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General

1. History and Mission

The International Kitchen Exhaust Cleaning Association (IKECA) was founded in 1989 when a small group of kitchen exhaust cleaning specialists were attending the same meeting. They found that they all had similar needs and beliefs in the importance of proper and complete exhaust cleaning to the fire protection world. Within two years, these founders had created the first trade association for the Kitchen Exhaust Cleaning (KEC) industry.

In 2009, IKECA joined the American National Standards Institute (ANSI) as a standards developer. This allowed IKECA to help develop definitive standards for cleaning, inspecting, and maintenance of commercial kitchen exhaust systems. Those standards are now referenced by other ANSI organizations (National Fire Protection Association, International Code Council) as well as jurisdictions across the US.

With members all over the world, IKECA is bringing its core beliefs and ethical standards to every part of the globe and continuing to lead the industry in certification and continuing education.

Section 1: Overview of IKECA Boston Certification

1. Explanation of Certification

The Boston City Council passed an ordinance in 2008 that requires any person offering their services to inspect for grease buildup or to clean commercial cooking hood and ventilation systems, whether as an outside contractor or as a business providing the service to itself, shall be certified as a qualified inspector or commercial cooking hood and ventilation system cleaner respectively. The ordinance also requires that each individual of a company engaged in the cleaning or inspecting for grease buildup of commercial cooking hood and ventilation systems must obtain certification prior to engaging in cleaning or inspection services. Each company engaged in the cleaning or inspecting for grease buildup of commercial cooking hood and ventilation systems must employ enough certified technicians to maintain a minimum of one certified technician during cleaning operations at each cleaning site.

The City of Boston contacted IKECA™ to develop and implement a certification protocol to meet the needs of the city. IKECA™ developed two unique certifications for the City:

- The Boston Certified System Inspector™ (BCSI™).
- The Boston Certified Cleaning Specialist™ (BCCS™) and

2. Eligibility Requirements

Candidates must be active in the field of kitchen exhaust cleaning and agree to the IKECA Code of Conduct and at the time of application in order to be eligible to sit for an IKECA Boston certification examination.
Candidates are required to read this Handbook in its entirety prior to applying to sit for an IKECA Boston examination. This Handbook is available as a free electronic download.

An IKECA Boston Certification does not grant an individual permission or license to conduct cleaning or inspector of commercial kitchen exhaust systems within the City of Boston. Certification is one of the requirements that Exhaust Vent Cleaners and/or Inspectors applying for annual registration with the City of Boston must meet. More information relating to the City of Boston registration process may be reviewed on the City’s website. Please direct questions regarding the City of Boston registration process to Inspector Lek Moy, Fire Prevention, Boston Fire Department.

3. Application Process

Candidates who have met the eligibility requirements are encouraged to apply to sit for the certification examination.

Applying for Certification

1. Decide which certification is right for you.
2. Testing is facilitated through a third-party, Meazure Learning, and must be completed within 3 months of the date your application was confirmed by IKECA. At the time of application, Candidates have the option to select a Meazure Learning testing location or choose to test online via a Live Remote Proctor.
3. Complete the exam application online and submit to IKECA Headquarters with full payment of the associated exam fee. Applications not accompanied by full payment will not be processed.
4. After receipt of payment and application, IKECA will upload your information to the Meazure Learning portal within 5 business days. You will receive a Notice to Schedule email from (candidatesupport@meazurelearning.com) at Meazure Learning after approximately 2 business days. It is the responsibility of the Candidate to make testing arrangements and follow testing protocols set forth by Meazure Learning, etc.

Visit https://www.assessments.meazurelearning.com/programs/international-kitchen-exhaust-cleaning-association/ for more details regarding the Meazure Learning testing process.

4. ADA accommodations

IKECA Boston certification examinations shall be administered in accordance with the requirements set forth in the Americans with Disabilities Act (ADA). If you require special assistance or unique conditions in taking an IKECA Boston certification examination as a result of a disability or physical impairment, please contact IKECA at info@ikeca.org for more information. Meazure Learning requires a minimum of 30 days advance notice of all ADA accommodation requests so you must inform IKECA before or at the time of exam application in order for your request to be considered.
5. Code of Conduct

All Candidates must agree to abide by the following Code of Professional Conduct:

No individual is eligible to apply for or maintain IKECA certification(s) and/or designation(s) unless in compliance with all IKECA rules, practices, policies and procedures, including but not limited to those stated in IKECA’s Guidelines & Best Practices, Bylaws, and Candidate’s Handbooks for the certification examinations. An individual may not make and shall correct immediately any statement concerning the individual’s status that is or becomes inaccurate, untrue, or misleading. Any change in facts or events bearing on eligibility of certification(s) and/or designation(s) must be reported to IKECA within thirty (30) days of the change. IKECA does not warrant the performance of any individual or company. In accordance with IKECA rules, guidelines and procedures, IKECA may deny certification(s) and/or designation(s) or render sanctions against an applicant or certificant in the case of:

1. Ineligibility for IKECA certification;
2. Irregularity in connection with any IKECA examination;
3. Failure to pay fees required by IKECA;
4. Unauthorized possession of, use of, or access to IKECA examinations, certificates, cards, and logos of IKECA, the name “International Kitchen Exhaust Cleaning Association,” IKECA certifications or designations, the term “IKECA,” and any other IKECA documents and materials;
5. Obtaining or attempting to obtain certification or recertification by a false or misleading statement or failure to make a required statement, fraud or deceit in an application, reapplication or any other communication to IKECA;
6. Misrepresentation of IKECA certification or certification status;
7. Failure to provide or update any information required by IKECA;
8. Gross or repeated negligence in professional work;
9. False or misleading advertising relating to kitchen exhaust cleaning work;
10. Limitation or sanction (including but not limited to revocation or suspension by a regulatory board or professional organization) relating to kitchen exhaust cleaning and/or public health;
11. Failure to abide by applicable bonding and/or licensing regulations;
13. Other violation of an IKECA rule, practice, policy or procedure as provided in any IKECA brochure or other material provided to candidates or certification holder.

In addition, all Boston certification Candidates must agree to uphold and comply with the following:

- To provide for the customer one’s best efforts toward the goal of cleaning and degreasing of the kitchen exhaust removal system.
- To make the customer aware of whatever may exist in the way of unusual and/or unorthodox fabrication methods utilized during the construction of the kitchen exhaust removal system.
- To properly, clearly, and completely educate the customer of any alterations or additions which may be necessary for the kitchen exhaust removal system to be rendered as cleanable as possible.
- To reach agreement with the customer on a definition of “clean” with respect to what is expected and attainable, within the bounds of whatever oddities may exist in the kitchen exhaust removal system in question.
• To be willing to respect the customer’s special wishes regarding procedural aspects so far as they remain within the bounds of acceptable business practices.
• To be accessible to customer inquiries, comments, or complaints on a completed service, and be willing to reach mutually acceptable terms under which said complaint can and will be addressed.
• To make the customer aware of areas under which no degree of responsibility can be assumed with respect to regions of kitchen exhaust removal systems which, by virtue of the manner in which it was installed, is and will remain, inaccessible for cleaning.
• To understand and comply with all applicable municipal and state codes and NFPA 96 Standards governing the cleaning and degreasing of kitchen exhaust removal systems.
• To strive to clean any readily accessible areas of the kitchen exhaust system, using methods which will remove any and all contaminants, thus rendering the interior surfaces of the system to their original state of bare metal.
• To limit, where possible/practical, the introduction of foreign substances (i.e. flame retardant powder, paint) and to remove on a regular basis, all old flame retardant powder so as to prevent ducting from being occluded.
• To clearly tag and mark any kitchen exhaust removal system which has been cleaned with a Certificate of Performance as required by the City of Boston Fire Department.
• To provide a complete Service and Deficiency Report to both the customer and the City of Boston Fire Department as required.

6. Location Requirements

Candidates may complete the online examination at a local Measure Learning testing center, or online via Live Remote Proctor.

The Candidate is responsible for complying with all policies and procedures included in the Notice to Schedule and Exam Confirmation email communications from Measure Learning, including having the required identification, internet, equipment, transportation, etc. If LRP testing is selected, the Candidate is expected to perform the system check & set up on the device they will utilize for testing. Please note that Measure Learning recommends use of PC Computers for LRP testing, however, MACs are accepted. System check & set up procedures will differ depending on whether a PC or MAC is used.

IKECA is not responsible for Candidate’s failure to meet these requirements.

Contact info@ikeca.org for additional questions regarding this procedure, or visit https://www.assessments.meazurelearning.com/programs/international-kitchen-exhaust-cleaning-association/ for more information.

7. Exam Fee Schedule

<table>
<thead>
<tr>
<th>TYPE</th>
<th>FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston Certified Cleaning Specialist (BCCS) Exam</td>
<td>$315.00</td>
</tr>
<tr>
<td>Boston Certified System Inspector (BCSI) Exam</td>
<td>$215.00</td>
</tr>
<tr>
<td>Boston Certified Cleaning Specialist (BCCS) Renewal Quiz</td>
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</tr>
<tr>
<td>Boston Certified System Inspector (BCSI) Renewal Quiz</td>
<td>$170.00</td>
</tr>
<tr>
<td>IKECA Boston Exam Retake Fee</td>
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<tr>
<td>IKECA Boston Renewal Quiz Retake Fee</td>
<td>$95.00</td>
</tr>
</tbody>
</table>


Section 2: Examination

1. Format

The BCCS and BCSI examinations are each comprised of 75 multiple-choice questions. Candidates have three hours to complete the BCCS examination and two hours to complete the BCSI examination. Both examinations are closed book.

2. Content

The Boston Certified Cleaning Specialist ™ (BCCS™) exam and quiz, and the Boston Cleaning System Inspector™ (BCSI™) exam and quiz, cover various standards specific to cleaning as outlined in NFPA 96 as well as Boston-specific codes, as provided by the City of Boston. Exam content related to Boston codes include:

- Guidelines for Loss of Registration for Hood Exhaust Cleaners and Inspectors
- Notification requirements when your contract to clean an exhaust vent has been canceled
- Details of the Inspection and Deficiency Report
- Sticker Requirements Instructions and Usage
- Details of the On-site Exhaust System Diagram
- Boston Registered Cleaners & Inspectors

3. Scoring

The pass-fail score for the BCCS exam is 70%. Candidate must answer a minimum of 53 out of 75 questions correctly in order to pass the exam.

The pass-fail score for the BCSI exam is 75%. Candidate must answer a minimum of 56 out of 75 questions correctly in order to pass the exam.

A Candidate’s score is based on the number of correct responses. Each question receives credit if answered correctly and no credit if incorrect or omitted. Therefore, you should answer each question, even if you must guess.

Immediately upon completion of the exam, the Candidate will receive a preliminary score report from Meazure Learning. Please note: these are preliminary results only. Official results and next steps based on a passing or failing grade will come directly from IKECA Headquarters.

The certification certificate for the successful Candidate will be submitted by IKECA directly to the Boston Fire Department. The Boston Fire Department will provide the successful Candidate with a copy of their IKECA Boston certification certificate when the Boston Hood Cleaner or Inspector Registration has been granted. Please direct questions regarding the City of Boston registration process to Inspector Lek Moy, Fire Prevention, Boston Fire Department. In accordance with program policies, IKECA is not able to provide certification certificate (original or copy) directly to successful Candidates.
4. Tips on How to Take an Examination

Preparing for your examination can reduce exam anxiety. IKECA encourages Candidates to seek out exam taking strategies available online. Several universities and colleges publish free exam taking tips. Search “exam taking strategies” online for free resources. There are many guides, books and resources on how to take multiple-choice examinations. Candidates may also visit https://www.assessments.meazurelearning.com/programs/international-kitchen-exhaust-cleaning-association/ and review the resources under "Prepare For Your Test."

5. Exam Preparation

IKECA encourages Candidates to prepare for the examination at least four (4) weeks prior to sitting for the examination. Candidates should focus their efforts on the content areas of the examination.

Print copies of NFPA 96 may be purchased from the IKECA Online Store. Some editions of NFPA 96 in .pdf format from the NFPA website. Information relating to the Boston specific content is available in the Exhaust Cent Cleaning and Inspection article on the City of Boston website. Purchase of any exam preparation material is not required in order to become eligible to sit for the examination, nor does it guarantee a passing score on the exam.

Section 3: Renewing Certification

1. How to Maintain Certification

To renew IKECA Boston certification, the certified individual must successfully complete the corresponding renewal quiz within 90 days of the certification expiration date. To successfully complete the IKECA BCCS Renewal Quiz, the Candidate must score a minimum of 70%. To successfully complete the IKECA BCSI Renewal Quiz, the Candidate must score a minimum of 75%. Upon passing the quiz, IKECA will provide an updated certification certificate to the Boston Fire Department.

Please note that all certifications which are not successfully renewed within 90 days of expiration will be reported to the Boston Fire Department and may result in loss of registration with the City of Boston. IKECA will report expiring Certifications which were not renewed to the City of Boston Fire Department on a regular basis.

Section 4: Policies and Procedures

1. Retake Policies

If a Candidate fails an IKECA Boston Certification Exam on their first attempt, the individual may exercise a maximum of two retake options. A waiting period of sixty (60) days applies between each retake, from the date of the previous exam attempt. All retake options must be completed within one (1) year from the original exam date. A retake application and associated fee must be submitted to IKECA for each retake attempt.
If a Candidate fails an IKECA Boston Certification Renewal Quiz on their first attempt, the individual may exercise a single retake option at a reduced fee after a 30 day waiting period. If the required renewal quiz is not passed on the second attempt, the subject certification will be terminated and the City of Boston notified.

2. Refund Policy

Boston certification fees are not refundable or transferrable.

3. Rescheduling Policy:

Please note that rescheduling refers to a process that occurs once the Candidate has scheduled an exam date with Meazure Learning and subsequently wish to change or amend the date, time or location of the scheduled exam. Candidates may reschedule an exam appointment up to two (2) days in advance of your exam appointment, provided the rescheduled date is within the 3 month eligibility period. Reschedule requests are not accepted within two (2) days of the scheduled testing appointment. A $50 non-refundable fee will apply to all rescheduled exams; the fee must be paid online at the time of the rescheduling request.

4. No Show/Cancellation Policy:

If Candidate does not appear for scheduled exam appointment and does not reschedule at least two (2) days prior, Candidate will be deemed a “no show” and thereby forfeits the option to reschedule and any paid exam fees. A new application must be submitted if you subsequently wish to pursue the examination.

If an exam must be canceled, it is the responsibility of the Candidate to properly inform Meazure Learning at least 2 business days before the scheduled date of their exam. A $50 non-refundable fee will apply to all canceled exams; the fee must be paid online at the time of the cancellation request. All exam fees are forfeited unless such notice is given. The named Candidate has until the end of their scheduling window (3 months from the date of application confirmation from IKECA) to reschedule and complete their exam. The Candidate forfeits all paid exam fees if they have not completed the exam within the scheduling window.

Please contact IKECA should you have any questions or specific requests regarding this policy.

5. Exam Conduct

This section is applicable to all IKECA certification exams.

- Be prepared to present your valid, current, government issued photo id. Expired ids will not be accepted.
- The exam is closed book. Notes, books, and calculators will not be permitted in the exam room. There will be a digital notepad available to use within the online testing platform.
- Beverages and food are not permitted in the exam room.
- There is no smoking in the exam room.
• In person testing Candidates may not bring cell phones, smart phones, pagers and/or any other electronic device into the exam room.
• Candidates will be allowed (1) 5-minute break throughout the course of the exam.
• Candidates are not permitted to take anything from the exam area on their break, nor are they permitted to bring anything back to the exam area after the break is finished.
• Collaboration and disruptive conduct during the exam is prohibited. Any violation of this regulation shall result in a score of zero (0) for the exam, and possible prohibition from sitting for future IKECA certification exams.
• IKECA reserves the right to cancel any exam score if, in the Association’s sole opinion, there is adequate reason to challenge its validity.
• IKECA reserves the right to delete from scoring any question which is determined to have been exposed before the exam administration, or is determined to be flawed.
• Candidates who experience extraordinary disturbances/distractions during an IKECA exam, that may detrimentally or materially affect their performance, should file a written complaint with the IKECA office. Such a complaint or appeal must be filed within 7 days of the administration of the exam, and must describe the nature and effects of the disturbance or distraction. Complaints or appeals submitted after 7 days, or after the release of exam score, will not be considered. This is applicable to in person testing only.
• Candidate must comply with any additional policies/procedures set forth in their Notice to Schedule and Exam Confirmation communications from Meazure Learning.

6. Information Use, Rights and Security Policy
IKECA gathers information to maintain our membership records, certification records, process your transactions and fulfill your requests.

What Information IKECA Collects
IKECA collects contact information you provide (e.g., your personal and/or business addresses, phone and fax numbers, e-mail addresses and titles) and information you provide via applications, registration forms, profiles, surveys or purchase forms.

How IKECA Uses Collected Information
We use this information to:
• Maintain and digitally publish our membership directory
• Maintain your certification credentials and generate your certification certificate
• Notify you of relevant products and services
• Notify you of upcoming events and programs
• Publish attendee registration lists for IKECA-sponsored events including the Annual Meeting and Fall Technical Seminar
• Keep you abreast of industry news and information through member e-news and the IKECA Journal. IKECA does not share, sell or trade e-mail addresses to third parties, except to IKECA preferred partners and Associate Members.

Your Right To Control Information
Members – On the IKECA Website, which requires you to use your login and password, you may edit your contact and mailing information directly.

E-mail opt-out – You may opt not to receive certain e-mail communications from IKECA or third-party vendors through IKECA. Please contact IKECA at (410) 417-5234 or info@ikeca.org to exercise your choice to opt-out. Please understand that once you have unsubscribed you will no longer receive e-mail communication from IKECA, which
may include important member information, certification renewal reminders, IKECA promotions, newsletters, etc.

Security Policy
IKECA maintains security procedures and standards we believe are as safe as today’s technology permits. We test these procedures and modify them regularly as new technologies become feasible. Credit information that you and credit authorizers provide when you make payments by credit card for products, dues or other services are encrypted and will only be used to process the transactions you request. This information will never be sold, shared or provided to other third parties. We do not request nor do we use social security numbers in the course of our business with our members or the public.

7. Social Media Policy
IKECA encourages its members and the public to engage in the use of social media in order to advance IKECA’s mission of advancing the quality of cleaning, inspection and maintenance of commercial kitchen exhaust systems worldwide.

IKECA prohibits the use of its sponsored social media or any means of electronic communication, to engage in or to further:

- Any acts that constitute infringement of patents, copyrights, trademarks, trade secrets, or other proprietary rights of third parties.
- The posting, emailing, advertisement, or other transmission of any unsolicited or unauthorized materials, “junk mail,” “spam,” “chain letters,” “pyramid schemes,” solicitations, or misleading information.
- The intentional or unintentional publication, republication, or dissemination of any libelous, defamatory, false, derogatory, or inflammatory statement;
- Any pornographic or obscene information and/or images.
- The use, download, or other transmission of computer viruses, computer tracking software, or any means of invading a person's privacy or engaging in identity theft.
- The impersonation of any person or entity, including, but not limited to, as a IKECA board member, officer, employee, agent, member, or member’s customer, or as a government official.
- The making of any misrepresentation or any factually inaccurate statements about any person’s affiliation with any person or entity.
- Any unlawful purpose under applicable federal and state laws.
- IKECA does not condone conversations or posts of any kind that violate antitrust laws.
- IKECA reserves the right to object to any use of or, without consultation, terminate access to any electronic communication or transmission that is sent or delivered through any medium, including any form of social media, where it discovers the communication or transmission is unlawful, prohibited under this policy, or inconsistent with IKECA’s mission and goals in any way. IKECA further reserves the right to pursue civil and criminal penalties as appropriate.
- IKECA engages in reasonable efforts to monitor social media usage for adherence to this policy. IKECA is not liable for any communication that is inconsistent with or in violation of this policy, and any person engaging in communication through any form
of IKECA-sponsored social or electronic media accepts this limitation of liability as an
express condition to use of such media.

8. Bank Fee Policy

All wire transfer fees and/or bounced check fees are the responsibility of the payer.
Purchased materials will not be shipped until all fees are paid.

9. Exam Critique Procedure

IKECA uses a formal procedure to allow and encourage all Candidates to challenge the
content of specific exam questions or the overall exam. Under this procedure,
Candidates have the ability to complete an online survey, the link to which IKECA
provides to Candidates with their official result letter. Candidates may also contact
info@ikeca.org or their Meazure Learning proctor with exam critiques, including but not
limited to noting possibly vague or ambiguous aspects of questions, or other exam
quality issues. These forms should be completed after the Candidate has completed all
examination questions. The critiques are used by IKECA in its post administration,
quality control and review of the exam.

10. IKECA Membership

IKECA Membership is not required to pursue or hold an IKECA certification.

Passing an IKECA Boston Certification Examination does not grant membership in
IKECA. IKECA offers a corporate membership to eligible firms. IKECA does not have a
membership category for individuals. To obtain an IKECA Membership Application,
please contact IKECA at info@ikeca.org or visit https://www.ikeca.org/page/
IKECAMembership.

You may contact IKECA at info@ikeca.org or (410) 417-5234 during U.S. Eastern Time
business hours with questions or requests relating to policies.