

Policies and Procedures for Members and Non Member Companies in the International Window Cleaning Safety Certification Program

Section A-General Requirements for Company Participation in the Certification Program

1. Companies applying for Certification shall require their insurance agent/carrier to provide the IWCA with their valid and current Certificate of Liability Insurance naming the IWCA as an additional insured. Insurance coverage limits shall be appropriate to the type of window cleaning service being performed and the desired level of safety certification and shall not be less than the following:
 - a) Ground based, Route/Residential- \$ 150,000.00
 - b) Ground based, Commercial- \$ 250,000.00
 - c) Suspended Operations- \$ 1,000,000.00

It shall be the responsibility of the Participant Company/Administrator to keep the Certificate current with the IWCA.

2. Individual safety certifications are valid for a five-year period. Safety certifications are renewed by taking a re-test. It will be the decision of the IWCA if only a re-test is required or if a new correspondence course, plus re-test is required.
3. After completing all of the requirements for Certification, a certification card will be issued to the individual and the company at which the individual is employed at the time the individual's application is submitted to IWCA. The Certification is non-transferable. For example, if a certified individual were to change employment from the company identified on the Certification Card prior to the expiration of the certification, the certification card and related documentation can not be transferred. Under this example, the individual would have to re-apply for certification as a new applicant through his/her new employer.

Section B- Safety Certification Program Description

1. Safety certification in any category is issued when a participant has completed the correspondence course and has successfully passed the final exam.
2. After a Company meets all the company prerequisites outlined in Section A, it begins the process of safety certification by;
 - a.) Submitting participant name(s), along with application and individual safety certification fees.

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- b.) Upon receipt of certification application, the IWCA shall deliver the appropriate course workbooks and access to the three online correspondence course tests to the designated company contact.
 - c.) The enrolled participant has until thirty days prior to the final exam test date to complete the three online correspondence tests. The enrolled participant must pass each test with a passing score of 90 percent and above.
 - d.) Upon notification of a passing score of 90 percent or above on each correspondence test, he/she is then eligible to take the final exam.
 - e.) The IWCA will send out notification to the designated company contact of the participant's eligibility to take the final exam.
 - f.) The enrolled participant has one-year from the receipt of the certification application to complete the correspondence tests and final exam.
 - g.) The final exam is given by an instructor approved by IWCA at a specific location as determined by IWCA. Each participant taking the final exam must provide the instructor immediately prior to the start of the final exam with valid photo I.D. (Photo I.D., driver's license, passport, etc.) Participant must also provide a 2 inch x 2 inch sharp and clear photograph of them self in an electronic format or on photographic paper.
 - h.) The instructor shall spend the first part of the final exam session reviewing course content and material. Upon completion of this review, participants will then be given the exam. Upon completion, the exams will be collected and returned to the IWCA for scoring. Participants will be notified of their score as soon as administratively possible.
 - i.) The passing score for any exam taken is 90 percent.
 - j.) If a participant passes the final exam, he/she will receive a certificate, patch and a laminated photo ID certification card signifying which level of certification he/she has attained.
 - k.) If a participant does not achieve a minimum score of 90 percent on the final exam, he/she has up to one year from the original test date to take a re-test for a cost of \$75.00. If the participant waits longer than said one year to be retested, he/she will be required to take the entire correspondence course again.
3. Companies may opt to have the final exam given at their own facility when a minimum of 15 participants are eligible to be certified by completing the final exam (defined as having successfully completed the three correspondence courses). There may be more than one company that participates in the on-site exam. Coordinating the minimum 15 participants for an on-site exam is the responsibility of the requesting company(s). The companies requesting the on-site exam will be responsible for all of IWCA's expenses involved in the on-site exam.

Section C- Safety Certification Levels

The IWCA Safety certification Program will consist of three components;

Certified Window Cleaner (a participant of an IWCA Member or Non Member company that has achieved one of the levels of safety certification as outlined below:

Ground Operations - Certified Window Cleaner RR (CWC/RR) [is a window cleaner who has passed the three correspondence course exams and passed the final exam for specializing in ground based route/residential operations.]

Ground Operations - Certified Window Cleaner (CWC) [is a window cleaner who has passed the three correspondence course exams and passed the final exam for specializing in ground based commercial window cleaning operations.]

Suspended Operations – Certified Window Cleaner RDS (CWC/RDS) [is a window cleaner who has passed the three correspondence course exams and passed the final exam for specializing in commercial ground based window cleaning operations, suspended equipment operations using a RDS.]

Suspended Operations – Certified Window Cleaner SS (CWC/SS) [is a window cleaner who has passed the three correspondence course exams and passed the final exam for specializing in commercial ground based window cleaning operations, suspended equipment operations using a Suspended Scaffold.]

Suspended Operations – Certified Window Cleaner HRS (CWC/HRS) [[HRS denotes High Rise Specialist]] [is a window cleaner who has passed the three correspondence course exams and passed the final exam for specializing in commercial ground based window cleaning operations, suspended equipment operations using either a Suspended Scaffold or RDS.]

Section D-Individual Safety Certification Fees

Individual Safety Certification Fees for Final Exams taken at an IWCA Designated Location:

Member Companies	Certified Window Cleaner (any level)	\$ 300.00
Non Member Companies	Certified Window Cleaner (any level)	\$ 750.00

Individual Safety Re-Certification Fees for Final Exams taken at an IWCA Designated Location:

Member Companies	Certified Window Cleaner (any level)	\$ 150.00
Non Member Companies	Certified Window Cleaner (any level)	\$ 375.00

Individual Safety Certification Fees for Final Exams taken at an Individual Company Location (15 or more employees required): (Expected availability is late 2009)

PLEASE NOTE: The companies requesting the on-site exam will be responsible for all of IWCA's expenses involved in the on-site exam.

Member Companies	Certified Window Cleaner (any level)	\$ 350.00
Non Member Companies	Certified Window Cleaner (any level)	\$ 800.00

Individual Safety Re-Certification Fees for Final Exams taken at an Individual Company Location (15 or more employees required): (Expected availability is late 2009)

Member Companies	Certified Window Cleaner (any level)	\$ 225.00
Non Member Companies	Certified Window Cleaner (any level)	\$ 450.00

PLEASE NOTE: The companies requesting the on-site exam will be responsible for all of IWCA's expenses involved in the on-site exam.

Section E-Addendum to Past Certification Program

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1. Existing certified members whose certification expired prior to January 31, 2009 will be grandfathered into this revised program under the following conditions:
 - a. Said grandfathered certified members must successfully complete the three monthly correspondence course prior to January 31, 2009. Failure to complete said course by said date will require said grand fathered certified members to lose their certification status and must apply for new certification as a new applicant.
 - b. Pay the certification fee at a cost of \$75.00
 - c. Upon payment of the certification fee and successfully completing the 3-month correspondence course, the certification shall expire three years after the successful completion date. Thereafter, said grandfathered certified members must comply with the renewal requirements then in existence for other certified members.
2. Existing certified members whose certification is still valid under the old program as of February 1, 2009, or later, would be grandfathered into this revised program under the following conditions:
 - a. Said grandfathered certified members must successfully complete the three monthly correspondence course prior their existing expiration date. Failure to complete said course by said date will require said grandfathered certified members to lose their certification status and must apply for new certification as a new applicant.
 - b. Pay the certification fee at a cost of \$75.00
 - c. Upon payment of the certification fee and successfully completing the 3-month correspondence course, the certification shall expire three years after the successful completion date. Thereafter, said grand fathered certified members must comply with the renewal requirements then in existence for other certified members.

Compilation of comments 4.8.08

- d. If not completed by their current expiration date their certification status is no longer valid and can only be certified by going through the program as a new applicant.