



Policies and Procedures Manual

This document contains all the policies of the Building Commissioning Certification Board (BCCB) to effectively govern the organization. The BCCB was formed in 2004 by the Building Commissioning Association to develop a premier commissioning certification for professionals to demonstrate their knowledge, skills, and abilities in the practice of building commissioning. The BCCB gained its nonprofit status under the IRS classification of 501 (c) 6 and the Board of Directors are elected by the certification holders of the BCCB.

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Table of Contents

INTRODUCTION.....	5
D101 - BCCB ORGANIZATIONAL STRUCTURE AND PURPOSE	6
1a. Policy on the Organization of the BCCB.....	6
1b. Procedures Concerning the Organization of the BCCB	7
D102 - POLICY ON IMPARTIALITY.....	8
1a. Policy on the Code of Ethics.....	8
1b. Procedures concerning the Code of Ethics.....	8
2a. Policy on Conflict-of-Interest.....	8
2b. Procedures on Conflict-of-Interest.....	8
3a. Policy on Non-Discrimination	9
3b. Procedures relating to the Policy on Non-Discrimination	9
4a. Policy on Privacy, Confidentiality, Maintenance and Release of Information.....	9
4b. Procedures on the Privacy, Confidentiality and Maintenance and Release of Information	10
5a. Policy on Certified Person Status Publication (The Registry).....	10
5b. Procedures on the Publication of Certified Person Status (The Registry).....	10
6a. Policy on Interested Parties and Related Bodies	11
6b. Procedure to Identify and reduce Risk from Interested Parties and Related Bodies.....	11
7a. Policy Ensuring Compliance with the Policy on Impartiality	11
7b. Procedures for Ensuring Compliance with the Policy on Impartiality.....	11
8a. Policy on Volunteers Taking Examinations.....	11
8b. Procedures Concerning Volunteers Taking Examinations	12
9a. Policy on the Conduct of Impartiality Threat Analyses.....	12
9b. Procedures for the Conduct of Impartiality Threat Analyses	12
D103 - POLICY ON BCCB AUTHORITY AND AUTONOMY.....	13
1a. Policy on Responsibilities and Authority of the BCCB Board.....	13
1b. Procedures for Conducting the Tasks and Responsibilities of the BCCB Board	14
2a. Policy for BCCB Board of Directors Nominations and Elections Committee.....	14
2b. Procedures for the BCCB Nominations and Elections Committee.....	15
3a. Policy Convening Committees and Appointing Committee Members.....	15
3b. Procedures for Convening Committees and Appointing Committee Members	15
4a. Policy on the BCCB Board Authority to Convene an Examination Committee	16
4b. Procedures of the Examination Committee	16
5a. Policy on the BCCB Board Authority to Convene an Appeals and Disciplinary Committee	17
5b. Procedures for the Appeals and Disciplinary Committee.....	17
D104 - POLICY ON FIDUCIARY RESPONSIBILITY.....	19
1a. Policy on BCCB Board Fiduciary Responsibility	19
1b. Procedures for the BCCB regarding Fiduciary Responsibility	19

2a. Policy on BCCB Program Fees.....	19
2b. Procedures Related to BCCB Program Fees.....	19
3a. Policy on Application and Recertification Application Refunds	20
3b. Procedures for Application and Recertification Application Refunds	20
D105 - POLICY ON OUTSOURCED SERVICES	21
1a. Policy on Outsourced Services	21
1b. Procedures Relating to the Outsourced Services Policy	21
D106 - EXAMINATION DEVELOPMENT, MAINTENANCE AND ADMINISTRATION POLICY	22
1a. Examination Development, Maintenance and Administration Policy	22
1b. Procedures for Examination Development, Maintenance and Administration	22
D107 - POLICY ON AWARDING CREDENTIALS.....	24
1a. Policy on Candidate Eligibility.....	24
1b. Procedures for Establishing Candidate Eligibility.....	24
2a. Policy on Applicant Agreements and Affirmations	24
2b. Procedures for Applicant Agreement and Affirmations	24
3a. Certification Application Completion and Submission Policies	25
3b. Procedures for Application Completion and Submission	25
4a. Policy on Special Testing Accommodations	25
4b. Procedures for Requesting and Providing Special Testing Accommodations.....	25
5a. Policy on Verification of Application Documentation.....	26
6a. Policy on Award of Certification	26
6b. Procedures for Award of Certification.....	26
D108 - POLICY FOR EXAMINATION SITE AND DATE SELECTION AND RETESTING	27
1a. Examination Registration Policy	27
1b. Examination Registration Procedures	27
2a. Policy on Retesting	27
2b. Procedures for Retesting	27
3a. Policy on Cheating.....	27
3b. Procedures Related to Cheating	28
D109 - POLICY ON APPEALS, COMPLAINTS, ADVERSE DECISIONS AND ETHICS VIOLATIONS.....	29
1a. Policy for Appeal of Application Denial.....	29
2a. Policy for Appeal of Examination Results.....	30
3a. Policy for Appealing Decisions on Special Accommodations.....	30
4a. Policy for an Appeal of a Recertification Application Denial	
2. Procedures for Appeals.....	32
5a. Policy for Consideration and Processing of Complaints.....	32
5b. Procedures for Consideration and Processing of Complaints	33
6a. Policy on Certification Revocation/Suspension	33
6b. Procedures for Certification Revocation/Suspension.....	34

D110 - POLICY ON CONTINUED COMPETENCE OF THE CERTIFIED PERSON (RECERTIFICATION)	36
1a. Policy on Recertification	36
1b. Procedures for Recertification.....	36
2b. Policy for Recertification Deficiencies.....	36
2b. Procedures for Recertification Deficiencies	37
3a. Policy for Denial of Recertification	37
3b. Procedure for Denial of Recertification	37
D111 - POLICY ON ADVERTISING AND THE USE OF LOGOS AND MARKS	38
1a. Policy on Advertising and the Use of Logos and Certification Marks	38
1b. Procedures on the Advertising Policy and the Use of Logos and Certification Marks	38
D112 - POLICY ON SECURITY.....	39
1a. Policy on BCCB Site Access.....	39
1b. Procedures on BCCB Site Access.....	39
2a. Policy on Examination Material Security, Including Examination Administrations	39
2b. Procedures on Examination Material Security, Including Examination Administrations	39
3a. Policy on Signatures (Including Electronic)	39
3b. Procedures Concerning Signatures (Including Electronic).....	40
D113 - POLICY ON THE MANAGEMENT SYSTEM	41
1a. Policy on the Management System.....	41
1b. Procedures for the use and maintenance of the Management System	41
2a. Policy on the Scope of Critical Document Control	41
2b. Procedures relating to the Scope of Critical Document Control	41
3a. Policy on Critical Document, Records and Form Development and Maintenance.....	42
3b. Procedures for Development and Maintenance of Critical Documents, Records and Forms	42
4a. Policy on the Retention and Destruction of Applications and Records Pertaining to Candidates and Certified Persons	42
4b. Procedures for Retention and Destruction of Records Pertaining to Applicants, Candidates and Certified Persons	42
5a. Policy on Internal Audits of the Management System	42
5b. Procedures on Internal Audits of the Management System.....	42
Certification Director.....	44
Certification Manager	44
Certification Coordinator	44
Bookkeeper	44

Introduction

The purpose of this document is to outline the principles, rules and guidelines hereby adopted by the Building Commissioning Certification Board (BCCB) to support its efforts to provide the premier credentials in the field of Building Commissioning, serving both stakeholders and certified persons. These policies and procedures are subject to change at any time, notice of which shall be posted on the BCCB website.

D101 - BCCB Organizational Structure and Purpose

The Building Commissioning Certification Board (BCCB) was formed as an independent nonprofit 501(c) 6 to maintain a separation from the originating developing organization the Building Commissioning Association (BCA). The Bylaws of the BCCB establish the size and duties of the Board of Directors (hereafter referred to as the Board) and who makes up the membership. Membership is defined as all individuals who hold certifications issued by the BCCB. The BCCB Board is solely responsible for oversight of committees and administration of all programs. They also are responsible for administrating a credible certification program and for ensuring the credentials meet high standards of ethical and professional practice for the industry. This oversight ensures the proficiency and competency of the professionals the BCCB certifies. The BCCB does not provide education or training services, nor are its certification programs linked in any way with education offerings, educational materials, training offerings and/or professional development service providers. BCCB Board members are prohibited from providing education and/or training that relates to any of the BCCB certifications during their service to the BCCB and two (2) years after the end of the term of service as outlined in the Bylaws.

1a. Policy on the Organization of the BCCB

The BCCB governance hierarchy shall consist of a cadre of volunteer certified persons serving in leadership positions. These leaders (the BCCB Board) shall hold responsibilities for providing services related to the certification programs and shall procure and monitor other Subject Matter Experts (SMEs), volunteers and outsourced service providers to ensure that the goals and objectives of the BCCB are met. The hierarchy of leadership and supervision is described in the organizational chart below. Any changes to the structure of the organization take a vote of the full BCCB Board of Directors.

Building Commissioning Certification Board



1b. Procedures Concerning the Organization of the BCCB

The BCCB Board shall have the following responsibilities concerning the organization of the BCCB:

- a. Monitor the effectiveness of the organizational model.
- b. Change the organizational model as required.
- c. Notify stakeholders of any changes to the organizational model.
- d. Ensure compliance with the organizational hierarchy.

ISO/IES 17024:2012 – 4.3.1; 4.3.2; 4.3.3; 4.3.8b; 5.1.2; 6.1.6; 7.2.1; 7.3.2; 7.3.3; 7.3.5c;

D102 - Policy on Impartiality

BCCB Board shall act impartially in relation to its applicants, candidates, and certified persons. Decisions on certification programs shall be made in accordance with policies and procedures. Policies and procedures affecting applicants, candidates, and certified persons shall be made public and shall fairly and accurately convey information about the certification program. BCCB shall understand threats to impartiality that include, but are not limited to, self-interest, activities from related bodies, and relationships of personnel, financial interests, favoritism, conflict of interest, familiarity, and intimidation. BCCB Board shall periodically conduct a threat analysis to determine the potential, both real and perceived, of an individual or an organization influencing BCCB certification programs.

1a. Policy on the Code of Ethics

The BCCB shall function under a Code of Ethics, by which all certified persons (including the BCCB Board and its committee members) shall agree to abide. The BCCB shall hold responsibility for maintaining the relevance and efficacy of the Code and has the authority to change the Code as required.

1b. Procedures concerning the Code of Ethics

In provision of its duties concerning the Code of Ethics, the BCCB Board shall perform the following tasks:

- a. Require BCCB Board members to reaffirm their commitment to the Code annually.
- b. Ensure that all other certified persons affirm their commitment to the Code initially during the application process, and again during recertification.
- c. Review the Code periodically or upon the completion of a Job Task Analysis Study to ensure that it continues to address the ethics of practice.
- d. Update the Code as required.
- e. Post the Code, providing access to all stakeholders and certification holders, in the Candidate Handbook.
- f. Act upon allegations of violations to the Code as outlined in the Policy on Appeals, Complaints and Discipline.

2a. Policy on Conflict of Interest

The BCCB shall function under a Conflict-of-Interest Policy designed to ensure that no member of the BCCB, or by extension its committee members or outsourced service providers shall use his or her position, or the knowledge gained therefrom, in such a manner that creates a conflict between the interests of the organization or any of its affiliates and his or her personal interests. The Board shall hold responsibility for maintaining the relevance and efficacy of the Policy and has the authority to change the Policy as required.

2b. Procedures on Conflict of Interest

In provision of its duties concerning the Conflict-of-Interest Policy, the BCCB Board shall perform the following tasks:

- a. Ensure that BCCB Board members reaffirm their commitment to the Policy annually.
- b. Ensure that all certified persons acting on behalf of the BCCB Board affirm their commitment to the Policy initially during the start of service, and again annually.

- c. Ensure that any providers of outsourced services acting on behalf of the BCCB Board affirm their commitment to the Policy initially during the start of service, and again annually.
- d. Review the Policy every three (3) years to ensure its efficacy, and compliance with regulations.
- e. Update the Policy as required.
- f. Post the Policy, providing access to all stakeholders and certified persons, on the BCCB website.
- g. Act upon allegations of violations to the Policy as outlined in the Policy on Appeals, Complaints and Discipline.
- h. Ensure that BCCB Board members, committee members and outsourced service providers place the interests of the organization foremost in any dealings involving or relating to the BCCB.

3a. Policy on Non-Discrimination

The BCCB does not discriminate in the participation in the BCCB certification programs and prohibits discrimination against its applicants, candidates, certified persons, employees, and volunteers based on race, color, national origin, age, disability, sex, gender identity, religion, and where applicable, political beliefs, marital status, or sexual orientation. The BCCB Board holds responsibility for ensuring that this Policy is adhered to in all facets of the BCCB operations.

3b. Procedures relating to the Policy on Non-Discrimination

In provision of its duties concerning the Policy on Non-Discrimination, the BCCB Board shall perform the following tasks:

- a. Ensure that BCCB Board members reaffirm their commitment to the Policy annually.
- b. Ensure that any certified persons acting on behalf of the BCCB Board affirm their commitment to the Policy initially during the start of service, and again annually.
- c. Ensure that any providers of outsourced services acting on behalf of the BCCB Board affirm their commitment to the Policy initially during the start of service, and again annually.
- d. Review the Policy every 3 years to ensure its efficacy, and compliance with regulations.
- e. Update the Policy as required.
- f. Post the Policy, providing access to all stakeholders and certified persons in the Candidate Handbook.
- g. Act upon allegations of violations to the Policy as outlined in the Policy on Appeals, Complaints and Discipline.

4a. Policy on Privacy, Confidentiality, Maintenance and Release of Information

The BCCB shall function under a strict Privacy and Confidentiality Policy. This Policy shall apply to all aspects of the BCCB organizational activities, including the secure handling and locked and secure storage of application materials, ensuring the security of assessment materials, and safeguarding candidate scores and applicant and certification holder records. BCCB Board members, certified persons, agents, and providers of outsourced services shall abide by the Policy.

The BCCB and its agents shall keep confidential all applicants', and certified persons' information (including name, address, telephone numbers, examination scores, and other confidential records) unless authorized for release by the applicant, candidate, or certified person.

It is the policy of the BCCB that non-Disclosure protected information may NOT be released to or shared with:

- Any member of the public unless there is applicable statutory exception or written release from the CCP candidate or certified person.
- Any member of the BCCB unless the recipient has a legitimate interest in the use of that protected information to perform a service (i.e., committee work).

Furthermore, BCCB staff with access to protected information is expected to protect that information from unauthorized disclosure. This includes, as appropriate:

- Computer Systems and Applications Security: Central processing units, peripherals, portable storage devices, operating system, applications software, and data.
- Physical Security: The premises occupied by the BCCB or contractors using computer equipment storing or having access to Protected Information.
- Operational Security: Environmental control, power equipment, operational activities related to operations.
- Procedural Security: Established and documented security processes for information technology staff, vendors, management, and individual users of Protected Information.
- Network Security: Communications equipment, transmission paths, switches, terminals, and adjacent areas.

4b. Procedures on the Privacy, Confidentiality and Maintenance and Release of Information

In provision of its duties concerning the Policy on Privacy and Confidentiality, the BCCB Board shall perform the following tasks:

- a. Ensure that BCCB Board members reaffirm their commitment to the Policy annually.
- b. Ensure that all certified persons acting on behalf of the BCCB Board affirm their commitment to the Policy initially during the start of service, and again annually.
- c. Ensure that any providers of outsourced services acting on behalf of the BCCB Board affirm their commitment to the Policy initially during the start of service, and again annually.
- d. Review the Policy every three (3) years to ensure its efficacy, and compliance with regulations.
- e. Update the Policy as required.
- f. Supervise the implementation of the tenets of the Policy through the creation of procedures in the BCCB Operations Manual.
- g. Post the Policy, providing access to all stakeholders and certified persons in the Candidate Handbook.
- h. Act upon allegations of violations to the Policy as outlined in the Policy on Appeals, Complaints and Discipline.

5a. Policy on Certified Person Status Publication (The Registry)

The BCCB Board holds responsibility for providing a mechanism for stakeholders to confirm that an individual is a certified person in good standing. Certified persons may opt in or out of participation in the Registry.

5b. Procedures on the Publication of Certified Person Status (The Registry)

In provision of its duties concerning the Registry, the BCCB Board shall perform the following tasks:

- a. Ensure that all certified persons have been given the opportunity to opt/in or out of participation in the Registry.
- b. Ensure that information provided in the Registry is limited to:
 - a. Name of the certified person.
 - b. Reference to the certification scheme, standard, and title.
 - c. Any limitations or validity conditions.
 - d. Signature of individual authorized to issue the credential.
 - e. Place of employment, city, state, country if applicable and whether they are a certified person in good standing.

- c. Ensure that the Registry is updated according to the BCCB Operations Manual requirements.
- d. Make the Registry information available to stakeholders, either online or via communication with BCCB.

6a. Policy on Interested Parties and Related Bodies

The BCCB does not permit any activities of interested parties or related bodies to compromise confidentiality of the BCCB programs.

6b. Procedure to Identify and reduce Risk from Interested Parties and Related Bodies.

Once each year, the BCCB Board creates a list of all interest parties and related bodies. All activities of are reviewed to determine the potential for compromise of confidentiality. Any potential for compromise of confidentiality is reviewed and systems put into place to ensure confidentiality is not compromised. This procedure is implemented annually through our Management Review.

7a. Policy Ensuring Compliance with the Policy on Impartiality

A publicly available statement shall be visible on the BCCB website and in the Candidate Handbook stating our position on impartiality. The BCCB Board shall ensure that all stakeholders involved with the BCCB operations comply with the individual tenants of the Policy on Impartiality.

7b. Procedures for Ensuring Compliance with the Policy on Impartiality

To confirm compliance with these policies the BCCB shall ensure that the following tasks are accomplished:

- a. **BCCB Board members and committee members** will be required to sign the following forms at the time of initial service, and again annually:
 - Conflict of Interest
 - Statement of Non-Discrimination
 - Code of Ethics
 - Privacy and Confidentiality Agreement
- b. **Applicants and certification holders** in good standing will be required to attest to abide by the following at the time of initial application, and at the beginning of every recertification cycle:
 - Code of Ethics
 - Privacy and Confidentiality Agreement
 - BCCB Policies and Procedures
- c. **BCCB Staff and Consultants/Contractors** will be required to sign the following forms at the time of initial service, and again annually:
 - Conflict of Interest
 - Statement of Non-Discrimination
 - Privacy and Confidentiality Agreement
 - BCCB Policies and Procedures (as they apply to roles and responsibilities)

All signed forms and attestations will be kept on file according to the procedures outlined in the Management Systems policy and the Operations Manual.

8a. Policy on Volunteers Taking Examinations

The BCCB shall only allow Subject Matter Experts (SMEs-volunteers) who are certified persons in good standing to access secure examination materials. SMEs who serve the BCCB on the Examination Committee shall not take the examination for recertification credit. The BCCB will refrain from hiring any outsourced service providers who are in the process of applying for, or who are a candidate for BCCB certification. Any SME or outside service provider who is exposed to secure examination material

is prohibited from applying for or taking said examination for a period of two (2) years after the end of their service to the BCCB.

8b. Procedures Concerning Volunteers Taking Examinations

To confirm compliance with this Policy the BCCB shall ensure that the following tasks are accomplished:

- a. Query potential outside service providers concerning intent to certify prior to hiring.
- b. Include this policy information in the Non-disclosure Policy, to which all SMEs and outsourced services personnel must attest to at the point of service and again annually.
- c. Monitor examination registrations to ensure that no SMEs or outsourced services personnel are attempting to take the examination.

9a. Policy on the Conduct of Impartiality Threat Analyses

The BCCB Board shall be responsible for conducting periodic threat analyses to identify potential threats to impartiality as they relate to adherence to the Code of Ethics, the Conflict-of-Interest Policy, the Policy on Non-Discrimination, the Policy on Privacy and Confidentiality, and the Policy on Certified Person Status Publication. The Board shall act on any identified or potential threats.

9b. Procedures for the Conduct of Impartiality Threat Analyses

To confirm compliance with this Policy the BCCB shall ensure that the following tasks are accomplished:

- a. Conduct every year, or as circumstances warrant, a threat analysis which shall contain at a minimum a list of relationships that can threaten impartiality. This list shall also identify potential area(s) of risk including products and services, involvement of interested parties, governance structure, resources, and contracts.
- b. Create and follow a timeline to implement corrective actions to minimize identified threats.
- c. Follow-up on any corrective actions to ensure that the threat or potential threat has resolved.

ISO/IES 17024:2012 – 4.2; 4.3.2; 4.3.7; 4.3.8; 5.1.2; 6.1.6; 8.5; 8.6; 9.4.3; 9.8.4; 9.9.9; 9.9.10

D103 - Policy on BCCB Authority and Autonomy

The BCCB has authority and autonomy and shall exercise both to ensure that the BCCB programs are not improperly influenced by outside interests. The Board shall protect both its autonomy and authority to maintain the credibility and integrity of its certification programs.

The BCCB Board of directors shall consist of at a minimum of seven elected directors and one appointed by the Board. The Board shall be made up CCPs in good standing, geographically diverse from North America, and representatives from Interested Parties identified by the BCCB. The Board of Directors must have one-third of its members represented by the stakeholders from the identified Interested Party document.

1a. Policy on Responsibilities and Authority of the BCCB Board

The BCCB Board, to support the goals of the organization, shall ensure that the following tasks are conducted:

- a. Develop and implement policies and procedures to ensure all certification programs are operated and administered in conformance with best certification practices; at a minimum the policies should address the granting, maintaining, recertifying, expanding, and reducing the scope of the certification, and suspending or withdrawing the certification.
- b. Conduct periodic audits/reviews of the policies and procedures to ensure that they are efficient, effective, fair, and reasonable. Update policies and procedures as required and ensure that stakeholders are notified of changes.
- c. Provide oversight to the development and administration of legally defensible, valid, and reliable certification examinations. Secure psychometric services to ensure the examinations are legally-defensible, reliable, valid, and maintained according to industry standards in test development and measurement. Review psychometric reports and under counsel of psychometric experts, make all necessary and required updates to the examination. Ensure the item bank is of enough size and is accurate and adequately maintained.
- d. Provide oversight to the development of all elements of the certification scheme, including, but not limited to establishing eligibility criteria, recertification requirements, the Code of Ethics, and disciplinary procedures and appeals.
- e. Appoint standing and ad hoc committees as required to support all program components and recruit and maintain a cadre of qualified subject matter experts (SMEs) representative of the demographic range and depth of the profession to participate in all aspects of the certification scheme. This participation shall include, but not be limited to participation in Job Task Analyses, transportability studies, examination content development, item writing, examination form review and approval, establishment of passing standards, maintenance of the reliability and validity of the examination, and establishment of eligibility and recertification requirements. Committees will also be formed to uphold and follow the Appeal and Discipline Policies and Procedures, to accept nominations of qualified individuals to the certification body and its committees and supervise elections.
- f. Ensure the security of the certification examination materials and the intellectual property associated with the credential, including the development, maintenance, and administration of the examination.
- g. Establish and implement a Code of Ethics which applicants, candidates and certified persons are obliged to abide by and provide a mechanism for all stakeholders (including certified persons) to report suspected ethics and professional practice violations.

- h. Adopt as required, the Essential Attributes of Building Commissioning which applicants, candidates and certified persons are obliged to abide by and provide a mechanism for all stakeholders (including certified persons) to report suspected failure to follow the Essential Attribute tenets.
- i. Make readily available to applicants, candidates, and certified persons the scope of the certification schemes, all policies, procedures, and related program information relevant to earning and maintaining certification.
- j. Protect the property associated with the BCCB credentials, including approved uses of logo, marks, and certificates.
- k. Make available to the public the certification status of certified individuals through the use and maintenance of a public Registry.
- l. Develop an annual operating budget to ensure all certification program activities are conducted in a credible manner.

1b. Procedures for Conducting the Tasks and Responsibilities of the BCCB Board

The BCCB Board, in the management of the certification program, shall:

- a. Award credentials to candidates meeting the established requirements.
- b. Develop an annual operating and marketing plan and budget, including establishment of a fee structure that supports the viability of the certification programs.
- c. Perform an annual performance review of the Management Contractor.
- d. Require that each member and each ex officio member of the BCCB Board sign a statement acknowledging their responsibilities regarding confidentiality, non-competition with other interests, and full impartiality in carrying out the duties of their position.
- e. Determine the number of committees needed to carry out the goals and responsibilities of the organization, appoint chairs and committee members, and assign duties as needed.
- f. Ensure all program schemes reflect current practice in the industry, whether the schemes are promulgated by a professional consortium or by the BCCB itself.
- g. Carry out any other lawful activities deemed necessary to further the objectives of the BCCB.
- h. Hear and rule on appeals if the original decision was made by the Appeals and Disciplinary Committee. Procedures of the Appeals and Disciplinary Committee will be followed.
- i. Hear and rule on complaints received regarding certified persons, personnel or the certification program.

2a. Policy for BCCB Board of Directors Nominations and Elections Committee

The BCCB Board shall name a Nominating Committee which shall be responsible for ensuring that BCCB elections are conducted in a fair and transparent manner, supporting the need to nominate and fill the positions of the BCCB Board of Directors. The BCCB involves interested parties in all aspects of the BCCB certification programs. Interested parties may indicate willingness to participate in the certification program by serving in a Public Member Board position. The BCCB Board has the authority to appoint one or more Public Members—who shall be chosen as representatives of a variety of stakeholders—to serve on the Board. Public members will not have voting rights, nor will they be allowed access to any secure examination materials but will have all other responsibilities of BCCB Board membership.

The qualifications and areas of expertise needed for members of the Nomination and Election Committee include the requirements to:

- a. Understand the roles and responsibilities of the BCCB Board of Directors.
- b. Understand the leadership requirements of the BCCB Board as well as the industry.
- c. Understand the democratic process of identifying and electing leaders and be familiar with the policies and procedures of the certification program.
- d. Understand the mission and purpose of the certification programs and the public served by the credentials.
- e. Possess a broad understanding of the stakeholder groups represented by the credentials and seek representation from interested parties.
- f. Be fair, unbiased, and free of influence at every stage of the nomination and election process.
- g. Be judicious and prudent in the exercise of all decisions and in the conduct of the nominations process.
- h. Follow the procedures for soliciting nominations and conducting an election.

2b. Procedures for the BCCB Nominations and Elections Committee

The Nominations and Elections Committee members shall have the following duties and responsibilities:

- a. Understand and follow the Bylaws of the BCCB as they promulgate the proper recruitment and development of candidates for the Board.
- b. Ensure the nominating and election process is followed according to the policies and procedures—including conflict of interest—of the certification program.
- c. Establish a timeline of activities.
- d. Issue a call for candidates.
- e. Review candidate information and verify that all candidates are certified persons in good standing.
- f. Develop the official ballot.
- g. Disseminate the official ballot with candidate profiles.
- h. Prepare the election packet.
- i. Supervise the ballot counting.
- j. Prepare and deliver the election results.
- k. Research the qualifications of, and recommend appointment of, potential public members to the BCCB Board.

3a. Policy Convening Committees and Appointing Committee Members

The BCCB Board shall have the authority to convene committees and appoint members. Committee members must be certified persons in good standing, in some cases committee members may only be open to CCPs due to the sensitive nature of communications and discretion of the Board. The BCCB Board shall ensure that all committees and their members adhere to the policies and procedures of the BCCB. Committee members shall serve a term of three (3) years, which may be renewed for a second three (3)-year term. Committee Members must agree to all conditions of service, including attending meetings and fulfilling all duties as assigned. Some committees, such as Job Task Analysis committees may be disbanded when current tasks and responsibilities have been met/completed.

Committee members shall be selected through an application process submitted by potential applicants. Committee members of the JTA and Scheme when convened must also include members from our Interest Parties list. Committee members failing to fulfill their duties and/or failing to attend four (4) or more meetings shall be removed from the committee and replaced.

3b. Procedures for Convening Committees and Appointing Committee Members

The BCCB Board, when convening committees and appointing members to said committees shall undertake the following tasks:

- a. Convene committees judiciously to further the goals and needs of the organization.
- b. Create a mechanism whereby Committees are required to submit a record of activities to the Board for review.
- c. Make a call for committee members as required.
- d. Strive to make appointments to the committees of certified persons who represent the expertise, education, pathways to the profession, geographic location, age, gender, and ethnicity representative of the profession. Including where appropriate members from our interest parties.
- e. At the point of service, and again annually, require committee members to attest and abide by the following:
 - Conflict of Interest Statement
 - Statement of Non-Discrimination
 - BCCB Code of Ethics
 - Privacy and Confidentiality Agreement
 - Non-disclosure Policy
- f. At the point of service committee members shall be asked to complete a demographic questionnaire to provide support for the BCCB Board efforts to fill committee positions with a demographically representative group of SMEs.

4a. Policy on the BCCB Board Authority to Convene an Examination Committee

The BCCB Board shall convene an Examination Committee who shall hold responsibility for the examination content, development, maintenance, and delivery, as well as oversight of all processes associated with these activities.

Qualifications of the Examination Committee members shall include:

- a. Be a certified person in good standing.
- b. Collectively represent the stakeholders utilizing the credential, have a wide range of experiences in the industry/field, and be familiar with the requirements of the certification program.
- c. Represent the demographics and experiences typical of the population of certified persons.
- d. Understand content requirements of the examination and collectively represent the expertise of each content domain.

- e. Attend and complete all training programs as required to ensure the validity and reliability of the examination, including item writing and item editing workshops, analysis of item performance, and cut score studies.
- f. Commit the time and resources required to perform the respective committee tasks and responsibilities.

4b. Procedures of the Examination Committee

The examination committee shall have the following duties and responsibilities:

- a. Ensure the ongoing validity of the Job Task Analysis by participating in and/or conducting new research at least every five (5) years or sooner if changes in the industry warrant.
- b. Ensure the reliability, validity, legal-defensibility, and fairness of the certification examinations.
- c. Review the results of routine operational validity reports and adjust examinations, items and scoring as required, including recommendations for substantial changes to the examination.
- d. Work with the certification staff to determine activities required for budgeting to ensure a valid and reliable examination is administered (Job Task Analysis Study, cut score study, item review/writing workshop, etc.).
- e. Determine areas in which additional participation by SMEs is required.
- f. Review candidate comments and complaints about examination content or administration.
- g. Recommend to the BCCB Board changes in policies or procedures as required relating to the examinations and their administration.
- h. Participate in cut score study research to ensure a defensible passing score for all examinations.
- i. Conduct analysis of items and examination performance.
- j. Determine the number of items required in the item bank to ensure content area distribution and adequate item volume.
- k. Periodically review and approve reference materials and use adopted references to review and approve the items in the item bank based on the new references, ensuring the validity of the items.
- l. Define the timing of the examination validation studies, and review and respond to findings.
- m. Complete all duties as assigned.

5a. Policy on the BCCB Board Authority to Convene an Appeals and Disciplinary Committee

The BCCB Board shall convene an Appeals and Discipline Committee who shall hold responsibility for hearing appeals in situations in which an adverse decision about an applicant, candidate or certified person has been recommended. The Committee also holds responsibility for ensuring that allegations of practice incompetence or malfeasance and/or ethics violations by certified persons are fairly and reasonably investigated and determined against the Conflict-of-Interest Policy, the Policy of Non-Discrimination, the Non-disclosure Policy, the Privacy and Security Policy, the Code of Ethics, and the Essential Attributes of Building Commissioning tenets, to which all certified persons have agreed to abide. The Committee is responsible for ensuring the protection of the public against unprofessional and unethical conduct by certified persons.

The qualifications and areas of expertise required for service on the Appeals and Discipline Committee include the requirement that members:

- a. Be a Certified Commissioning Professional (CCP) in good standing.
- b. Represent the certified person demographics and experiences typical of the population of certified persons.
- c. Have a full understanding of the certification programs and the application process.
- d. Understand the Code of Ethics and its application.
- e. Attend and complete all training programs as required to participate on the committee.
- f. Have no affiliation with any of the following: candidate application processing, provision of

special accommodations, Certification Examination Committee activities or examination scoring and reporting.

- g. Commit the time and resources required to perform the respective committee tasks and responsibilities.
- h. Complete all duties as assigned.

5b. Procedures for the Appeals and Disciplinary Committee

The responsibilities of the Appeals and Disciplinary Committee shall include:

- a. Understanding all policies and procedures pertaining to appeals, complaints and discipline.
- b. Reviewing, on an annual basis, the appeal, complaint, and discipline procedures; making recommendations to the BCCB Board for changes as required.
- c. Ensuring stakeholders are informed of all appeal, complaint and discipline policies and procedures, and any changes therein.
- d. Recommending sanctions/discipline in findings of violations of the Code of Ethics, falsifying information on any application, or any of the statements that candidates and certified persons attest to on the application and/or recertification application.
- e. Conducting fair and unbiased appeal, complaint, and discipline proceedings.
- f. Conducting investigations in accordance with established procedures.
- g. Making decisions for action, including sanctions and dismissal of appeals and complaints.
- h. Providing a mechanism whereby certified persons and stakeholders may file complaints.
- i. Upholding the BCCB policies on Non-Disclosure and Privacy and Confidentiality of information relating to appeals, complaints, investigations, and discipline proceedings.
- j. Attending and completing all training programs as required to participate on the committee.
- k. Committing the time and resources required to perform the committee tasks and responsibilities.
- l. Completing all duties as assigned.
- m. If Appeals and Disciplinary Committee decided on original denial or decision, remand next iteration of the appeal to the BCCB Board of Directors.

D104 - Policy on Fiduciary Responsibility

Approved by Board on 10/21/2021

1a. Policy on BCCB Board Fiduciary Responsibility

Members of the BCCB Board shall understand and accept their fiduciary responsibility to the certification holders and the stakeholders they serve, relating to the BCCB credentials. In accepting their responsibility in governing a certification entity, BCCB Board members shall protect the assets entrusted to them and shall exercise due diligence upholding the integrity of the certification programs by performing their duties in a manner that is trustworthy, reflective of good stewardship, and respectful of the organization as it prosecutes its purposes. It is the responsibility of the BCCB to ensure there are adequate resources to maintain the certification programs for future years.

In accordance with IRS rulings for nonprofit organizations, BCCB Board members shall not receive compensation for their work on behalf of the BCCB. They shall be compensated for any direct expenses related to their service on the BCCB Board, such as travel expenses.

The BCCB Board will work with the BCxA Board of Directors and BCxA Committees as founding members of the BCCB to support efforts in marketing, advocacy, and financial stability.

1b. Procedures for the BCCB regarding Fiduciary Responsibility

To fulfill its fiduciary responsibilities the BCCB Board and appropriate committees and/or contractors shall perform the following tasks and take on the following responsibilities:

- a. Develop an annual budget sufficient to run the day-to-day operations.
- b. Plan for future improvements such as scheme and JTA updates. This shall include working with the BCxA to secure financial support if needed.
- c. Supervise marketing and outreach activities. Working with the BCxA appropriate committees to collaborate on marketing opportunities, outreach, and advocacy occasions such as Exhibiting at Conferences.
- d. Outsource the monitoring, recording, and reporting of all financials to the management firm.
- e. Ensure that all accounting procedures follow approved General Accounting Principles Best Practices, using an accrual accounting system.
- f. Establish the fiscal year as January to December.
- g. Ensure the conduct of an annual financial review.
- h. Analyze the annual financial review and resolve all corrective actions.

2a. Policy on BCCB Program Fees

The BCCB reserves the right to assess fees for all services, including application submissions, examinations, recertification, appeals, provision of duplicate certificates, and publications. Fees shall also be charged for late applications, rescheduling an examination without a valid reason, extensions, late recertification applications, and other circumstances as deemed appropriate. Fees may be changed, shall be posted for all stakeholders. Applicants, candidates, and certified persons are responsible for submitting the current and correct fee for any aspect of the certification programs. Fees for BCxA members will be reduced in recognition of the BCxA's financial support both in monetary and in-kind contributions.

2b. Procedures Related to BCCB Program Fees

To fulfill its responsibilities related to the establishment of fees in support of the BCCB goals and objectives, the Board and appropriate committees shall perform the following tasks and take on the following responsibilities:

- a. Maintain a working understanding of all BCCB contracts and obligations.
- b. Understand how contracts and obligations affect BCCB finances.
- c. Assess the impact on applicants, candidates, and certified persons of fees.
- d. Establish fees.
- e. Post current fees in the Application, and Recertification Application, and Candidate Handbook as required.
- f. Perform periodic audits to ensure that fees are reasonable, equitable and provide adequate support of the BCCB programs.

3a. Policy on Application and Recertification Application Refunds

The BCCB shall have the authority to grant refunds of fees for specific extenuating circumstances such as emergency cancellations or withdrawals from the examination process. Refunds are not granted to candidates who forfeit or fail the examination, or who are denied eligibility. Certified persons failing to recertify will not be granted recertification application refunds.

3b. Procedures for Application and Recertification Application Refunds

To fulfill its responsibilities related to the granting of refunds in the case of extenuating circumstances the Board and/or its appointed agents (e.g., The Certification Program Manager) shall perform the following tasks and take on the following responsibilities:

- a. In the case of application denial, refund 50% of the application fee.
- b. In the case of an applicant wishing to withdraw an application from consideration, refund 50% of the application, if said applicant has followed policy guidelines.

ISO/IES 17024:2012 – 4.3.7.e; 5.1.2; 6.1.1; 6.1.6; 6.3.1; 6.3.2.b;

D105 - Policy on Outsourced Services

1a. Policy on Outsourced Services

The BCCB shall hold full responsibility for all outsourced services, which may include, but are not limited to psychometric research and development services, financial services, examination administration services and day-to-day management services. All outsourced service providers shall have legally enforceable agreements covering the service provision arrangements.

1b. Procedures Relating to the Outsourced Services Policy

In its responsibilities to ensure compliance with the Outsourced Services Policy, the BCCB Board shall ensure performance of the following tasks:

- a. Procure outsourced service providers based on a qualifications-based selection process including:
 - Securing proposals from at least three (3) contractors to perform the work based on criteria created by the Board for the project.
 - Evaluating proposals and choosing the best service provider based on cost, experience, and qualifications.
- b. Maintain familiarity with all outsourced services contracts and deliverables.
- c. Monitor contracts to ensure that all contracted services are provided in a timely manner and billed appropriately.
- d. Ensure that outsourced service providers sign the following forms at the time of initial service, and again annually:
 - Conflict of Interest
 - Statement of Non-Discrimination
 - Privacy and Confidentiality Agreement
- e. Ensure that each contract includes:
 - a. Insurance requirements appropriate for the scope of work
 - b. Appropriate license agreements
 - c. Protection of Intellectual Property
 - d. Equal Indemnification
 - e. Applicable termination clauses
- f. Conduct an audit of contract compliance of the outsourced services at least annually according to the procedures outlined in the Operations Manual.
- g. Monitor new contractor services (i.e., remote proctored testing) on a more frequent basis for the first 60 days of implementation as established in the Operations Manual.

ISO/IES 17024:2012 – 8.2; 8.3; 8.5; 8.6; 9.2.1; 9.2.2.;9.2.3; 9.2.4; 9.3.1; 9.3.2; 9.3.3; 9.3.5 a-c; 9.6.3; 9.6.5

D106 - Examination Development, Maintenance and Administration Policy

1a. Examination Development, Maintenance and Administration Policy

The BCCB board has the responsibility to ensure that all BCCB certification programs are built upon and will be maintained in compliance with psychometric best practice as promulgated by international assessment/certification Standards, including the ISO, ANSI Standard 17024-2014, the Standards for Educational and Psychological Testing, developed jointly by the American Educational Research Association (AERA), American Psychological Association (APA), and the National Council on Measurement in Education (NCME), and the National Commission for Certifying Agencies (NCCA) Standards for the Accreditation of Certification Programs.

The Board will ensure compliance with these Standards and guidance documents, providing researched-based evidence that the BCCB certification programs are valid, reliable, job-related, fair, and legally defensible.

1b. Procedures for Examination Development, Maintenance and Administration

The BCCB in fulfilling its responsibilities to ensure that its certification programs follow best practice and testing industry standards shall perform the following tasks:

- a. Ensure the content validity (relevance), fairness and accuracy of its certification assessment instruments, and balancing candidate needs and security requirements, strive to make the examination process as transparent as possible.
- b. Procure an outsourced service provider (professional testing and psychometric research firm) to perform all aspects of the examination development, administration, scoring and reporting in adherence with international professional Standards and guidelines as outlined in the Policy.
- c. Ensure that the examination content outline is based upon an up-to-date Job Task Analysis (JTA) Study. This Study may be performed by the Commercial Workforce Credentialing Council (CWCC) or the BCCB or another consortium of professionals and regulators.
- d. Revalidate the JTA Study on a periodic basis according to best practice or changes to the profession or regulatory environment.
- e. Should JTA findings indicate that changes to the assessment instrument content is required, the BCCB shall inform applicants and candidates a minimum of 12 weeks prior to making any changes to the testing instrument. This information will be made available via direct mail, email, and online announcements. Candidate Handbook information will be updated a minimum of six-weeks prior as well. Content changes affecting certificate holders in good standing will promulgate changes to recertification requirements, whereby they will be required to demonstrate competence in the new content. Certificate holders will be required to comply with the new requirements within the next recertification period.
- f. Ensure that examination content and specifications (e.g., length, item format, calculator use, timing,) candidate eligibility, and recertification requirements are based on JTA Study research.
- g. Establish passing standards (cut scores) for the BCCB examinations according to best practices methodologies.

- h. Generate and implement new examination forms and versions periodically to protect the integrity and security of the certification programs, following the guidelines of examination updates occurring every two (2) years or 250 candidates, whichever comes first.
- i. Ensure the comparability of subsequent scores through the performance of cut score studies, or if feasible, linear or equipercentile equating between and among forms.
- j. Generate new examination forms that contain a significant percentage of new items that are unique to the new form.
- k. Use best practice psychometric procedures to score the examinations in compliance with relevant technical guidelines whereby scores are verified, passing candidates receive notice only of having passed the examination and failing candidates receive a score and performance feedback.
- l. Report scores using a scaled score model for all examinations. Raw scores shall be placed on a 0-100 scale with 70 reported as the passing score on all examinations.
- m. Generate an Operational Validity report annually to identify the number of candidates who have taken the exam, item difficulty and discrimination, and test reliability. Review flagged items outside acceptable ranges (P-values below .25 or above .90 and Pbis values below .10) and determine the appropriate actions.
 - Conduct an Item review session with SMEs to review flagged items that fall outside of acceptable ranges as identified via the Operational Validity report. The session will document the results of the review and actions that will be taken.
 - If candidate volume is insufficient to make data-driven decisions, monitor items until the candidate volume reaches 100 completed exams.
 - Consider editorial changes if the item content and answer remain the same.
 - Substantive changes that alter the content and impact a change in the correct answer will be removed from the exam and replaced with an equivalent item.
 - BCCB will evaluate past test takers who may have been impacted negatively by this finding and rescore their exam.
- n. Conduct an Item review session with SMEs to review flagged items that fall outside of acceptable ranges as identified via the Operational Validity report. The session will document the results of the review and actions that will be taken.
- o. Ensure that newly written items are reviewed multiple times, verified with an approved reference, and linked to the examination content outline.
- p. If feasible, conduct pretesting on all newly written items to ensure that they operate properly.
- q. Review candidate comments concerning items.
- r. Procure examination administration services from an outsourced service provider who shall ensure that examinations are safeguarded, candidates are afforded a standardized administration experience that complies with best practice recommendations, and all rules and regulations relating to testing are adhered to.
- s. Maintain communication with the examination administration service provider who shall inform the BCCB Board and its agents concerning any issues related to candidate safety, unusual events and/or suspected instances of cheating.
- t. Review candidate feedback concerning test administrations, including information about remote proctors.

ISO/IES 17024:2012 – 5.1.2; 8.4; 9.1.2; 9.1.3; 9.2.3; 9.2.5; 9.4.3; 9.4.9; 9.5.3; 9.5.4; 9.7.2

D107 - Policy on Awarding Credentials

1a. Policy on Candidate Eligibility

The BCCB Board is responsible for establishing candidate eligibility. It shall be determined based upon recognized education, training and experience related to competent performance in the profession as delineated in the results of a JTA Study.

1b. Procedures for Establishing Candidate Eligibility

In conduct of its duties to establish eligibility requirements for its certification programs, the BCCB Board or its Examination Committee, with support from its outsourced services providers, shall perform or hold responsibility for the performance of the following tasks:

- a. Establish candidate eligibility for certification programs based on the knowledge skills and abilities identified in the JTA Study Research as prerequisites to competent performance in the profession.
- b. Review eligibility requirements annually and upon the completion of at JTA Study to ensure fairness, and job-relevance.
- c. Make changes to eligibility requirements as required.
- d. Post changes to eligibility in the Candidate Handbook and the certification application.
- e. Notify stakeholders of changes to eligibility requirements.
- f. Ensure that candidates are required to document eligibility according to the application policies and procedures posted in the Candidate Handbook.

2a. Policy on Applicant Agreements and Affirmations

The BCCB Board is responsible for ensuring that certification applicants assert and agree to the BCCB policies and procedures supporting impartiality, veracity of information, and agree to practice according to the Code of Ethics and the Essential Attributes of Building Commissioning best practice guidelines.

2b. Procedures for Applicant Agreement and Affirmations

The BCCB Board in fulfilling its obligation to ensure that candidates assert and agree to the BCCB policies and procedure supporting impartiality, provide accurate information, and agree to practice according to the Code of Ethics and the Essential Attributes of Building Commissioning best practice guidelines, shall perform/ensure performance of the following tasks:

- a. Assemble and review a list of agreements and affirmations for candidates.
- b. Perform periodic reviews of agreements and affirmations for candidates to ensure that they are appropriate and effective.
- c. Update agreements and affirmations as appropriate.
- d. Post changes to agreements and affirmations in the Candidate Handbook and Application.
- e. Require candidates to agree/attest to inform the BCCB:
 - Of any contact information changes.
 - If they have been the subject of any professional or occupational credentialing, license, certification or registration, ethics, or other disciplinary matter(s), proceeding(s) or regulatory reprimand.
 - That the information provided in the application is true and complete.

- f. Require Candidates to perform the following tasks:
 - Opt in/out of participating in the Registry.
 - Agree to pay the application fees.
 - Agree to pass the examination within twelve (12) months of application approval.
 - Agree to keep the examination content secure.
 - Agree to the recertification requirements.
 - Allow the BCCB to verify any information provided on the application.
 - Allow their personal data to be used to create summary statistical data, including individual candidate scores.
 - Indemnify and hold harmless the BCCB Board in the decisions made in the certification process.

3a. Certification Application Completion and Submission Policies

The BCCB Board is responsible for providing stakeholders with an application for certification that is fair, reasonable and reflects the adopted eligibility standards and agreements and attestations.

3b. Procedures for Application Completion and Submission

The BCCB Board in fulfilling its obligation to ensure that candidates and stakeholders have access to certification program applications shall:

- a. Create and make available applications for certification that meet all applicable standards and guidelines as instructed in the Candidate Handbook.
- b. Ensure that candidates fill out the applications including signatures.
- c. Ensure candidates completely fill out all sections of the applications including employment verification and project and client verification.
- d. Ensure an original copy of the candidate's educational transcript is received and included in the candidate files.
- e. Accept applications only with payment information.
- f. Provide complete instructions for candidates in the Candidate Handbook concerning completion of the applications.

4a. Policy on Special Testing Accommodations

The BCCB shall grant reasonable accommodations for applicants with documented disabilities in compliance with the Americans with Disabilities Act as it relates to assessments. The Board shall establish requirements relating to the request for accommodations and shall provide accommodations at no cost to the candidate. The BCCB may consult with psychometric and legal experts to ensure that the accommodations provided do not compromise the security and/or validity of the examination.

4b. Procedures for Requesting and Providing Special Testing Accommodations

In keeping with its obligation to provide special testing accommodations, the BCCB shall perform the following tasks:

- a. Establish a protocol for applicants to indicate a need for special testing accommodations.
- b. Publish this protocol in the Candidate Handbook and on the program application.
- c. Receive and review requests for accommodations.
- d. If required, request additional information from the applicant and/or confer with legal and/or psychometric experts concerning the requested accommodations.

Based upon the procedures outlined above the BCCB may take the following actions:

- a. Provide the accommodation as requested.
- b. Offer another accommodation as recommended by legal/psychometric experts.
- c. Deny the request for accommodations.

Applicants will receive notification in writing concerning the BCCB decision. While it is the BCCB policy to accommodate special needs requests whenever possible, in the unlikely case that the BCCB denies a request for special testing accommodations, the applicants shall have the right to appeal the decision to the Appeals and Disciplinary Committee, as outlined in the Appeal and Discipline Policy, subsection, *Appealing Decisions on Special Accommodations*.

5a. Policy on Verification of Application Documentation

The BCCB Board shall have the authority to verify all information included on certification applications. This may be accomplished by a phone interview with employers and/or client references, or by requesting copies of training transcripts or certificates. Additional documentation may be requested to support the application attestations. Failure to produce supporting documentation when requested may result in a finding of ineligibility to become a candidate, or revocation of certification.

6a. Policy on Award of Certification

The BCCB Board shall hold authority to grant certification to a candidate upon completion of all requirements for certification.

6b. Procedures for Award of Certification

In keeping with its obligation to award certification to candidates meeting all requirements, the BCCB Board shall perform the following tasks:

- a. Verify that the candidate has completed all application requirements as outlined in the application and the Candidate Handbook.
- b. Verify that the candidate has successfully taken and passed the examination.
- c. Notify the candidate of successful completion of the tasks required for certification.
- d. Provide the candidate with a unique credential certificate in digital format indicating the following:
 - Name of the certified person;
 - Unique identifying number;
 - The BCCB name and logo;
 - Reference to the certification scheme, standard, and title;
 - Any limitations or validity conditions;
 - Date of issue/date of expiration;
 - Signature of individual authorized to issue the credential.

ISO/IES 17024:2012 – 7.4.2.b; 7.4.3.

D108 - Policy for Examination Site and Date Selection and Retesting

The BCCB Board shall provide candidates with the opportunity to register to take the examination, and instructions on how to do so.

1a. Examination Registration Policy

The BCCB shall provide a mechanism for candidates to register to take an examination on the date and time of their choosing. Candidates must pass an examination within twelve (12) months of application approval.

1b. Examination Registration Procedures

In fulfilling its obligation to establish examination registration services for candidates, the BCCB shall perform the following tasks:

- a. Provide a computer-based candidate site registration system that protects candidate security with usernames and passwords.
- b. Provide notice of application approval to candidates, which shall include information to be used to access the examination site registration system.
- c. Provide candidates with information concerning the rules and policies of the BCCB testing administrator outsourced service provider, as posted in the Candidate Handbook.
- d. Provide candidates with information concerning examination rescheduling, cancelations and no-shows as posted in the Candidate Handbook.
- e. Monitor online examination registration procedures.
- f. Modify online examination registration procedures as required.

2a. Policy on Retesting

The BCCB Board shall provide candidates the opportunity to retest. Retesting shall be offered in accordance with current program policy, which shall be developed by the Examination Committee and posted in the Candidate handbook.

2b. Procedures for Retesting

In fulfilling its obligations to allow candidates who fail an examination an opportunity to retest, the BCCB Board shall perform the following tasks:

- a. Post the current BCCB certification program policy on retesting in the Candidate Handbook.
- b. Provide candidates who fail the examination an opportunity to reschedule as appropriate.
- c. Provide candidates with a mechanism (application or form) to use to reschedule.
- d. Upon receipt of the retesting request, provide the candidate with a means for registering to retest.

3a. Policy on Cheating

The BCCB Board shall ensure the security of its examinations during test administrations. It is responsible for establishing administration policies and rules and posting a definition of behaviors that may be considered cheating. It shall make these policies available to stakeholders in the Candidate Handbook.

3b. Procedures Related to Cheating

In fulfilling its obligation to ensure the security of its examinations, the BCCB shall perform the following tasks:

- a. Require applicants to sign an attestation agreeing to abide by the examination administration rules and regulations on the program application.
- b. Require applicants to again attest to abide by the examination administration rules and regulations as a preamble to the examination administration, at the test site.
- c. Use physical and psychometric monitoring/evidence to investigate allegations of cheating.
- d. Report allegations of cheating to the Appeals and Discipline Committee for further action. If evidence is found to support allegations of cheating, candidate scores shall be indeterminate until a full investigation is conducted by the Appeals and Discipline Committee.

ISO/IES 17024:2012 – 6.1.6; 8.3.b; 9.2.5; 9.4.9; 9.5.1; 9.5.2; 9.8.1 – 9.8.3; 9.8.6; 9.8.7; 9.9.1 – 9.9.8.

D109 - Policy on Appeals, Complaints, Adverse Decisions and Ethics Violations

The BCCB Board is committed to providing a fair process for handling appeals, investigating allegations of wrongdoing, and ethics violations, investigating complaints, and taking disciplinary action as required for any applicant, candidate, certified person, or personnel.

The BCCB Board shall convene an Appeals and Discipline Committee whose responsibilities shall include consideration of all appeals and acting according to the rules and regulations outlined in this policy. If the original decision is made by the Appeals and Discipline Committee, additional appeals regarding the same situation will go before the BCCB Board for resolution.

The BCCB Board is responsible for the consideration and resolution of complaints filed against certified persons, program personnel, or the BCCB certification program.

1. APPEALS

An APPEAL is defined as a formal request to the BCCB for special consideration or accommodation of an adverse decision regarding certification. Types of appeals are defined below:

1a. Appeal of Application Denial

The BCCB Board shall provide applicants the right to appeal a decision to deny candidacy to a BCCB certification program.

2a. Appeal of Examination Results

The BCCB Board shall provide candidates the right to appeal examination results within the following specified criteria:

Examination results may be appealed in situations restricted to extraordinary examination administration circumstances that were reported to the Examination Administrator and the BCCB within five (5) days of the exam date:

- a. Arise coincidentally with the examination administration.
- b. Are outside the control of the applicant.
- c. Made the applicant's experience different from other candidates (related to the examination administration) AND/OR affected the applicant's ability to receive credit for an examination item (related to the examination content).
- d. Were severe enough to account for examination failure.

All the above circumstances must be met to be considered grounds for appeal. Failure to pass an examination is not considered grounds for appeal.

The security requirements of the BCCB examinations do not afford candidates the right to review individual examination results. Candidate comments posted during examinations are reviewed periodically and during beta test periods. In the unlikely event that a comment indicates an item should not be scored, or was scored incorrectly, scores will be rerun, and new results issued.

3a. Appeal of Decisions on Special Accommodations

The BCCB Board shall afford applicants requesting special accommodations the right to appeal decisions concerning the denial of special accommodations or challenge the special accommodations offered. Should an applicant feel their request for accommodation was wrongly denied, or that the alternative

accommodation offered is inappropriate, the Board shall task the Appeals and Discipline Committee with responsibility for considering appeals.

To appeal a decision on special accommodation, a candidate must submit a new Special Needs Accommodation Request Form. The request must include documentation from a qualified healthcare professional who has diagnosed the candidate with a disability. The professional must provide details as to why the denial of special accommodations or Board-proposed accommodations will have a negative impact on the candidate's ability to perform successfully on the examination.

4a. Appeal of a Recertification Application Denial

The BCCB Board shall afford certified persons the right to appeal a decision to deny recertification. Should a certified person feel their recertification application was wrongly denied, the Board shall task the Appeals and Discipline Committee with responsibility for considering an appeal.

2. PROCEDURES FOR APPEALS

In fulfilling its responsibility to provide applicants, candidates, and certified persons the right to file an appeal, the BCCB Board shall ensure that the Appeals and Discipline Committee performs the following tasks:

- a. Assign a representative of the BCCB Board (e.g., Certification Manager) and a member of the Committee to determine the validity of the appeal based upon the submitted documentation.
- b. Send notification by email within ten (10) business days of receipt of the appeal whether the appeal has been accepted or denied.
- c. Track and record appeal including actions taken in response to appeal.
- d. Perform corrective actions and log resolutions.
- e. Review the statement of appeal.
- f. Review the documents supporting the appeal.
- g. Review comments from the BCCB staff investigation of the appeal.
- h. Request and review additional documentation from the appellant to support the appeal as required.
- i. Send all communications from the Committee to the email provided on the submitted appeal form.
- j. Conduct the Committee review within thirty (30) days of receipt of the appeal.
- k. The appellant will be notified of the Committee decision by email within fifteen (15) business days of the committee meeting.
- l. Provide progress reports to the appellant if timelines are not met.
- m. No member of the Committee will communicate directly with an applicant. Communication concerning the appeal will be made between the BCCB acting representative and the appellant.
- n. Decide to grant or deny the appeal with appropriate rationale.
 - Grant appeal
 - Grant appeal with alternative action
 - Offer alternative special accommodation.
 - Deny appeal
 - Revoke credential
 - Deny the appeal with alternative action.
 - Offer retesting at no charge.
 - Provide an extension for the certified person to correct deficiencies.

3. COMPLAINTS

A COMPLAINT is defined as a communication submitted to the BCCB expressing dissatisfaction regarding an issue against a certified individual or issues with the BCCB certification program or personnel where a response is expected.

Complaints shall be submitted to the Board in writing using the complaint form available on the BCCB website. Complaints must be as specific as possible, detailing the nature of the complaint. A complaint against a certified person, the BCCB or personnel should be submitted to the Committee as soon as possible.

Types of complaints:

3a. Complaints Against a Certified Person

The BCCB Board shall afford the forms and process for a concerned individual to file a complaint against a certified person. The complaint should be submitted to the BCCB as soon as possible but no later than 30 days after the incident.

3b. Complaints Against the BCCB Certification Program or Personnel

The BCCB Board shall afford applicants, candidates, certified persons, and all other stakeholders the right to file formal complaints concerning the BCCB, its certification programs, policies and procedures or personnel.

4. PROCEDURES FOR COMPLAINTS

In fulfillment of its responsibilities to consider complaints, the BCCB Board shall perform the following tasks:

- a. Assign a representative of the BCCB Board (e.g., Certification Manager) and a member of the Board to determine the validity of the complaint based on the submitted documentation.
- b. Send notification by email within ten (10) business days of receipt of the complaint that the complaint has been received and reviewed.
- c. Track and record the complaint including actions taken in response to the complaint.
- d. Review the complaint and initiate an investigation.
- e. Review the documents supporting the basis of the complaint.
- f. Review comments from the assigned representative staff concerning the complaint.
- g. If the complaint is against a certified person, notify the certified person that they are the subject of the complaint.
- h. If the complaint is made against BCCB personnel, the complaint needs to be reviewed and resolved by the BCCB Board directly.
- i. Review additional documentation from the complainant to support the complaint.
- j. Send all communications from the Board to the email provided on the submitted complaint form.
- k. Conduct the Board review within thirty (30) days of receipt of the complaint.
- l. The complainant will be notified of the Board's decision by email within fifteen (15) business days of the Board meeting.
- m. Provide progress reports to the complainant if timelines are not met.
- n. Communication concerning the complaint will be made between the assigned representative and the complainant.
- o. Put forth the decision based upon the evidence presented.
 - a. Complaint is unsubstantiated, no further action will be taken.
 - b. Complaint is substantiated, perform corrective actions and log resolutions.
 - c. Take disciplinary action against a certified person.
 - d. Take disciplinary action against personnel

D110 - Policy on Continued Competence of the Certified Person (Recertification)

The BCCB Board shall be tasked with ensuring that certified persons maintain professional competence beyond initial certification. This shall be accomplished by establishing a set of requirements that must be met during a specified recertification period. The length of this recertification period, and the requirements to be met shall be based on Job Task Analysis Study research, and vigilant monitoring of the requirements of the profession. Recertification requirements shall be updated as research dictates; requirements shall be posted in the Candidate Handbook which shall be on the BCCB website.

1a. Policy on Recertification

Initial certification shall remain valid for a period established based on JTA research; certification expiration dates shall run from the date of the award of the credential until the date of expiration which shall be printed on the credential certificate. Certification renewal shall involve completing and submitting a recertification application during each recertification cycle and being approved for recertification by the BCCB Board. To be recertified, certified persons must show evidence of continued competence, demonstrated by continued professional experience and other related professional development activities as promulgated by the certification program scheme. Failure to recertify shall result in revocation of the credential.

1b. Procedures for Recertification

The BCCB Board in fulfilling its duties concerning recertification of certified persons shall hold responsibility for the accomplishment of the following tasks:

- a. Establish a recertification policy for each certification program based on the most recent JTA Study results.
- b. Post the recertification policy and procedures for each certification program in the Candidate Handbook.
- c. Review and update the recertification policy and procedures for each certification program after each JTA Study, or more frequently as changes to the profession and/or regulation affecting the credential warrant. This may include requiring certified persons to demonstrate competence of content that was not part of initial certification.
- d. Maintain accurate records of the date of expiration of credentials.
- e. Communicate with certified persons within an adequate time period prior to their credential expiration date.
- f. Provide a recertification application for certified persons to record and submit their recertification credits.
- g. Review recertification applications and award certified persons who successfully complete the requirements with a renewed credential.

2b. Policy for Recertification Deficiencies

It is the responsibility of the BCCB Board to maintain communication with certified persons concerning the requirement to maintain competency through recertification. Certified persons failing to recertify or submitting incomplete recertification applications shall receive a notice of deficiency, to include

either corrective action required or notice of suspension/revocation of the credential. Current requirements for recertification application deficiencies are posted in the Candidate Handbook.

2b. Procedures for Recertification Deficiencies

The BCCB Board shall perform the following tasks related to recertification deficiencies:

- a. For certified persons failing to recertify, issue a notice of deficiency within thirty (30) days of the date of credential expiration.
- b. For certified persons providing an insufficient recertification application, issue a notice of deficiency within five (5) days of receipt of the recertification application.
- c. Inform individuals in receipt of a notice of deficiency that their credential is suspended; provide notice of how the deficiency may be resolved.

3a. Policy for Denial of Recertification

The BCCB Board is responsible for reviewing and issuing recertification denials.

3b. Procedure for Denial of Recertification

The BCCB Board or its agent shall fulfill the following duties concerning the denial of recertification:

- a. Certified persons having their recertification denied will be notified in writing of the revocation of the credential according to the policy posted in the Candidate Handbook.
- b. Certified persons having their recertification denied shall be asked to return their certificate and any duplicates to the BCCB.
- c. Certified persons having their recertification denied shall be informed of their right to appeal the decision.
- d. Recertification decision appeals shall be forwarded to the Appeal and Discipline Committee for consideration.

4a. Policy on Certification Revocation/Suspension

The BCCB Board shall have the authority to suspend or revoke certification for cause. General causes for suspension or revocation include, but are not limited to, fraud, deceit, malfeasance, failure to protect the public and/or failure to follow BCCB policies and procedures, including submission of inaccurate data to obtain and/or maintain certification. The BCCB shall task the Appeals and Discipline Committee with responsibility for considering situations whereby suspension/revocation of a BCCB credential may be appropriate.

While the Committee will put forth best efforts to provide certified persons advance notice of intent to investigate cause for revocation/suspension, in cases where the health and safety of the stakeholders is in jeopardy the credential may be revoked/suspended without advance notice. All due process shall be in place in either case.

Specific examples of infractions that are grounds for certification suspension/revocation include:

- a. Falsifying information on a BCCB program application.
- b. Misappropriating secure examination materials.
- c. Providing fraudulent information during the certification examination administration process.
- d. Assisting other applicants during examination administrations.
- e. Misusing or misrepresenting a BCCB credential, mark or logo.
- f. Violating the Code of Ethics.
- g. Failing to adhere to the Essential Attributes of Building Commissioning.
- h. Failing to maintain competency (failing to recertify).
- i. Violating any of the BCCB policies, procedures, standing rules or requirements.
- j. Having been found guilty of violating the law with respect to professional responsibilities by a court, licensing agency, or registration agency.

4b. Procedures for Certification Revocation/Suspension

In fulfillment of its responsibilities to consider situations where the revocation/suspension of a credential may be appropriate, the Appeals and Discipline Committee shall perform the following tasks:

- a. Assign a representative of the BCCB Board (e.g., Certification Manager) and a member of the Committee to determine the validity of the information relating to revocation/suspension of a credential.
- b. Send the certified person notification by email that the Committee shall be considering revocation/suspension of the credential, or that the credential has been revoked/suspended.
- c. Provide the certified person with an opportunity to present a defense in writing to the allegations related to consideration of the suspension/revocation within five (5) business days of receipt of the initial notification of intent to revoke/suspend the credential.

The Committee shall take the following actions as required:

- a. Review the certified person's response to notification of revocation/suspension of the credential including documentation presented to argue against the Committee action(s).
- b. Review any documentation provided in defense of the suspension/revocation.
- c. Review comments from the BCCB Board members, BCCB staff and the Board's agents concerning the revocation/suspension.
- d. Request and review additional documentation from the certified person as required.
- e. Notify the certified person of any additional action taken by the Committee concerning the revocation/suspension by email within fifteen (15) business days of the committee meeting. If a certification is revoked, the formerly certified person shall return the original certificate and any copies to the BCCB.

Committee members shall not contact the certified person; communication will only take place between the BCCB staff and the certified person.

The Committee may put forth the following decisions based upon evidence presented:

- a. Suspend/revoke the certification.
- b. Set aside the certification suspension/revocation order.
- c. Reprimand the certified person.
- d. Reprimand the certified person and provide a corrective action plan.
- e. Suspend/revoke the certification and take additional disciplinary action concerning the complaint, including but not limited to notifying legal/regulatory authorities, notifying stakeholders who may be at risk based on the certified person's behavior and taking legal action against the certified person.

ISO/IES 17024:2012 – 7.2.4; 9.4.7; 9.4.9; 9.7.1

D111 - Policy on Advertising and the Use of Logos and Marks

The BCCB Board is responsible for establishing policy for advertising and the use of BCCB logos and marks and monitoring the use of logos and marks in advertising.

1a. Policy on Advertising and the Use of Logos and Certification Marks

The CCP certification mark and logo are the property of BCCB. Permission to use the certification mark or logo is granted to certified persons (CCPs) at the discretion of the BCCB, for permissible uses only. A candidate who passes the examination will receive a certificate suitable for framing and will have the right to claim the mark of a Certified Commissioning Professional (CCP). Use of the CCP marks and logos is limited to those persons who have been granted the CCP designation by the BCCB and who satisfy all maintenance and recertification requirements established by the BCCB. Use of the mark and logo by individuals who have not been granted and maintained the certification is expressly prohibited. The BCCB will take legal action to protect against the misuse of the CCP mark. Permission to use the certification mark is limited to the certified person, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity. The BCCB Board shall establish, review, and maintain a policy concerning the use or reference to all BCCB logos and marks. The Board shall hold responsibility for ensuring the proper use of said marks and logos and shall take corrective action should it become aware that marks or logos are being used outside of the requirements of this policy.

1b. Procedures on the Advertising Policy and the Use of Logos and Certification Marks

The BCCB Board or its agent shall perform the following duties and hold the following responsibilities concerning advertising and the use of certification marks and logos:

- a. Establish, publish, review, and update the BCCB Advertising Policy, which shall include the use of marks and logos.
- b. Post the current Advertising Policy in the Candidate Handbook.
- c. As part of the management systems review, conduct an annual audit of the BCCB marketing and advertising to ensure policy compliance.
- d. Monitor the use of the marks and logos by certified persons.
- e. Communicate with certified persons concerning an alleged violation of the advertising policy or misuse of the marks/logos.
- f. Inform the Appeals and Discipline Committee of any alleged violations of the Advertising Policy or the use of marks and logs.

ISO/IES 17024:2012; 7.4.2.; 7.4.3.a-f;

D112 - Policy on Security

The BCCB Board and its agents hold responsibility for maintaining physical security, and security of intellectual property as outlined in the following policies and procedures.

1a. Policy on BCCB Site Access

The BCCB Board or its agents shall ensure the security of all protected areas of its premises, where materials such as applications, candidate files, databases, etc., are stored. Access to these areas shall be limited to a “need to know” status of BCCB agents working under the policies and procedures of the BCCB, including the Privacy and Security Policy, and the Non-Disclosure Policy.

1b. Procedures on BCCB Site Access

To fulfill its obligation to provide security on-site, the BCCB Board shall ensure the performance of the following tasks:

- a. Require visitors to the BCCB offices to sign in at the front reception desk during office hours.
- b. Require visitors to produce a valid government-issued ID with photograph.
- c. Ensure that files, computers, servers, vaults containing secure materials are not accessible to visitors.

2a. Policy on Examination Material Security, Including Examination Administrations

The BCCB Board or its agents (including certified persons serving on Examination Committees and outsource service providers) shall be responsible for always maintaining the security of examination material. Should services relating to examination material be outsourced, it is the Board’s responsibility to ensure that comprehensive security procedures are in place.

2b. Procedures on Examination Material Security, Including Examination Administrations

To fulfill its obligation to ensure the security of examination material, the BCCB Board shall ensure the performance of the following tasks:

- a. Require all certified persons who may interact with secure material to sign current security-related policy documents as outlined in the Policy Compliance Agreement.
- b. Require all outsourced service providers who have access to secure materials to have up-to-date security policies that meet standards for training personnel, access limitations, and storage of secure materials.
- c. Review the security policies of all outsourced service providers.
- d. Require changes to the security policies of outsourced service providers as required.
- e. Ensure examination administrations are overseen by trained proctors.

3a. Policy on Signatures (Including Electronic)

The BCCB Board shall have the authority to require applicants, candidates, certified persons, and outsourced service providers to provide valid signatures. These signatures may be written or electronic. Acknowledgement of any kind, including checked boxes on a digital application is

acceptable for use as a signature, if the signature is provided in accordance with international standards of security procedures for e-signatures/signatures, the US ESign Act of 2000 and for states/jurisdictions who have not enacted the Act, the statute of the individual state/jurisdiction will be enforced. Individuals who falsify e-signatures/signatures may subject to disciplinary action, cancellation of certification, and legal actions.

3b. Procedures Concerning Signatures (Including Electronic)

The BCCB Board, in fulfilling its obligation to ensure that signatures are provided in an acceptable format, be it digital or in writing shall be responsible for the following tasks:

- a. Establish a means for applicants, candidates, certified persons, and outside service providers to sign documents in writing, or in an acceptable format.
- b. Monitor the use of electronic signatures.
- c. Perform periodic reviews of the statutes, rules and standards governing electronic signatures.
- d. Update electronic signature mechanisms as required.

ISO/IES 17024:2012; 6.1.4; 7.1.1; 7.1.2; 7.3.1; 9.4.1; 10.1; 10.2.1 – 10.2.5; 10.2.6.1; 10.2.6.4; 10.2.; 10.2.8

D113 - Policy on the Management System

The BCCB Board and its agents hold responsibility for maintaining a management system for its certification activities as outlined in the following policies and procedures.

Policy on the Management System

The BCCB Board or its agents shall maintain a management system capable of supporting (1) consistent conformance with ISO:17024; (2) compliance with its policies and procedures; and (3) achievement of its objectives.

Procedures for the use and maintenance of the Management System

The BCCB Board, in fulfilling its obligation to ensure that the BCCB uses a management system, shall be responsible for procedures related to management review, document development and control, records control, internal audits, corrective actions, and preventative actions. BCCB operations manual section D210, Management System procedures will include detailed procedures for each of the following areas:

a. Management Review

Management review is the responsibility of the BCCB President and the Certification Manager. The review will occur at planned intervals to ensure its continuing suitability, adequacy, and effectiveness. D513 Management Review Template will record the input, meeting discussion notes, action items, approval dates, and outputs to ensure adherence to the ISO Standards as well as BCCB policies and procedures.

Review Sections include:

1. Internal and external audits
2. Feedback from applicants, certified persons and interested parties
3. Safeguarding impartiality
4. Status of corrective and preventative actions
5. Follow-up actions from previous management reviews
6. Fulfillment of objectives
7. Changes that could affect the management system
8. Review of appeals and complaints

b. Document Development and Control

The document management system is the responsibility of BCCB and its agents to control the development, maintenance, and distribution of internal and external documents. The document management system includes governance documents, contracts, contractor documents and manuals, program plans, policies, procedures, program manuals, forms, and candidate materials. Detailed procedures are in the BCCB operations manual, D210 Management System Procedures, and include procedures for standardized naming conventions, a document index and revisions log, an approval process, distribution guidelines, and obsolete document protocol, ensuring a secure and well-structured program.

c. Records Control

Control of records requirements and procedures is the responsibility of the BCCB and its agents to effectively manage, store, protect, and retain program records per ISO:17024 standard requirements. Program records will consist of various media that include email, presentations, spreadsheets, reports, letters, and all applicant, candidate, and certified person records including application data and supplemental documents. Procedures for record control are in the BCCB operations manual, D210 Management System Procedures, and include instructions for logging, maintaining, and the retention of records.

d. Internal Audits

The BCCB annual internal audit procedure is the responsibility of the BCCB and its agents to ensure that the program complies with the requirements of ISO standards and that the management system is effectively implemented and maintained. Auditors are appointed by the board, and they must be competent in the certification process and understand the requirements of ISO standards to effectively identify opportunities for improvement and potential non-conformities. Detailed procedures can be found in the operations manual, D210 Management System Procedures, and include instructions for the reporting and processing of the internal audit.

e. Corrective Actions

Corrective action procedures are the responsibility of the BCCB board and its agents to assist in the quality management of the BCCB certification program and address issues that have created the need for improvement or non-conformity. Corrective actions address issues and potential gaps in the operations of the program and strive to provide continuous improvement to the program in support of applicants, certified persons, and interested parties. Procedures details are in the operations manual, D210 Management System Procedures, and include instructions for recording and processing corrective actions.

f. Preventative Action

Preventative action procedures are the responsibility of the BCCB board and its agents to assist in the quality management of the BCCB certification program and address potential issues and non-conformities. Preventative actions address issues that may have an impact on the program thereby preventing future appeals, complaints, or non-conformities. Procedures details are in the operations manual, D210 Management System Procedures, and include instructions for recording and processing preventative actions.

ISO/IES 17024:2012; 5.1.2; 6.1.3; 6.1.5; 9.4.5

Appendix A - BCCB Job Descriptions

Certification Director

Accountable to the BCCB Board for the following:

- Maintain and keep current policy documents, Bylaws and Articles of Incorporation.
- Review and negotiate BCCB service contracts, such as testing services once approved by the Board.
- Represent the BCCB at industry events when appropriate.
- Providing advocacy for the certification program(s).
- Supervise staff assigned to the BCCB contract including annual and weekly evaluations.
- Provide evaluation services to other contractors serving the BCCB.
- Review quarterly financial and annual budgets.

Certification Manager

The Certification Manager is accountable to the Certification Director for the following:

- Managing the BCCB's policies and procedures through its management system, keep them current and tracking the versions.
- Keeping the Management Calendar updated.
- Oversees the application processing for all BCCB certification programs.
- Coordinates with other staff to implement program marketing.
- Prepares annual budget for Board approval.
- Manage BCCB service contracts, such as testing services once approved.
- Coordinates monthly BCCB Board meetings
 - Setting the agenda with the President
 - Tracking the minutes with the Secretary
 - Documenting in the Management System
- Works with the BCCB Board to develop and update the annual Strategic and Marketing Plans.

Certification Coordinator

The Certification Coordinator is accountable to the Executive Director for the following:

- Processing certification applications
- Sending communication regarding certification status to certified persons and interested parties.
- Implementing the marketing plan for the BCCB.
- Updating the registry and social media of the BCCBOnline.org website.

Bookkeeper

The Bookkeeper is accountable to the Certification Manager for the following:

- Bookkeeping for the BCCB on a daily and annual basis including:
 - accounts payable and receivable
 - monthly reconciliation of the credit card process with third party
 - month financial reporting to the treasurer
 - quarterly financial reporting to the BCCB Board
- Work with consultant to audit the books annually.