Certified Exhaust Cleaning Specialist

CANDIDATE HANDBOOK

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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 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 Certification

The kitchen exhaust industry is growing at a rapid pace and technology is changing all the time. IKECA has developed certification programs to provide industry professionals with an opportunity to demonstrate their knowledge relating to current codes, standards and technology that affect the industry.

The Certified Exhaust Cleaning Specialist (CECS) is designed for highly experienced and knowledgeable commercial kitchen exhaust cleaning professionals and/or business owners. Every Active North American Member of IKECA must have at least one employee that holds a current CECS or CESI certification.

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 in order to be eligible for an IKECA certification examination.

Candidates are required to read this handbook in its entirety prior to submitting the CECS Examination Application. This handbook is available as a free electronic download.

3. Application Process

Candidates who have met the eligibility requirements are encouraged to apply to sit for the IKECA CECS certification examination. On demand continuous testing is available. Candidates are provided with 3 months to schedule and complete testing once IKECA has confirmed their application. Candidates will follow the procedure below to pursue IKECA certification.

Applying for Certification/Scheduling Examination

1. Decide which certification is right for you.
2. At the time of application, candidate will choose to complete the online exam on site at a Meazure Learning testing location or via Live Remote Proctor (LRP) at an acceptable location of their choosing, providing their own broadband connection and test device. Candidates testing outside of the United States or Canada must test via Live Remote Proctor (LRP). Please visit the IKECA Meazure Learning program page (https://www.assessments.meazurelearning.com/programs/international-kitchen-exhaust-cleaning-association/) for additional information relating to available testing locations, to view videos relating to what to expect during the on-site or LRP testing process, and view location and system requirements for LRP testing.
3. Submit the required exam application with full payment of the exam fee. Application received without full payment will not be processed. IKECA certification fees are not refundable or transferable.
4. Within 5 business days of receipt of paid exam application, IKECA will send Candidate an email confirming their application has been processed. Within 2 business days of IKECA confirmation, candidate will receive an email from candidatesupport@meazurelearning.com providing the URL and instruction to create login credentials needed 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. When testing appointment has been scheduled, Candidate will receive confirmation of their testing appointment details via email from candidatesupport@meazurelearning.com. If this is 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 and ensure their receipt of this communication.

Please add candidatesupport@meazurelearning.com to your address book 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.**

4. 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 in taking an IKECA 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 certificants 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.

6. Location Requirements

Candidates may complete the online examination on site at a Meazure Learning testing facility or via Live Remote Proctor (LRP). Candidates located outside of the United States or Canada must test via Live Remote Proctor (LRP).

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

Testing On-site at a Meazure Learning Testing Facility

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

When testing at a Meazure Learning testing site, the candidate must comply with admission requirements communicated by Meazure Learning, including 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 facilities 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 proctor immediately.

Test Administration via Live Remote Proctor (LRP)

LRP test administration allows candidates to complete their examination using their own computer via an internet connection at a time and place of their choosing. The candidate's computer must have webcam capability as well as a microphone and speakers and 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.

There are technical requirements, such as an adequate internet connection, to ensure that the proctor can access the candidate's computer and that the session can proceed without internet disruption. The Notice to Schedule email communication from Meazure Learning will provide specific technical requirements and instructions for completing the system check & set up on the their 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 via the point of contact information provided within the exam confirmation email.

In the event of disconnection during the test, Candidate **must reach out to Meazure Learning immediately**. When 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 & set up procedures will differ depending on whether a PC or MAC is used. Mobile devices are not acceptable.

To assist candidates in making an informed decision regarding which option best suits their needs, candidates should review the information and experience videos available on IKECA's Meazure Learning program page: https://www.assessments.meazurelearning.com/programs/international-kitchen-exhaust-cleaning-association/.

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

7. Exam Fee Schedule

TYPE	FEE
IKECA Member Company Employee	$395.00
Individual Non-Member of IKECA	$750.00
Fire Marshals or AHJs	$95.00
CECS Retake Fee	$100.00

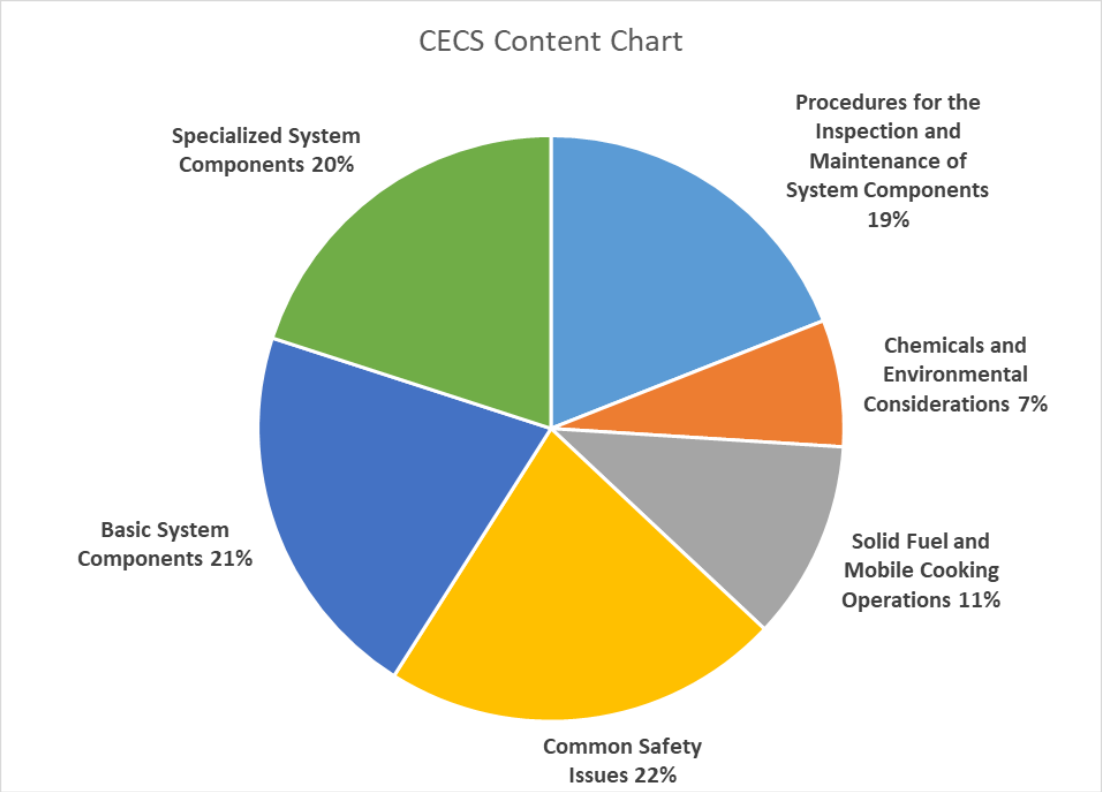
IKECA certification fees are not refundable or transferable.

Section 2: Examination

1. Format

The CECS examination is comprised of 100 multiple-choice questions. Candidates have two (2) hours to complete the **closed book** examination.

2. Content



The IKECA Certification Committee and IKECA Membership have identified these content domains as required areas of expertise for a specialist in the commercial kitchen exhaust cleaning industry. Successful completion of the exam demonstrates understanding of all components of the commercial kitchen exhaust system, basic knowledge for inspection, and proper cleaning.

The exam was developed using input from industry Subject Matter Experts, OSHA Standards, NFPA Standard 96, the ANSI IKECA C-10 Standard for the Methodology for Cleaning Commercial Kitchen Exhaust Systems, the ANSI IKECA 1-10 Standard for Commercial Kitchen Exhaust Inspection, the ANSI IKECA M-10 Standard for the Methodology for Maintenance of Commercial Kitchen Exhaust Systems, Underwriters Laboratories (UL), and the Environmental Protection Agency (EPA).

3. Scoring

The pass-fail score for the CECS exam is 70%. Candidates must answer a minimum of 70 out of 100 questions correctly pass the exam and be awarded the IKECA Certified Exhaust Cleaning Specialist (CECS) certification. Candidate 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. Successful candidates will receive their official certification certificate in pdf form with their result letter.

Successful candidates will be listed in the IKECA credential directory. The IKECA credential directory is available to the public to verify individual credentials and is assessable from our website or by this direct link: https://www.ikeca.org/search/custom.asp?id=6411.

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 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".

5. Exam Preparation and Study Guides

IKECA encourages Candidates to begin preparing for the examination at least four (4) weeks prior to testing. Candidates should focus their efforts on the content areas of the examination, as provided within the CECS Candidate Handbook.

The CECS Study Guide, containing all content material necessary to prepare for the exam, may be purchased from IKECA’s online store in PDF or print form. Purchase of the study guide is not required in order to be eligible to sit for the examination, nor does it guarantee a passing score on the exam. Exam preparation needs will vary depending on the candidate’s level of existing knowledge and experience. Some candidates may wish to supplement their study material with the source documents referenced in the content section of this handbook.

All IKECA certification programs have been developed for individuals performing various roles in the commercial kitchen exhaust cleaning industry with 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.

Section 3: Renewing Certification

1. How to Maintain Certification

Understanding certification renewal requirements will be key to maintaining your certification. Review those requirements below and within the certification renewal section of our website. Each certified individual is responsible for maintaining a valid certification, including meeting Continuing Education Unit (CEU) requirements before each renewal deadline.

All IKECA Certifications expire on June 1st. To renew a CECS certification, requires submission of the renewal application, including documentation of earned CEUs, together with the applicable renewal fee. **Renewal is the responsibility of the certified individual**. Failure to renew within 90 days of the certification expiration date will result in a voided credential.

Certification	Renews Every	Renewal Fee Member	Renewal Fee Non-Member	CEUs required
CECS	1 year on June 1st	$120	$175	1.5

All IKECA Certifications expire on June 1st. IKECA begins the renewal cycle in March of each year. Certification renewal requires submission of a renewal application, providing documentation of earned CEUs and payment of the applicable renewal fee. **Renewal is the responsibility of the certified individual** and is required to maintain the individual's certified status with IKECA.

Certifications that have not been renewed within 90 days of expiration will be ineligible for renewal and will be removed from the IKECA Credential Directory. To regain IKECA certified status, individual must apply as a new candidate and successfully complete the current exam.

It is the responsibility of the certified individual to notify IKECA of changes in contact information to ensure their receipt of communications regarding their certification.

2. Continuing Education

Continuing education is essential in any certification program. By updating and refreshing your knowledge of the industry, you show a commitment to lifelong learning and advancing your expertise.

All IKECA certified individuals must earn Continuing Education Units (CEUs) during each certification term to qualify for renewal.

IKECA follows the International Association for Continuing Education and Training (IACET) and U.S Department of Education definition of 1 CEU = 10 contact hours of participation in organized continuing education and training experience. This means 0.1 CEUs are recognized for every hour of qualifying education and/or training completed.

Individuals shall record earned CEUs and submit completion certificates or similar written documentation to IKECA at the time of renewal; IKECA does not track CEUs for each individual.

Ways to Earn CEUs

Online and In-Person Educational Courses	
Online Courses: *View recommended online sources of CEUs*	Varies
Additional industry-related courses, webinars or first-aid training may qualify – check with IKECA Headquarters	Varies
General and business management courses by accredited universities or other approved providers *Note: Only 25% of CEUs per renewal cycle may come from college courses*	0.1 CEU/HR
Industry Conference Participation	
Attendance at the IKECA Annual Meeting or Fall Technical Seminar *Note: Attendance is tracked – CEUs will be awarded based on registration payment and self-reported session attendance.*	Up to 2.0 CEUs
Attendance at an industry-related conference, meeting or seminar *Acceptable organizations include: NADCA, ASHRAE, NAFA, NFPA, NAFED, RFMA, NASFM, FFMIA.* ***For all others, please contact IKECA to confirm eligibility****.*	Up to 1.0 CEUs
Thought Leadership	
Presenting at the IKECA Annual Meeting or Fall Technical Seminar OR other industry-related organization events	0.5 CEUs
Submission of a technical article for the IKECA Journal	0.3 CEUs
Development of online assessment/educational content with affiliate industry organizations	0.5 CEUs
Technical Code Committee Work *(Active membership participation in NFPA, ASHRAE, IKECA Technical Standards Development Committee; others may qualify)*	1.0 CEU/Day
Representing IKECA at an exhibitor booth at an IKECA-approved industry conference *(MUST be coordinated and arranged by IKECA Staff)*	
Active Participation in an IKECA Committee	0.1 CEU/Meeting
Presenting to local AHJs within your jurisdiction *(Must submit official documentation signed by an AHJ on their letterhead indicating date, location and time of presentation)*	0.5 CEUs
Attendance at in-house training seminar, or one at another facility – Must be taught by third-party instructor or individual certified to train the subject matter (*Qualifying topics include but are not limited to: ladder safety, PPE, fall protection, hood/system service, near miss reporting, defensive driving, etc.)*	0.1 CEU/HR

Internal Training for CEUs (prior approval required)

Training conducted within your company for employees may be eligible for CEUs. Please refer to the information below to determine if your company's training would qualify.

What qualifies?
Completion of training offered through an employer in-house or at another facility, qualifies for CEUs if **both** of the following requirements are satisfied:

- Training is conducted with a third-party instructor and/or an instructor certified to train on the subject matter; and
- The subject matter of the training is relevant to the kitchen exhaust cleaning industry.

How many CEUs can be earned through internal training?
Internal training follows the same definition of 1 CEU=10 contact hours, therefore 0.1 CEUs are recognized for every hour of qualifying training completed.

How are CEUs that are completed through internal training submitted?
When applying for certification renewal, the certificant must submit a formal completion certificate for the in-house training course/event. The completion certificate must indicate the name of the participant, date of training, subject matter, length of training, and instructor's signature confirming that they are properly credentialed to train on the subject matter.

When/how are CEUs submitted to IKECA Headquarters?
Certified individuals must submit documentation of the required earned CEUs with their renewal application.

Section 4: Policies and Procedures

1. Use of Certification Mark

After receiving notification of earning an IKECA credential, the credential granted may be used only as long as the individual's credential remains valid and in good standing.

Individuals may not use the credential until they have received specific written notification that they have successfully met all requirements, including passing the exam. Certificants must comply with all recertification requirements to maintain use of the credential.

Individuals who have earned the IKECA Certified Exhaust Cleaning Specialist (CECS) certification may identify themselves as a "CECS".

The official acronym may be used only as long as the individual's certification is valid and in good standing. IKECA certification is a non-transferable, revocable, limited and non-exclusive license to use the certification designation and is subject to compliance with the policies and procedures of IKECA. Certified individuals may not make misleading, deceptive, or confusing statements regarding their IKECA certification status.

Each certificant will receive a certification certificate in PDF format. The certificate will include, at a minimum, the following information:

- Name of credential

- Name of certified individual
- Unique certification number
- Confirmation that the individual has met the requirements of the certification program
- Expiration date
- Upon renewal, individual will receive a new certification certificate with updated expiration date.

Obtaining IKECA certification does not convey permission or authority to use the IKECA logo in any fashion. Use of the IKECA logo is a benefit of IKECA membership. For additional information, visit the membership page of the IKECA website.

2. Retake Policy

Candidates that do not earn a passing score following their initial attempt are encouraged to retake the examination.

Two retake options are provided and must be exercised within 1 year of the original exam attempt. A waiting period of thirty (30) days applies between each attempt. A CECS Examination Application and the retake fee of $100 must be submitted for each retake attempt. Candidate will follow the Application and Scheduling process set forth herein to exercise provided retake options.

No more than three exam attempts are allowed within one year. Candidates that do not earn a passing score, after exercising the provided retake attempts, must wait a period of one year from their initial exam attempt to apply for IKECA certification as a new candidate.

3. Refund Policy

All certification fees are not refundable or transferable.

4. 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 is provided within the Exam Confirmation email communication received from Meazure Learning.

5. 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 exam fees 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 cancellation request. All exam fees are forfeited unless such notice is given.

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. Cancellation policy and contact information are provided within the Notice to Schedule email communication from Meazure Learning.

6. Exam Conduct

This section is applicable to all IKECA certification exams.

- Be prepared to present your valid, current, government issued photo identification. Expired identification will not be accepted.
- Have your Exam Confirmation email from Meazure Learning accessible as instructed.
- **All IKECA certification examinations are closed book. Notes, books, and calculators will not be permitted in the testing area.** There will be a digital notepad available to use within the online testing platform.
- Beverages and food are not permitted in the testing area.
- There is 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 is prohibited.
- 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.
- 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.
- Candidate must comply with all additional policies/procedures set forth in the Notice to Schedule and Exam Confirmation email communications from Meazure Learning.
- Candidates testing on-site must comply with Candidate Instructions communicated at the site as well as the Test Day Instructions available for review on IKECA's Meazure Learning program web page.

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*.

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 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. Exam Critique Procedure

IKECA uses a formal procedure to allow and encourage all candidates to provide feedback regarding 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 certification@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.

11. IKECA Membership

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

Passing the IKECA Certification Examination does not grant membership in IKECA. IKECA offers 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.