Subject: Certification Liaisons  Policy Statement No: CRPP 013

The ISA Certification Liaisons are dedicated to furthering the Mission and Purpose of the ISA and its Chapters and Associate Organizations (AOs) by acting as the conduit between Components and Headquarters (HQ) for information and resources associated with credentialing activities.

I. Certification Liaison Duties and Responsibilities
   A. Certification Liaisons Shall:
      1. Maintain quality of service and ensure secure and consistent administration of ISA credentialing program(s) offered by their Chapter/Associate Organization.
      2. Successfully complete annual and compulsory standardized training.
      3. Serve as a resource for other Certification Liaisons for training and support in the performance of their duties.
      4. In collaboration with ISA staff and in accordance with the most current Continuing Education policies, manage local CEU approval process and logistics including customer service and support for ISA credential holders.
      5. Make recommendations to ISA staff and the Credentialing Council on issues important to the success of the credentialing programs.
      6. Understands ISA’s mission, end statements and adheres to ISA’s core values.
      7. Collaborates with ISA HQ and Chapters/AOs to other stakeholders to ensure the impartiality and fairness of ISA credentialing programs.
      8. Publicly support ISA programs and positions adopted by ISA HQ and the ISA Credentialing Council.
      9. Observe a ban on misuse of inside information and any perception of conflict of interest and restraint of trade. Declare any conflicts of interest, in line with ISA’s corporate policies.
     10. Annually signs and abides by ISA Confidentiality and Conflict of Interest Policies.

   B. Responsibilities of a Certification Liaison:
      1. Knowing and understanding all relevant policy and processes published by ISA.
      2. Actively participate in at least 3 out of 4 quarterly calls scheduled each year.
         a. The Liaison will advise ISA should they have scheduling conflicts where they are unable to make scheduled calls or meetings. It is the responsibility of the ISA chapter or AO and the Liaison to make every effort to find an alternate to
participate the conference call, survey or meeting should the Liaison be unable to do so.

3. Liaisons will report to ISA staff on activities related to the participation requirements of a chapter/AO for credentialing programs including exam administration, CEU administration, and program marketing.

4. Schedule a minimum of two exams annually for the Chapter/AO (unless chapter/AO promotes computer based testing alternatives, then as needed) in accordance with CERPP010. Supply staff with the examination location and directions, if required, the schedule, and the appropriate shipping address of the approved proctor/evaluator or designee authorized to receive delivery of examination materials.

5. Submit and remove proctors in accordance with CERPP004.

6. Ensure proper training of ISA Certification Proctors and Certified Tree Worker Evaluators in accordance with CERPP 004 and CERPP 010 and/or any others performing CEU coding or credentialing-related activities.

7. Serve as an information resource for candidates regarding where and how to procure certification materials.

8. Ensure an adequate number of proctors in each geographic region of the chapter to meet demand.

9. Process CEU applications in accordance with CERPP015.
   a. Liaisons may delegate a portion of their responsibilities to others in their chapters and may request electronic access rights for their designees from ISA HQ. Designees must have their own logins and passwords; logins and passwords may not be shared between individuals.

10. Respect and protect the confidentiality of candidates’, examination materials, and other confidential information received.

C. Liaisons are appointed by the Chapter or AO for a three-year term without limits:

   1. Qualifications for a Certification Liaison
      a. good organization and communication skills
      b. ISA and ISA Chapter/AO member
      c. should already be, have been, or become a proctor
      d. hold an ISA credential or have actively participated in the certification program
      e. capable of providing good customer service/response
      f. possess working knowledge of the industry
      g. ability to recruit, manage and motivate staff or volunteers who work as proctors and/or evaluators for certification programs
      h. ability and willingness to spend required time administering the program