lifts
- G. 1910.1200, HAZCOM
- H. 1910.95, Hearing protection
- I. 1910.147, Lockout/tagout
- J. 1910.151, First Aid
- K. 1910.132– .136, PPE general and specific requirements
- L. ANSI Z133.1, Arboricultural Operations safety standard
- M. other ANSI safety standards, including
  - ANSI B175
  - ANSI Z87
  - ANSI Z89
- N. TCIA Illness & Injury Prevention Program
- O. TCIA EHAP
- P. TCIA Pocket guides on industry-related loss categories – Struck-by’s, Falls, Electrocution, Hazard Tree ID, and Felling
- Q. TCIA Basic Training for Ground Operations Video Series Workbook
- R. OSHA recordkeeping requirements
- S. Federal Register January/February - Non-mandatory safety and health program management guidelines
- T. Department of Labor Drug-Free Workplace Advisor - information about coverage and requirements of the Drug-Free Workplace Act of 1988
- U. Adult Education guidelines promoted by The Training Clinic.

### A-5 Validation scheme

#### A-5.1 Job titles

A current list of CTSP job titles will be developed and maintained by TCIA.

A-5.2 The accuracy of the CTSP job title list will be verified by conducting periodic surveys of CTSP job titles and tasks.

#### A-5.3 Test scope

Periodic reviews of sub section A-4.2 will be conducted to verify that the latest version of each reference is included, that A-4.2 aligns with A-5.1, and to identify additional areas that need to be addressed.

A-5.3.1 Inclusion of new references and deletion of non-applicable references will be considered at this time.

#### A-5.4 Test accuracy



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Periodic reviews of test and item efficacy will be conducted to verify that the CTSP certification test provides an accurate determination of an applicant's understanding of the CTSP body of knowledge.

A-5.4.1        Reviews will be conducted by a qualified psychometrician using standard psychometric analysis methods.

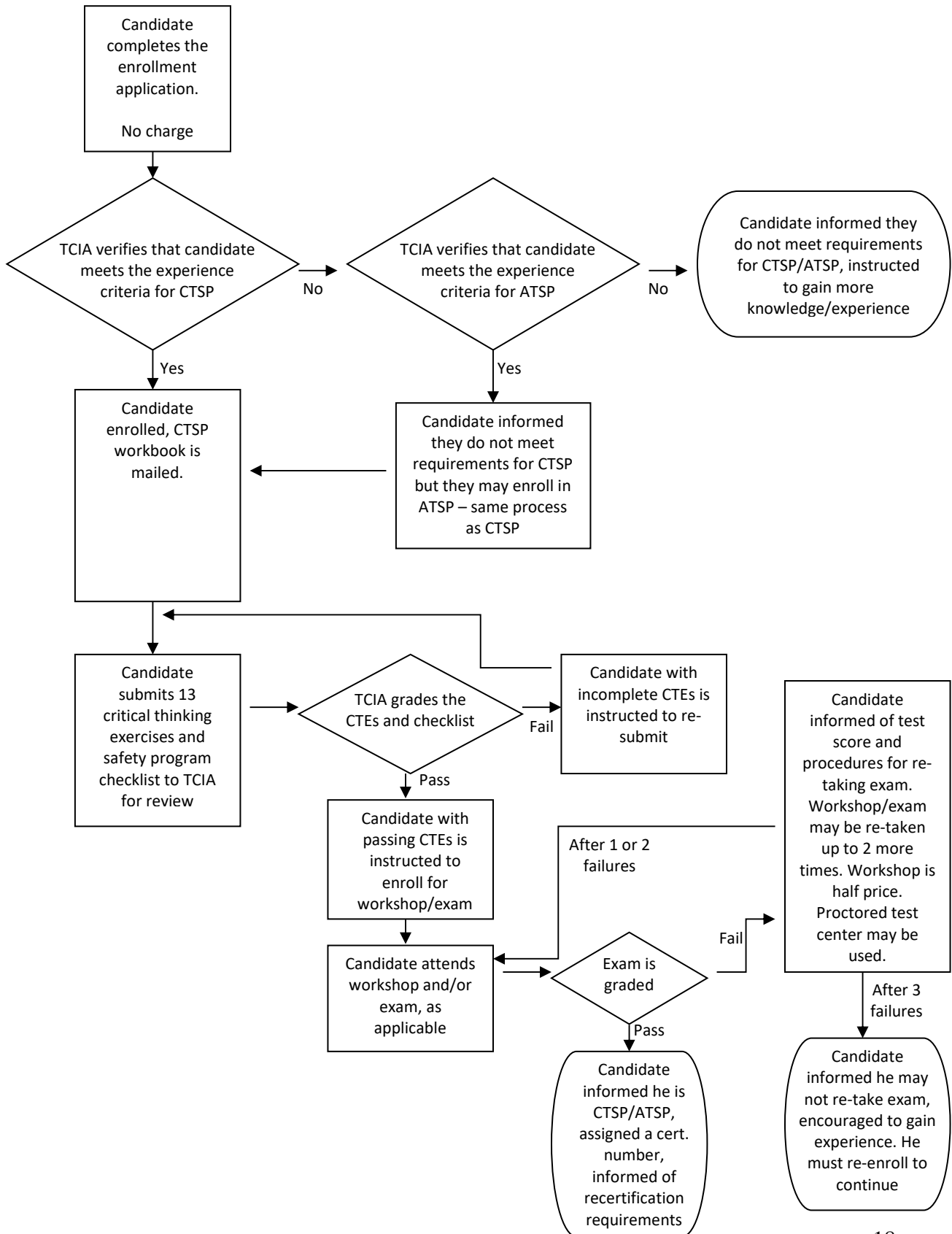
A-5.4.2        Results will be reported to the TCIA Department of Certification and the CTSP Council.

A-5.4.3        A database that codes test items according to CTSP job title and sub section A-4.2 shall be maintained.

**A-6    Monitoring scheme**

Periodic, documented internal audits will be conducted by TCIA to determine adherence to these policies and procedures.

A-7 Certification Scheme Flowchart



## **Annex B – CTSP Ethics, Marketing, Logo Usage guide**

### **B-1 CTSP Code of Ethics**

CTSPs must follow the CTSP Code of Ethics:

Tree Care Industry Association recognizes that the manner in which CTSPs conduct business, safety audits, and report incidents reflects upon the professionalism of the entire tree care industry and the arboriculture profession. Therefore, upon application to become a CTSP, TCIA expects that CTSPs and applicants will abide by this Code of Ethics in word, action, and within the spirit of integrity, which is at the core of these principles.

CTSPs and applicants assume a responsibility to the profession, society and their peers by pledging to uphold and abide by the following:

- Provide objective, fair, accurate and professional service while conducting safety-related duties so that the value of the CTSP certification is maintained.
- Keep informed of the current industry standards, including updates, revisions, and interpretations that affect safety program compliance for tree care industry businesses.
- Conduct duties in an honest and dignified manner and adhere to the local, national and international laws that govern us locally, nationally, and internationally.
- Maintain a professional image in actions and appearance to positively affect the public perception of tree care businesses.
- Agree that safety, training, and adherence to ethical business practices and industry standards at all times are of the utmost importance when conducting duties.
- Respect the views, ideas, and contributions of other CTSPs, employees, regulators, or safety professionals.
- Always file accurate reports regarding incidents and statistics regardless of whether the reports are for internal or external purposes, including submission to regulatory agencies.
- Open and honest communication, sharing of ideas, and experience is valued, however confidentiality of individuals involved in specific incidents must be maintained.
- Strive to report mistakes and failures to maintain confidentiality, whether intended or not, to your employer, to the regulatory agency involved, and to TCIA as soon as possible, as applicable.”
- Never partake in falsification of documentation or reports.

### **B-2 Marketing and Logo Usage Guidelines**

B-2.1 CTSPs will receive a CTSP logo and a CTSP marketing kit, to include the CTSP logo, a press release by TCIA, web banners, etc.

B-2.1.1 The CTSP logo must be displayed with the “R” emblem to show that the logo is registered to TCIA.

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B-2.2 Claims regarding the professionalism of CTSPs and companies employing CTSPs must be factual and related to safety.

B-2.3 TCIA considers violations of the marketing and logo usage guidelines to be ethical violations as addressed in this document.

B-2.4 Former CTSPs must cease and desist marketing and use of the CTSP logo if certification is withdrawn or expires, as is reasonable.

B-2.4.1 Former CTSPs must notify employers, or those responsible for marketing the former CTSPs' status, within 5 business days of notification from TCIA. Former CTSPs must request that those organizations/individuals cease and desist marketing the former CTSPs' status, as is reasonable.

## Annex C – Recertification Scheme

C-1 CTSP certification is valid for three years. CTSPs must gain recertification prior to expiration of their certificate (every three years).

C-2 To gain recertification, CTSPs must collect 30 recertification hours (CEU's) prior to expiration of their certificate or they must reapply for certification and complete all elements of CTSP certification prior to expiration of their certificate.

C-3 The 30 CEU hour threshold shall be attained by:

- A. Professional Development – A minimum of 5 and maximum of 15 CEU hours for attending approved seminars, workshops, or third party training events. A minimum of 3 credits should be gained by attending a 3-hour CTSP council approved seminar.
- B. Safety Program Development – A minimum of 5 and maximum of 15 CEU hours for developing and implementing approved formal safety program elements (developing new documented and original training documents, forms, manuals).
- C. Teaching/training – A minimum of 5 and maximum of 15 CEU hours for teaching safety seminars or providing documented safety training.

Annex D – Guide for Requesting and Granting CTSP Recertification Units

D-1 Professional Development CEU application

CTSPs may apply for CEUs based on attendance for qualifying professional development, including courses, seminars, training, workshops, or related events occurring during the 3-year period (date of certification to 3-years after date of certification).

D-1.1 Professional Development CEU pre-approval

D-1.1.1 Sponsoring organizations may apply in advance for CTSP CEU approval. Applications for CEU pre-approval should be made at least 30 days in advance of the professional development event's starting date.

D-1.1.2 The organization must provide the following information in writing:

- A. date of professional development event;
- B. name of lecturer/teacher;
- C. program title;
- D. location of program;
- E. total seat time not including breaks or meals (i.e. class: 7:30-9:15 / break / class: 9:30-11:00 = 3.25 credit hours); and,
- F. provide a written detail or a published registration brochure that clearly describes how the professional development event relates to at least one of the four (4) CTSP domains:
  1. Safety Leadership (business case for safety, management commitment, employee involvement);
  2. Hazard Identification;
  3. Hazard prevention/control; and,
  4. Learning (includes training, education, and behavior modification).
- G. Sign the Agreement and Guideline for Verification of Attendance form.

D-1.2 Professional Development CEU post-approval

D-1.2.1 Sponsoring organizations or CTSPs may apply for CEUs after a qualifying professional development event. Application for CEU post-approval shall be made no later than 90 days after the actual date of attendance at the event, granting of certificate, or completion of course.

D-1.2.2 Organizations and CTSPs must submit a fully-completed CTSP CEU Post-Approval form along with appropriate additional documentation and proof of attendance.

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D-1.2.2.1 At a minimum, the following additional proof of attendance is required:

- A. Seminars/Workshops – provide signed attendance verification form by an authorized individual.
- B. College Courses – include a copy of the official course transcript showing grade received by applicant.
- C. Safety Meetings/In-house Training – include a copy of handouts from the meeting and written verification of meeting/training completion by an authorized individual at the company.
- D. CPR/First Aid Courses – include a copy of the valid cards, front and back.

D-2 Safety Program Development CEU application

CTSPs may apply for CEUs for development and/or implementation of unique organizational or company safety program elements.

D-2.1 Development time includes safety program element design (i.e. designing a work site safety inspection program).

D-2.2 Implementation time includes initial implementation of a safety program element, but not routine activities (i.e. getting the work site safety inspection system up and running at a company, but does not include performing the routine safety inspections).

D-2.3 At a minimum the following documentation for proof of completion and implementation is required:

- A. name and CTSP ID of applicant;
- B. name of project;
- C. estimated hours the applicant spent on the project;
- D. date of completion, date of implementation of the submission; and,
- E. copies of written or visual elements of the submission (forms, videos, etc.)

D-3 Training CEU application

CTSPs may apply for CEUs based on providing unique safety-related training or lecturing. The training or lecturing must be a minimum of quarter an hour (15 minutes) cumulative duration and conducted by the CTSP.

D-3.1 At a minimum, the following documentation for proof of implementation is required:

- A. name and CTSP ID of applicant;
- B. name/title of the training or lecture;
- C. location of training or lecture;
- D. estimated hours the applicant spent on preparing and conducting the training or lecture;

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- E. date(s) of completion; and,
  - F. electronic shall be available for audit of CEU requirements.
- D-4 Granting of CTSP CEUs

D-4.1 TCIA reserves the right to reject any application for CEUs.

D-4.2 In order for CEUs to be approved the application must meet the provision of this document and shall be submitted in accordance with this annex.

D-4.3 In order for CEUs to be approved the application must clearly demonstrate how at least one of the four (4) following CTSP domains is addressed by the professional development event, teaching, development and implementation of safety program elements, and/or CTSP enrichment:

1. Safety Leadership (business case for safety, management commitment, employee involvement);
2. Hazard Identification;
3. Hazard prevention/control; and,
4. Learning (includes training, education, and behavior modification).

D-4.4 Granting CEUs for Professional Development and Teaching - Training  
Qualifying professional development events or teaching shall be granted CEUs in the following manner:

- A. 1 CEU for every hour of “seat time”; i.e., time spent in the actual acquisition or delivery of unique training/education.
- B. The event or safety training/lecture shall be at least 15 minutes cumulative duration in order to be granted CEUs, and CEUs shall be granted in 0.25 unit increments.
- C. College courses are granted 10 CEUs per credit hour. For example, a three-hour college course is granted 30 CEUs. Course work must be from an academically accredited two- or four-year institution and the applicant must receive a minimum grade of C+.

D-4.5 Granting of CEUs for Safety Program Development and Implementation  
Development and implementation of qualifying safety program elements shall be granted 1 CEU for every hour of “development and implementation time.”

D-5 Identification of CTSP CEUs

CTSP CEUs for Professional Development Events shall be identified by the following numbering scheme:

- A. Identification of program;
- B. Identification of sponsoring organization;
- C. Two-digit year notation;
- D. a sequence number; and,
- E. number of CEUs granted.

Example: CTSP-MGIA-06-01 0.5



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## Annex E – Appeal procedures

E-1 The appellant shall file a written complaint with TCIA within thirty days after the date of notification of action. The complaint shall state the nature of the objection(s) including any adverse effects, the section(s) of these procedures that is at issue, actions that are at issue, and the specific remedial action(s) that would satisfy the appellant's concerns.

E-1.1 The appellant has the burden of proof to demonstrate procedural errors or present previously unknown specific mitigating factors related to suspension or withdrawal.

E-1.2 The Director of Certification and the CTSP Council will determine the validity of the appeal according to CTSP policies and procedures.

E-2 Within thirty days after receipt of the complaint, the TCIA Director of Certification shall respond in writing to the appellant, specifically addressing each allegation of fact in the complaint to the extent of the respondent's knowledge.

E-3 If the appellant and the TCIA Director of Certification are unable to resolve the written complaint informally in a manner consistent with these procedures, the CTSP Council will set an appeal hearing date and inform the appellant at least thirty (30) days prior to the scheduled appeal hearing date, taking reasonable measures to ensure that the appellant received the notice.

E-4 The appellant will be informed of the right to submit the appeal case in writing. Written appeal cases must be received prior to the hearing date.

E-5 The appellant will be informed of the right to participate in the appeal hearing by telephone. Conference call costs will be borne by the appellant.

E-6 If the appellant is present (by telephone), the appellant will be allowed to present their appeal case. If the appellant presented a written appeal case, it will be presented to the CTSP Council for consideration.

E-7 If the hearing is in person (by telephone), when the appeal case has been presented the appellant and any witnesses will be dismissed.

E-8 The appellant will be notified in writing within thirty days, stating findings of fact and conclusions. Consideration shall be given to the following positions, among others, in formulating the decision:

- a) Finding for the appellant, remanding the action to TCIA Director of Certification with a specific statement of the issues and facts in regard to which fair and equitable action was not taken. The action may include lifting of suspension or reinstatement of certification;

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- b) Rejection of the appeal, with a specific statement of the facts that demonstrate fair and equitable treatment of the appellant and the appellant's objections;
- c) Finding that new, substantive evidence has been introduced, and remanding the entire action to TCIA Director of Certification for appropriate reconsideration.

## Annex F – CTSP Council Member Position Description

F-1 The CTSP Council is charged with the ongoing oversight and evolution of the Certified Treecare Safety Professional (CTSP) designation. Expertise on the Council will provide credibility and breadth of knowledge to give the CTSP credential validity for the profession as well as for the government and public.

F-1.1 The TCIA Board of Directors has approved the following representative seats and advisors on this Council.

Seat 1: OSHA

Seat 2: DOT/FMCSA

Seat 3: National Safety Council

Seat 4: Independent safety consultant (or associated with risk management)

Seat 5: One large tree care company member (as defined by the gross tree care revenue dues structure)

Seat 6: One medium-sized tree care company member (as defined by the gross tree care revenue dues structure)

Seat 7: One small tree care company member (as defined by the gross tree care revenue dues structure)

CTSP Advisor: Independent academic advisor

F-1.2 The TCIA Board of Directors can make adjustments to council seats and advisors.

### F-2 Qualifications and Skills

CTSP Council Members will bring diverse knowledge and skills sets to the Council, creating a synergy. Their knowledge and skills sets may include, but are not limited to:

- A. federal regulatory compliance;
- B. teaching adults;
- C. Hispanic/Latino culture;
- D. generational cultures;
- E. familiarity with other individual credentialing programs, particularly safety-related certifications;
- F. statistical knowledge concerning accidents and underlying contributory factors in tree care and/or landscaping; and,
- G. familiarity with tree care/landscape operations, management, and company hierarchical structure.

### F-3 Terms

Terms for representatives for each seat and advisors are for three years and may be reappointed for an additional three years.

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### F-4 Council Responsibilities

F-4.1 The CTSP Council is an independent, objective certification body charged with establishing the parameters around which the program will be administered and the certification granted. The TCIA Board approves the annual budget of the CTSP program.

F-4.2 The CTSP Council is a TCIA council that is independent and objective. The CTSP council is responsible for developing and maintaining policies and procedures that outline the parameters of the CTSP program administration, including:

- A. granting certification;
- B. maintaining certification;
- C. renewing certification;
- D. expanding and reducing the scope of the certification; and,
- E. suspending or withdrawing the certification.

F-4.3 The council may also participate in:

- A. overseeing the development of test questions or other means of evaluating candidates' suitability for CTSP designation;
- B. periodically evaluate and adjust CTSP knowledge domains;
- C. tracking of trends in the program;
- D. making recommendations for program development to support CTSP; and,
- E. representation of the program to the general public, consumers, industry groups or government officials.

### F-5 Expenses

TCIA provides reasonable funds to cover the expenses for participating in CTSP Council meetings. TCIA will contract for hotel rooms as needed. Council members will be reimbursed for lowest coach airline tickets, purchased at least 21-30 days in advance, or the equivalent of the price at that time, in order to maximize cost efficiencies to TCIA. Receipts are required for reimbursement for all items. Mileage will be reimbursed at the going IRS rate. Expenses should be submitted within 30 days.

## **Annex G – Test Control, Security, and Proctoring procedures**

### G-1 Proctors

G-1.1 All proctors must be pre-approved by the TCIA Department of Certification.

G-1.2 In order to be approved, proctors must submit a resume and must certify in writing that they have read and will abide by all policies and procedures in this Annex and in supporting documentation provided by TCIA. TCIA reserves the right not to approve a proctor for any reason.

### G-2 Test Control

G-2.1 Tests and answer sheets, as indicated, must have controls that include:

- A. Unique, matching numbers (test and answer sheet).
- B. Unique printed name of enrollee (test and answer sheet).
- C. Signature and date entry (test and answer sheet).
- D. Proof of ID and type of ID entry (answer sheet)
- E. Time-distributed (answer sheet)
- F. Time-collected (answer sheet)
- G. Proctor's signature and date entry for verification (answer sheet)

G-2.2 All tests must be tracked on a master control sheet that includes tracking of:

- A. Verification that all initial elements of G-2.1 were complete before the test was started;
- B. Verification that all elements of G-2.1 were complete at the time the test was collected; and,
- C. A verification signature and date from the proctor(s).

### G-3 Test Security

G-3.1 There should be a minimum of one proctor for every 30 candidates.

G-3.2 Only CTSP candidates who have completed all pre-requisites can sit for the certification test.

G-3.3 CTSP candidates who plan to sit for a test must be registered by TCIA.

G-3.4 Photos ID's of enrollees should be checked upon entrance to the test as additional proof of attendance and positive identification.

G-3.5 Test must only be distributed once all candidates have entered the test room and have been seated.

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- G-3.6 The test is closed book, the candidate is only allowed to bring a pen, pencil, and a calculator.
- G-3.7 Cell phones, PDAs, and any other electronic device that can be used to call, text message, or take pictures are not permitted.
- G-3.8 The test room shall be private with doors that close.
- G-3.9 Candidates shall remain seated while taking the test with a reasonable amount of distance between them, as applicable.
- G-3.10 Restroom breaks should be limited to reasonable time periods, as applicable.
- G-3.11 Only tests with all control elements complete should be graded.
- G-3.12 Handling and transport of tests and answer sheets.
  - G-3.12.1 Tests and answer sheets must only be mailed by way of reputable contractors and must be tracked.
  - G-3.12.2 Tests and answer sheets must be mailed to a physical address.
  - G-3.12.3 Digital copies of tests and answer sheets must not be emailed (this may not apply to some correspondence with contractors for the purposes of test development).
  - G-3.12.4 Test and answer sheets should not be placed in checked luggage and should be carried on aircraft, trains, or buses.
- G-4 TCIA security
  - G-4.1 Master digital copies of tests and answer sheets must be maintained in a secure section of the TCIA network.
  - G-4.2 Only approved TCIA staff shall have access to CTSP tests and answer sheets.
  - G-4.3 TCIA staff must have prior written approval from the Director of Certification before releasing digital or hard copies of tests and answer sheets to anyone other than TCIA Department of Certification employees or TCIA graphic design staff.
- G-5 CEU event attendance verification guidelines

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G-5.1 Attendance by a CTSP must be verified independently at both the beginning and the end of the event to assure that the whole event was attended.

G-5.2 The TCIA-approved event attendance form must be used, showing the approval code issued by TCIA.

G-5.3 The attendee must sign the TCIA-approved attendance form.

G-5.4 The proctor must sign and date the attendance form.