



IKECA

Boston Certification

CANDIDATE HANDBOOK

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General

1. IKECA History and Mission

The International Kitchen Exhaust Cleaning Association (IKECA) was founded in 1989 when a small group of kitchen exhaust cleaning professionals 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 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 the Certification

1. Explanation of Certifications

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

All IKECA certification programs have been developed for individuals performing various roles in the commercial kitchen exhaust cleaning industry who have existing knowledge of local jurisdictional requirements, industry related standards and codes, and best practice in the field. Individuals without this existing knowledge base will likely find it difficult to successfully complete IKECA's certification exams.

IKECA does not track jurisdictional requirements, and we are not able to advise you what the requirements are to start and conduct a KEC business in your area. If you are starting a new business or looking to branch out an existing company by offering valuable KEC services, we recommend that you begin this process by speaking with your local regulatory authorities to determine what credentials are required to conduct/offer KEC services in the jurisdiction(s) where you plan to pursue business.

2. Eligibility Requirements

Candidates must agree to abide by the [IKECA Code of Professional Conduct](#) at the time of application to be eligible to sit for an IKECA certification examination.

Candidates are required to read this handbook in its entirety prior to submitting an IKECA Boston certification application. This handbook is available as a free electronic download.

Prospective candidates should ensure their compliance with [Massachusetts Hood Cleaning and Inspection license requirements](#) and obtain a certificate of competency from the MA State Fire Marshall prior to pursuing IKECA Boston certification.

An IKECA Boston Certification does not grant an individual permission or license to conduct cleaning or inspection 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 Robert Broadway](#), [Fire Prevention](#), [Boston Fire Department](#).

3. Code of Conduct

All candidates and IKECA certified individuals must abide by the IKECA 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;
12. Failure to comply with IKECA Guidelines & Best Practices, ANSI/IKECA Standards, and NFPA Standards for kitchen exhaust cleaning;
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 IKECA 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.

Section 2: Examination

1. Format

The IKECA BCCS and BCSI examinations are each comprised of 75 multiple-choice questions. Candidates are allowed two (2) hours to complete each exam.

For a demonstration of the online test delivery system, please [view the free sample test](#).

Please note: The content of the sample examination does not include content from the actual examination.

2. Content

The content for the Boston Certified Cleaning Specialist™ (BCCS™) exam and quiz, and the Boston Cleaning System Inspector™ (BCSI™) exam and quiz, is derived from NFPA Standard 96 in addition to Boston-specific requirements, 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

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.

IKECA offers immediate preliminary scoring upon exam completion. When available, you may click the printer icon located in the top right corner of the score report screen to print the report. Candidate will receive official result letter from IKECA within 5 business days.

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 Robert Broadway, 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.

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.

Successful candidates will be listed in the IKECA credential directory. The IKECA credential directory is available to the public to verify active IKECA credentials and is accessible from our website or this direct link:

<https://www.ikeca.org/search/custom.asp?id=6411>. You may download and save a QR code on your device to conveniently direct interested parties to the credential directory: https://cdn.ymaws.com/ikeca.site-ym.com/resource/resmgr/ikeca_credential_directory_q.png.

Requests to opt out of the credential directory may be communicated by email to certification@ikeca.org.

4. Location Requirements

IKECA offers continuous on demand testing. Candidates may complete the online exam onsite at a Meazure Learning testing facility or by Live Remote Proctor (LRP) at an acceptable location of their choice. Candidates located outside of the United States or Canada **must** test via Live Remote Proctor (LRP).

To assist candidates in making an informed decision regarding which option best suits their needs, candidates should review the experience videos available on IKECA's Meazure Learning program page:

<https://www.assessments.meazurelearning.com/programs/international-kitchen-exhaust-cleaning-association/>.

Candidates will be required to provide current, photo identification when appearing for their testing appointment and MUST have their exam confirmation email easily accessible.

Testing Onsite at a Meazure Learning Testing Facility

Onsite candidates must schedule at least two (2) days prior to the date you wish to test.

Candidates may view a list of cities where Meazure Learning testing sites are located using this link: <https://www.assessments.meazurelearning.com/test-site-cities/>. Onsite candidates will be able to view the specific locations available to them when scheduling their exam. Most candidates will be within 15 miles of a Meazure Learning testing facility. Meazure Learning testing sites offer consistent quality and advanced technology to provide Candidates with a positive testing experience.

When appearing for testing, onsite candidates must comply with admission requirements communicated by Meazure Learning, including, but not limited to, presenting current photo identification and their exam confirmation email. Failure to meet admission requirements will result in candidate being reported as a no show.

Testing sites offer exam services to multiple agencies. There may be individuals in the testing room with you who are sitting for exams from different organizations. The rules

for their exam may differ from IKECA certification exams in terms of time limits and what they may have in their testing stations.

If you experience technical difficulties, disruptions, or if the testing environment becomes unacceptable for any reason, advise the onsite proctor immediately.

Test Administration via Live Remote Proctor (LRP)

LRP candidates must schedule a minimum of 24 hours prior to when they wish to test.

LRP test administration allows the candidate to complete their exam at an acceptable location of their choice, providing their own testing device. The candidate's computer must have webcam capability as well as a microphone and speakers. The environment must be private and quiet to avoid distractions and to ensure that the online proctor can hear everything at the candidate's location.

The technical requirements, such as an adequate internet connection, ensure that the proctor can access the candidate's computer and that the session can proceed without internet disruption. The notice to schedule email from Meazure Learning will provide a link to the current technical requirements and instructions for completing the system check and set up on the testing device **in advance of** the testing appointment to ensure suitability. Should any device or log in difficulty arise at the time of the testing appointment, candidate **must** contact Meazure Learning technical support via the point of contact provided within their exam confirmation email.

In the event of disconnection during the test, candidate **must reach out to Meazure Learning immediately**. When extended disconnection occurs, if unable to verify the cause of the disconnection, Meazure Learning may request documentation to confirm the reason for the disconnection. Failure to contact Meazure Learning and/or provide documentation as requested will result in one of the following outcomes: when disconnected during the login process prior accessing the examination, candidate will be deemed a no show; when disconnected during the course of completing the exam, candidate's exam will be submitted for scoring.

Please note that Meazure Learning **recommends** the use of PC Computers for LRP testing, however, MACs are accepted. System check and set up procedures will differ depending on whether a PC or MAC is used. Mobile devices are not acceptable.

IKECA is not responsible for candidate's failure to meet testing requirements.

5. Exam Fee Schedule

FEE	AMOUNT
Boston Certified Cleaning Specialist (BCCS) Exam	\$315.00
Boston Certified System Inspector (BCSI) Exam	\$215.00
Boston Certified Cleaning Specialist (BCCS) Renewal Quiz	\$170.00
Boston Certified System Inspector (BCSI) Renewal Quiz	\$170.00
IKECA Boston Exam Retake Fee	\$170.00
IKECA Boston Renewal Quiz Retake Fee	\$95.00

All IKECA certification fees are not refundable or transferable.

6. Application Process

Suitable candidates are encouraged to apply for an IKECA Boston certification exam. IKECA offers continuous on demand testing. Candidates are provided with 3 months to schedule and complete testing once IKECA has processed and confirmed their application. Candidates must follow the procedure below to pursue IKECA certification.

Applying for Certification/Scheduling Examination

1. Decide which IKECA Boston certification is right for you.
2. Determine whether you prefer to test [on site](#) at a [Meazure Learning testing location](#) or via [Live Remote Proctor](#) (LRP) at an acceptable location of your choosing, providing the broadband connection and test device. Candidates testing outside of the United States or Canada **must** test via Live Remote Proctor (LRP).

Visit IKECA's Meazure Learning landing page (<https://practicetest.meazurelearning.com/programs/international-kitchen-exhaust-cleaning-association/>) to view a list of test site cities and candidate experience videos.

FAQs related to LRP testing may be reviewed here: <https://support.proctoru.com/hc/en-us/articles/24721945091725-Frequently-Asked-Questions-About-Exam-Day>.

System requirements for LRP testing device may be reviewed here: <https://support.proctoru.com/hc/en-us/articles/24692181239309-Equipment-Requirements>.

3. Submit the required [exam application](#) with full payment of the exam fee. Applications received without full payment will not be processed. IKECA certification fees are not refundable or transferable.
4. IKECA reserves 5 business days for processing paid exam applications. Confirmation will be sent to candidate once their application has been processed. Following IKECA confirmation email, candidate will receive a notice to schedule email from candidatesupport@meazurelearning.com providing instructions to schedule their testing appointment. Candidates should not delay scheduling their exam appointment. The scheduling window ends 48 hours prior to the end of the 3-month testing eligibility period.
5. Candidate will receive email confirmation of their testing appointment from candidatesupport@meazurelearning.com. If not received within 24 hours following scheduling, candidate **must** contact Meazure Learning Candidate Support by email candidatesupport@meazurelearning.com or by phone (919) 572-6880. **This email provides important information that will be needed at the testing appointment.**

Please add candidatesupport@meazurelearning.com to your email contacts to ensure important email communications from Meazure Learning are delivered to your inbox. Depending on existing device settings, email communications from Meazure Learning may be redirected by junk/spam filters. **It is the responsibility of the Candidate to advise IKECA if email communications are not received from Meazure Learning as expected and to read and follow all instructions communicated by Meazure Learning.**

7. ADA Accommodations

All IKECA 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 during your testing appointment, as a result of a disability or physical impairment, please contact IKECA at info@ikeca.org for more information and complete the accommodation section of the candidate application form.

Meazure Learning requires a minimum of 30 days' advance notice to coordinate all ADA accommodation requests. Candidate must inform IKECA before or at the time of application in order for IKECA to consider the accommodation request.

8. Exam Preparation

IKECA encourages Candidates to prepare for the examination at least four (4) weeks prior to sitting for the examination.

NFPA Standard 96 may be purchased directly from the [NFPA](#) website. NFPA also provides free access to their standards on their [website](#). Information relating to the Boston specific content is available in the [Exhaust Cent Cleaning and Inspection](#) article on the City of Boston website.

All IKECA certification programs are intended for individuals with existing knowledge of governing industry standards and best practice in the field. Individuals without this existing knowledge base will likely find it difficult to successfully complete an IKECA certification exam.

9. 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 tips. Search “exam taking strategies” online for free resources. There are many guides, books and resources on how to take multiple-choice examinations. You may also visit the [IKECA Meazure Learning program page](#) and review the information provided under "Prepare For Your Test".

Section 3: Renewing Certification

1. How to Renew IKECA Boston 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 for the successful candidate to the Boston Fire Department.

Please note that all certifications 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.

Individuals that have not successfully completed the applicable renewal quiz by the end of the renewal grace period will forfeit the option to renew their certification and will be removed from the [IKECA Credential Directory](#).

Renewal is the responsibility of the certified individual. Certified individuals are encouraged to notify IKECA immediately of changes to their contact information to help ensure their receipt of important communications regarding their certification.

Section 4: Policies and Procedures

1. Exam Conduct

This section is applicable to all IKECA certification exams.

- Candidate must present valid, **current**, government issued photo identification. Expired identification will not be accepted.
- Have exam confirmation email from Meazure Learning accessible as instructed.
- **All IKECA certification examinations are closed book**. The testing area MUST be completely clear.
- Beverages and food are not permitted in the testing area.
- No smoking in the testing facility.
- Candidates testing on site may not bring cell phones, smart phones, pagers and/or any other electronic device into the exam room.
- Candidates will be allowed a single 5-minute break throughout the course of the exam.
- Candidates are not permitted to take anything from the testing area during the break, nor are they permitted to bring anything back to the testing area when returning from break.
- Collaboration and disruptive conduct during the exam are prohibited.
- Candidate must comply with all policies/procedures set forth in the notice to schedule and exam confirmation email communications from Meazure Learning.
- Candidates testing onsite must comply with instructions communicated at the testing site.
- IKECA reserves the right to nullify a candidate's exam score if, in the association's sole opinion, there is adequate reason to challenge its validity.

2. Exam Critique Procedure

IKECA uses a formal procedure to allow and encourage all candidates to provide feedback regarding the exam, including but not limited to, noting possibly vague or ambiguous aspects of questions, or other exam quality issues. Candidates may provide

IKECA with this information by completing an online critique form, the link to which is provided to candidates with their official result letter. This form should be completed after the Candidate has completed the exam. Candidates may also provide this information by email to certification@ikeca.org. Information received is used by IKECA in post administration quality control and review of the exam.

3. Retake Policy

If a Candidate fails an IKECA Boston Certification Exam on their first attempt, the individual may exercise two retake options within one year of their original exam date. A waiting period of thirty (30) days applies between each exam attempt. An application and retake 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 thirty (30) day waiting period. If unsuccessful on their second attempt, the subject certification will be terminated and the Boston Fire Department will be notified.

4. Refund Policy

All IKECA certification fees are not refundable or transferable.

5. Rescheduling Policy

Rescheduling refers to a process that occurs once you have scheduled a testing appointment and subsequently wish to change or amend the date, time or location of your scheduled appointment. You may reschedule a testing appointment with a minimum of two (2) days' advance notice, provided the rescheduled date is within the 3-month eligibility period. A \$50 non-refundable fee may apply to rescheduled exams. When imposed, the fee must be paid to Meazure Learning at the time of the rescheduling request. Rescheduling policy and contact information are provided within the notice to schedule and exam confirmation emails received from Meazure Learning.

6. No Show/Cancellation Policy

If candidate does not appear for their testing appointment and did not reschedule as required, Meazure Learning will report candidate as a no-show and exam and paid fee will be forfeited. Candidate will be required to reapply to pursue IKECA certification in the future.

If a testing appointment must be canceled, it is the responsibility of the candidate to properly inform Meazure Learning at least 2 business days before the testing appointment. A \$50 non-refundable fee may apply to canceled appointments. When imposed, the fee must be paid to Meazure Learning at the time of the cancellation request. All exam fees are forfeited unless such notice is given.

Cancellation policy and contact information are provided within the notice to schedule email from Meazure Learning.

The scheduling window ends 48 hours prior to the end of the candidate's 3-month testing eligibility period. Candidate forfeits all paid exam fees if they have not completed testing within the eligibility period.

7. 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 and digitally publish our credential directory
- Maintain your certification profile
- 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*.

Your Right to Control Information

Members – On the IKECA Website, which requires you to use your login credentials, you may edit your contact and mailing information.

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 opt out or unsubscribe, 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.

8. 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.

9. Payments/Bank Fee Policy

IKECA accepts payment in USD via credit card, wire transfers and check. All payments must be made in USD. IKECA certification fees are not refundable or transferable.

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.

10. IKECA Membership

IKECA Membership is not required to pursue an IKECA Boston certification.

Obtaining an IKECA Boston certification **does not** grant membership in IKECA nor does it convey the privilege of using the IKECA logo in any form. Information relating to membership options available to industry stakeholders may be reviewed on our [website](#).

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