

CGA Certification Board
Policies & Procedures Manual
Edition 1 – August 2018



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1 Preface

The CGA Certification Board LLC (CGACB) is a limited liability corporation whose mission is to offer certification programs for personnel working in the industrial and medical compressed gas industry.

The purpose of this document is to provide policies and procedures to guide the administrative, organizational, technical, and logistical aspects of developing and maintaining all aspects of the CGACB Certification Program.

The policies and procedures are issued by the authority of the CGACB Operating Agreement and its Managers Board. The policies and procedures are prepared, maintained, and revised by the CGACB subject to the approval of CGACB's Managers Board.

The CGACB Certification Program is non-discriminatory in accepting applications and issuing certifications to candidates in regards to membership in any trade, association, union, etc., and follows Federal and State Americans with Disabilities Act (ADA) regulations. CGACB understands the importance of impartiality in carrying out its certification activities, managing conflict of interest, and ensuring the objectivity of its certification activities.

2 Introduction

The purpose of the CGACB Certification Program is to advance the profession of industrial and medical gases personnel by providing a mechanism by which individuals can demonstrate their knowledge of relevant regulations, codes, standards, and industry practices and by which stakeholders can readily assess a minimum level of competency for such categories.

3 Certification Program Administration

3.1 CGA Certification Board LLC (CGACB)

The CGACB's responsibilities include:

- Providing initial financial capital for new certification programs.
- Providing access to subject matter experts to:
 - support the Committees on Certification Programs (CCPs) development of exam questions and answers; and
 - assist in the resolution of appeals, complaints, and formal inquiries regarding the content or validity of exam questions and answers.
- Providing supervision of the implementation of all policies and procedures including responsiveness to complaints and ensuring impartiality.
- Organizing and conducting meetings as necessary to address program requirements and technical issues that arise during the administration of the program, including preparation and distribution of meeting agendas and minutes.

- Providing staff resources in the following areas: Technical staff support, committee operations staff support, legal, information technology, publications, and marketing.
- Performing periodic audits of the Program Administrator's services associated with CGACB certification programs, including a review of any compliance issues, identification of areas for improvement, and documentation of preventative and corrective actions.
- Reviewing accounting system transactions on a regular basis and discussing questions or concerns with the Program Administrator.
- Conducting marketing, advertising, outreach, and public awareness campaigns as needed to reach audiences including potential certification candidates, local authorities, and other standards developing organizations.

3.2 Program Administrator

The Program Administrator's responsibilities, which are subject to approval by the CGACB, include:

- Conducting a periodic review of all certification programs to ensure that they remain valid and that the assumptions used to develop a specific examination are still valid.
- Developing and administering the budgets and financial matters of the certification programs, including management of cash receipts, cash disbursements, and accounting for the programs.
- Making a general description of the certification process including scope, prerequisites, fee schedules, and applicant's rights publicly available.
- Maintaining a confidential database of all applicants, applicant contact information, official application forms, exam dates, exam results, and (if applicable) credential expiration date, and making the database and/or data reports available to CGACB upon request.
- Developing, documenting, and following policies and procedures to ensure security of the entire certification process, materials, and data and to have measures in place to take corrective actions if security breaches occur. These policies and procedures should account for security considerations related to the location of program materials, nature of the materials, steps in the examination process, and issues arising from repeated use of exam material.
- Maintaining complete and accurate documentation related to certification application and testing performed CGACB in accordance with the retention policy. This documentation shall be managed and disposed of to ensure the integrity of the process and the confidentiality of the information.
- Communicating all complaints, appeals, and disputes to CGACB upon receipt.
- Gathering and verifying information needed to resolve complaints, appeals, and disputes.

- Performing credential verification upon request in accordance with the certification program Policies and Procedures Manual, except where law or regulation requires that such information not be disclosed.
- Providing accommodations consistent with the ADA Requirements for Testing Accommodations and the certification program policies and procedures.
- Contracting with and ensuring the competency of subcontracted examiners and third-party testing agencies to administer examinations or proctor examinations by complying with the applicable provisions of the certification program policies and procedures, including that confidentiality and impartiality will not be compromised.
- Exercising proper enforcement of the certification program policies and procedures, taking corrective action as needed within a reasonable amount of time.
- Conducting marketing, advertising, outreach, and public awareness campaigns as needed to reach audiences including potential certification candidates, local authorities, and other standards developing organizations.
- Developing and maintaining a website with information on CGACB Certifications, application instructions, Program Administrator contact information, etc.

3.3 Financial Management

CGACB will ensure that there are sufficient financial resources to conduct effective and thorough CGACB Certification program activities.

3.3.1 Budget Development & Monitoring

The Program Administrator is responsible for general oversight regarding the day to day administration of the budget for the certification program. The budget includes revenue associated with the certification examination and recertification processes and out of pocket expenses related to developing and administering the certification exam and certification process.

The Program Administrator will develop a draft budget for review and approval by the CGACB Managers Board.

Once approved, the Program Administrator is accountable for ensuring that the approved expense budget, is not exceeded without prior approval by CGACB. The CGACB President and the Program Administrator work together to ensure that the approved budget is followed and provide periodic reports to the CGACB Managers Board as needed.

Increases to approved budget must be approved by the CGACB President.

3.3.2 Accounting Procedures

The Program Administrator is responsible for maintaining all accounting records related to the CGACB Certification Program. These records shall be maintained in an online-accessible program (e.g., QuickBooks) and CGACB shall have access to these records at all times.

3.3.3 Financial Controls

The Program Administrator and CGACB shall each designate a representative to have signatory authority on the CGACB certification program bank account(s), however, the Program Administrator is responsible for all routine cash receipts and cash disbursements occurring under the normal operations of the certification program.

Requests for expenditures that are not included in the approved budgeted shall be approved by the CGACB President prior to the expense being incurred.

3.3.4 Fiscal Year

The fiscal year is January 1 through December 31, subject to modification at any time by the CGACB Managers Board.

3.3.5 Fees

Certification fees, recertification fees, and other fees or charges directly related to the certification application, registration, examination, and recertification requirements will be proposed by the Program Administrator. Fees must be approved by the CGACB Managers Board.

All fees will be applied uniformly to applicants/certificants according to the approved fee schedule.

3.4 Records Management and Retention Policy

All CGACB Certification program documents will be retained by the Program Administrator according to the schedule in this policy. The use of the term “documents” in this policy includes all printed and electronic materials regardless of the medium in which they are stored. Documents received in printed form may be converted to electronic format for storage and/or backup. It is not necessary to maintain original printed materials once the information is stored electronically.

Record retention schedules are as noted in Table 1. The Program Administrator is responsible for destroying files in a manner that maintains the privacy and confidentiality of all information contained.

Table 1 – Document Retention Schedule

	Document Type	Retention Period
Applicant, Candidate, and Certificant Records	Application and Attached Support Material	3 Years after application date
	Examination Date and Scores	7 Years after exam date
	Date(s) of Certification and Recertification	7 Years after expiration
	Certification Expiration Date	7 Years after expiration
	Records of complaints, disputes, or disciplinary investigations and outcomes	7 Years after last use
Exam Records	Exam Development Documentation	7 Years after last use
	Exam Results	7 Years after last use
	Exam Question & Answer Bank (including discontinued questions)	7 Years after last use
	Certification Operation Procedures	7 Years after last use
	Meeting Minutes of CCP, PCGC, Managers Board	7 Years after meeting date
Administrative Records	Legal Correspondence and Documents	7 Years after termination/expiration, or issuance if there is no end date
	Contracts with Vendors, Companies, Consultants	7 Years after termination/expiration
	Financial Audit Reports, Financial Statements, and IRS Filings	7 Years after submission
	Accounting Records and Tax Forms	7 Years after record creation
	Expense Reports	7 Years after submission

3.5 Confidentiality

CGACB is committed to protecting confidential and/or proprietary information related to Applicants, Candidates, Certificants and the examination development, maintenance, and administration process. The confidentiality policy applies to all CGACB employees, Program Administrator employees, Managers Board members, committee members, contractors, and any other individuals who are permitted access to confidential information.

Information about applicants, candidates, or certificants and their application status and their examination results are considered confidential and may not be disclosed, divulged, or made accessible to anyone except the CGACB and Program Administrator personnel directly involved with administering the certification program, unless the applicant, candidate, or certificant provides written permission for the release of the information or as required by law. Personal information submitted with an application is considered confidential.

Information related to the development, administration, and maintenance of the examination is considered confidential.

When required by law to release confidential information the Program Administrator will make reasonable efforts to notify the affected individual to the extent permitted by law.

The names of certified individuals and their personal certification status are not considered confidential and can be published by CGACB or the Program Administrator (see Section 7.4).

A Non-Disclosure Agreement (see Annex B) must be signed by all individuals employed by and contractors doing work for the CGACB, CGACB Managers Board members, Personnel Certification Governance Committee (PCGC) members, and CCP members when hired, elected, or appointed.

3.6 Code of Conduct

CGACB and the Program Administrator shall uphold the highest standards of personal and professional behavior. The Code of Conduct applies to all personnel doing work on behalf of CGACB whether they be CGACB employees, CGACB Managers Board members, Program Administrator employees, CGA employees, committee members, contractors, and any other individuals who are involved in any aspect of the Certification Program.

All persons involved in the development, maintenance, administration, and management of CGACB Certification Programs shall:

- perform their services professionally and with respect for CGACB and certification applicants, candidates, and certificants;
- adhere to all applicable laws, regulations, policies, and ethical standards;
- perform work in accordance with the CGACB Certification Program Policies and Procedures Manual, bylaws, and policies;
- keep confidential all CGACB Certification Program exam information, and prevent the unauthorized disclosure of exam information;
- prepare reports which are timely, accurate, and reliable in accordance with the CGACB Certification Program Policies and Procedures Manual; and
- notify CGACB and Program Administration staff of problems or potential problems with the CGACB Certification Program in a timely manner.

3.7 Nondiscrimination Policy

CGACB and the Program Administrator adhere to principles of fairness and due process and endorse the principles of equal opportunity. The Nondiscrimination Policy applies to all CGACB

employees, whether they be CGACB employees, CGACB Managers Board members, Program Administrator employees, CGA employees, committee members, contractors, and any other individuals who are involved in any aspect of the Certification Program.

It is the policy of the CGACB that no applicant, candidate, or certificant is discriminated against on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military status, source of income, or any other status protected by law. All candidates for certification will be judged solely on the criteria determined by the PCGC.

3.8 Conflict of Interest Policy

A conflict of interest is defined as a situation in which personal or professional concerns or connections of an individual affect their ability to place the welfare of the CGACB Certification Program before personal benefits. The Conflict of Interest Policy applies to all personnel doing work on behalf of CGACB whether they be CGACB employees, CGACB Managers Board members, Program Administrator employees, CGA employees, committee members, contractors, and any other individuals who are involved in any aspect of the Certification Program.

The CGACB supports operational, administrative, and examination related policies that are free from actual, potential, or perceived conflicts of interest by employees, contractors, and those in elected, appointed, or volunteer positions.

It is the policy of the CGACB that no individual, while serving any CGACB Certification Program, will take advantage of their role by allowing a situation to exist that may be construed as an actual, potential, or perceived conflict of interest. All conflicts of interest or potential conflicts of interest must be fully and immediately disclosed to the CGACB Managers Board and openly resolved.

The purpose of this policy is to protect the CGACB legally, financially, and otherwise from any conflict of interest that may arise with potential to adversely affect the organization. The policy is intended to supplement, but not replace, any applicable state and federal laws governing conflict of interest applications to not-for-profit organizations.

To expressly avoid conflict of interest in decisions regarding exam content, disputes, and disciplinary hearings, no applicant, candidate, or certificant in programs administered by the CGACB shall participate in the PCGC.

All CGACB employees, Program Administrator employees, CGACB Managers Board members, and PCGC appointees must complete a conflict of interest statement (see Annex C).

4 Certification Program Oversight Bodies

4.1 CGACB Managers Board

The CGACB Managers Board is composed of 3 voting members. It is CGACB's policy that a Program Administrator Representative be invited to attend meetings of the Managers in a visiting, non-voting, capacity.

- CGA President & CEO (Voting)
- CGA Vice President, Technical & Regulatory Affairs (Voting)
- CGA Vice President, Operations & Administration (Voting)
- Program Administrator Representative (Non-voting)

Additional individuals may be permitted to attend meetings of the CGA Managers Board at the discretion of the Board's voting members.

The CGACB Managers Board is responsible for:

- developing, approving, and interpreting certification program policies;
- developing and approving certification program budgets;
- approving new certification programs;
- dissolving existing certification programs; and
- evaluating conflict of interest reports.

4.2 Personnel Certification Governance Committee (PCGC)

The PCGC is a single standing committee that the CGACB Managers Board has delegated the authority to oversee all certifications offered by the CGACB, resolve disputes, and address disciplinary issues raised by certification candidates.

The PCGC shall consist of the following:

- one Program Administrator representative;
- the CGACB president or their designee; and
- one industry subject matter expert selected by the Program Administrator and CGACB.

Subject to the oversight of the CGACB Managers Board, the PCGC is responsible for:

- developing and approving certification exam content;
- evaluating and responding to allegations of CGACB policy violations by persons seeking or holding a CGACB Certification; and
- resolving complaints and disputes related to the certification programs.

4.3 Committees on Certification Programs (CCP)

A CCP is formed for each CGACB certification. Members of each CCP are recognized experts in the particular certification field or specialty. The CCP develops the exams under the guidance of the Program Administrator.

The CCP shall consist of the following:

- one Program Administrator representative;
- the CGACB president or their designee;
- one technical staff member contracted from CGA; and
- subject matter experts selected by the CGACB.

The CCP is responsible for:

- developing certification program exams, including:
 - identifying topics and knowledge to be assessed; and
 - determining the relative importance of topics to be assessed by the exam;
- maintaining certification program exams;
- defining prerequisite requirements for each certification; and
- providing input on proposed resolution of disputes regarding the technical content of exam questions and/or answers.

5 Exam Development and Maintenance

The CCP shall develop exam questions and answers for initial certification and recertification of personnel.

5.1 Certification Program Initiation

Requests to create a specific professional certificate program can come from CGACB, or directly from industry, manufacturers, purchasers, or government. Requests shall be submitted in writing to the CGACB President and shall include the following information:

- a statement of need for the proposed certification program, including drivers such as regulations, customer expectations and requirements, competing certification programs that negatively impact the affected industry's self-regulation, and other reasons;
- the identification number and title of the CGA publication(s) to be used as the basis for the proposed certification program; and
- a description of the population of potential candidates for the proposed certification program.

The CGACB Managers Board, with input from the appropriate industry subject matter experts and key stakeholders, will determine whether there is sufficient interest from industry to initiate a new program. If a need appears to exist, the CGACB Managers Board will establish a CCP to coordinate further evaluation, and if appropriate, development of a new program.

5.2 Certification Exam Development

The CCP shall develop exam questions based on the technical content of CGA publications, but may also include content based on related regulations, codes, standards, and/or industry practices. Exam content will be based on the most current edition of the CGA publication being used as the basis for the exam, unless a specific edition of the CGA publication is referenced in a relevant federal or state requirement for certification.

The CCP shall determine the number of questions in an initial certification exam. The number of questions developed by the CCP shall include at least 150% of the questions used on an exam. Question types may be either multiple choice, true/false, and component identification from figures or pictures, or other appropriate formats. The CCP shall determine the percentage of questions to be developed from each section of the CGA publication used as the basis for the exam.

The CCP shall review the composition of the question base for an exam; i.e., how many are true/false versus multiple choice and other formats, how many questions are asked in each area of the subject matter being tested, etc. to ensure that the exam reasonably assesses a candidate's competency.

Based on the content of the source standards, the CCP shall recommend what percentage of the questions, if any, are open book versus closed book. Where the exam contains open book and closed book sections, the Program Administrator shall divide the exam into two sections, one open book and one closed book, for separate administration.

The CCP shall review and vote to accept, modify and accept, or reject each question and answer set (a question and its corresponding answers). The vote will be decided by simple majority. However, any exam question and answer set that does not receive unanimous approval as written or unanimous approval as modified by the CCP must be noted for PCGC review. The PCGC must unanimously approve all question and answer sets that are to be included on the certification exam.

5.3 Revisions to Exam Content

CGACB Certification Exams shall be reviewed regularly by the CCP to ensure that all exam content is maintained to the highest possible standard of quality in accuracy, validity, clarity of print, and grammar. All complaints, inquiries, input, appeals (pending or resolved), requests for interpretation, challenges, etc. will be reviewed during the review.

CGACB Certification Exams will be updated when changes in CGA publications, regulations, codes and standards, industry procedures, and technical advancements impact the topics evaluated by the exam. The CCP shall update existing questions and develop new ones as needed within six months of the release of a new edition of the CGA publication(s) used as the basis for the exam. When other codes and standards, industry procedures, or technical advancements change and impact the exam content, the CCP shall update existing questions and develop new ones within one year.

New questions are developed by the CCP and approved by the PCGC. The CCP, PCGC, and/or the Program Administrator periodically review performance of every question used in a scored position.

Technical changes to exam content require the submission of updated question and answer sets for validation in accordance with Section 5.4.

5.4 Exam Validation

The Program Administrator shall utilize a method based on an accepted educational standard to validate the examination construction/content as adequate to determine a minimum level of competency. Documentation of the validation shall be retained in accordance with the record retention schedule.

5.5 Exam Performance Review

The CCP shall review the questions and answers and verify that each question has only one correct answer and that the questions are not ambiguous in nature.

The Program Administrator shall periodically review the performance of every question used in a scored position. If a high percentage of applicants respond incorrectly to a certain question, the Program Administrator shall convene the CCP to review the question and determine if it requires being modified or removed from the question base.

If any exam question is found to be materially incorrect and/or technically incorrect, that question will be moved to an unscored position for all of the individuals who took that particular examination.

6 Certification Exams

CGACB awards certification credentials to individuals who successfully pass the certification exam to demonstrate that they have attained sufficient knowledge relating to:

- CGA publications;
- Applicable regulations, codes, and standards; and
- the basic principles of industry practices.

A certification credential is issued to a candidate who successfully completes an exam, and it remains valid for three years.

6.1 Exams

Exams may be in either written format or electronic (computer-based) format. The exams offered by the CGACB are detailed in the Annexes to this manual.

6.2 Applying for an Exam

To request authorization to take the exam, candidates must submit a completed application, proof of prerequisite completion, and the program fee to the Program Administrator. All application materials can be submitted electronically, in hardcopy, or by fax. Applicants should contact the Program Administrator with any questions regarding the application.

6.2.1 Certification Application

The certification application must be filled out in its entirety. No incomplete applications will be accepted. The Program Administrator shall notify the applicant if their application is rejected or not accepted.

6.2.2 Prerequisite Documentation and Verification

Certification exam applicants must meet the defined prerequisites for the requested certification prior to being eligible to register and take the certification exam. The prerequisites for each certification program are defined by the CCP. Applicants must submit documented evidence of prerequisite completion with their exam application.

Prerequisite documentation is reviewed and verified by the Program Administrator. If the application does not meet the prerequisite requirements for the exam, the Program Administrator will notify the applicant and refund any fees paid less the application fee within 60 days.

6.2.3 Program Fees

All applicable fees must be paid in full to the Program Administrator at the time an application is submitted. Certification fee schedules are listed in the Annex.

6.2.4 Application Eligibility Period

Once the Program Administrator verifies that the applicant has completed all necessary prerequisites and notifies the applicant that they are eligible for the exam, the applicant is eligible to schedule and sit for the exam within twelve (12) months.

If a candidate fails to schedule and sit for the exam within the twelve (12) month eligibility period without an extension approved in writing by the Program Administrator for extenuating circumstances, the candidate shall forfeit the program fees. Once the program fees are forfeited, the candidate must reapply and repay the program fees.

6.3 Scheduling an Exam

When the Program Administrator approves an application, an email will be sent to the applicant with further instructions on scheduling the exam. Exams will be held in the U.S. and may be administered on any day other than Sunday or federal holidays.

Requests for accommodation for a disability must be submitted at the time of registration. The Program Administrator will review each request and, if appropriate, will provide appropriate accommodations in accordance with [ADA requirements for testing accommodations](#). The decision will be included in the registration confirmation sent to the applicant.

At least 30 days prior to the exam date, the Program Administrator will provide all registered candidates with the exam location, instructions for arrival, required identification, materials permitted in the exam room, allotted time to complete the exam, and any other pertinent details.

Registered applicants can request to reschedule their exam by contacting the Program Administrator up to 30 days prior to the scheduled exam date.

6.4 Taking the Exam

6.4.1 Arrival and Exam Admission

Candidates should arrive at the testing center 15 minutes early to sign in and should allocate adequate time to complete the exam. Depending on the established criteria at the testing center, candidates who arrive late may not be allowed to sit for the exam. Late arrivals not permitted to take the exam will be considered no-shows and must re-apply and pay the full test fee to take the exam.

Candidates must show one government-issued form of identification and with the candidate's photo. Examples of primary identification are a driver's license, a government issued identification card, a passport, a temporary visa, or a military ID.

The Program Administrator or testing center staff will not accept altered or damaged identifications. If there is any discrepancy between the name on the candidate's identification and the exam registration, the candidate will not be permitted entry to the exam.

6.4.2 Exam Policies

- Candidates cannot bring calculators, cell phones, or recording equipment into the exam.
- Candidates are permitted to bring reference materials (for example, a copy of the CGA standard) for open-book sections of the exam or for exams that are completely open book. However, candidates must put away the reference material during the closed-book section of the exam (when part of the testing). CGACB will define which reference materials are permitted, and only those materials shall be allowed. Candidates may not bring other material. Where reference material is permitted, candidates are responsible to bring the material in printed format.
- Some testing centers may not have lockers to secure personal items. Candidates are asked not to bring any personal items into the test center other than required identification and permitted reference materials.

- No test materials, documents, notes, or scratch paper of any sort may be taken from the exam room.
- Visitors are not permitted during the exam.
- Testing center staff may only answer questions about testing procedures. They cannot respond to inquiries regarding the exam's content.
- Each candidate will be allotted a maximum time period to complete the exam; this time period will be announced by the Program Administrator prior to the date of the exam.
- During the exam, candidates may use the restrooms; however, the exam clock will continue running during that time.
- Candidates may not leave the testing center until they have finished the exam.
- Smoking is not permitted in any exam center.
- Any candidate giving assistance, receiving assistance, creating a disturbance, cheating, removing exam content from the exam room, attempting to impersonate another candidate, or conducting any other behavior in violation of these procedures will be required to turn in their exam materials, exit the exam room, and leave the testing center. The Disciplinary Action Procedure (see Section 11) will be initiated upon notification to the Program Administrator and/or CGACB that the incident occurred.

6.4.3 Post Exam Survey

After completing the exam, candidates will be asked to complete a post-exam survey. The Program Administrator will collect comments on the exam process and/or exam questions and forward them to CGACB.

This survey will include the opportunity to comment on the content of the exam and challenge specific exam questions or answers.

6.4.4 Exam Cancellation or Rescheduling

To cancel or reschedule exam appointments, contact the Program Administrator.

Cancellation or rescheduling fees may apply for candidates who reschedule, cancel, or arrive late for a scheduled exam. No such fees shall apply if the exam is cancelled or rescheduled by the Program Administrator, CGACB, or the testing center.

Any candidate who does not appear to take their exam on the scheduled date, or who arrives late and is not able to complete the exam, will have to reapply to take the exam and pay the exam fee again.

6.5 Results of Exam

The Program Administrator will provide all candidates who complete the exam with a pass/fail score report within sixty (60) days of exam completion.

6.6 Time Between Exams

Candidates who fail an exam must wait a minimum of thirty (30) calendar days from the date of the failed exam to retake the exam and must schedule to retake the exam no more than one hundred eighty (180) calendar days after their previous exam.

Candidates who fail the exam two (2) consecutive times shall provide documented evidence of additional training on the exam topic before being allowed to retake the exam. Candidates who do not retake the exam within one hundred eighty (180) calendar days of their previous exam must submit updated application and prerequisite verification forms and pay the full application and exam fees.

6.7 Withdrawal from Exam Process

The candidate eligibility period is defined in Section 6.2.4. If a candidate wishes to withdraw from the process within the eligibility period for any reason, they must submit a request to withdraw in writing. Candidates who submit a request to withdraw prior to scheduling their exam will be refunded their exam fee, less the application fee. Candidates who submit a request to withdraw after scheduling their exam will not receive a refund.

7 Credential Issuance

Only candidates and companies that meet all eligibility requirements, including the prerequisites, and successfully pass the required examination will be granted a certification credential.

Grandfathering is defined as a process by which individuals are granted personnel certification without being required to meet a formal examination requirement. Grandfathering is prohibited by the CGACB.

The CGACB does not award credentials to individuals who have not met the eligibility and examination requirements.

7.1 Credential Issuance Process

The Program Administrator will issue the certification credentials within a reasonable period of time following completion and passing of the exam and satisfactory completion of any other requirements to the certificant. The credential is issued to the company and the individual.

7.2 Credential Information Contained

The certification credentials shall be issued in the forms of a wallet-sized ID card and a certificate of completion and shall contain the following minimum information:

- Applicant Name
- Applicant Photo (ID card only)
- Applicant Company Name
- Certification Type Received
- Certification Expiration Date
- CGACB Logo
- Unique certification identifier number
- Credential Verification Contact Information

7.3 Credential Replacement

The Program Administrator shall offer a mechanism for applicants to request and receive replacement certification credentials documents.

If a credential holder changes their legal name, the individual must submit a written request containing an explanation of the circumstance and copies of legal documentation of the name change to the Program Administrator.

7.4 Credential Verification

With written permission from the certification holder on their application, the Program Administrator will confirm to an employer, authority having jurisdiction, customer, system verifier, employment search firm, or potential employer that an individual holds a valid certification. The confirmation will include the certificant's certification designation, unique certification identifier number, issuance date, and expiration date.

8 Credential Maintenance and Renewal

The certification is issued to the company and the individual, and is non-transferable if the applicant leaves the company that the certification is issued to. The certification shall be valid for a maximum of three (3) years following the applicant's successful completion of the exam or one (1) year after the release of an updated exam, whichever comes first.

It shall be the applicant's responsibility to renew his certification. Certificate holders must register for the renewal examination using the same process as used to register for the initial examination. The Program Administrator and CGACB will attempt to notify certificate holders before the certificate expiration date but do not take responsibility for certificate holders' certificate maintenance. Certificate holders are encouraged to track their expiration dates and plan to take the renewal examination.

Certificate holders are encouraged to update their contact information with the Program Administrator whenever their contact information changes.

9 Proper Use of and Claims to a Certificate

The following guidelines shall apply:

- The certificate and credential card remain the property of the CGACB and must be surrendered upon request.
- Certificate or credential card holders are permitted to identify themselves as certified for the certification designation that they successfully completed.
- The certificate or credential card may not be revised or altered in any way. Any corrections to the certification or credential must be issued by the Program Administrator.
- The certificate or credential card shall be displayed in the same form as produced by the Program Administrator and cannot be reproduced unless such reproduction is identical to the certificate provided by the Program Administrator.
- The certificate or credential card is issued to a specific individual while they are working for the company named on the credential. Only the individual named on the certificate or credential card holds the specified certification.
- The certificate or credential card cannot be used in any manner that detracts from the ideals of the CGACB, or the Program Administrator.
- Any reference to the certificate or credential card, or the CGA publication used as the basis for the certification exam, used in promotional materials shall be complete and accurate.
- The certificate or credential card may not be used in any manner that would tend to imply a connection between the certificate holder and CGACB, CGA, or the Program Administrator that, in fact, may not exist. This includes the use of the certificate or credential card in a way that the public might construe as an endorsement, approval, or sponsorship by CGACB, CGA, or the Program Administrator of the certification holder or their business or might be taken to support or encourage a certification holder's sale of products, processes, or installation.

Any certification holder found in violation of these guidelines or who use the certificate without authority from the CGACB or Program Administrator will be subject to the Disciplinary Action Procedure in Section 11, in addition to legal remedies available. CGACB and the Program Administrator may publish the names of violators as necessary to protect the integrity of the certificate and/or credential card.

Persons who claim to hold a CGACB Certification who have not successfully completed all certification requirements should be immediately reported to the CGACB or Program Administrator. Any unauthorized personnel claiming a CGACB Certification will be required to cease use of the certificate or credential card immediately, remove claims of a certification from

all literature, and notify any persons or customers who have been wrongly informed of the certification. Failure to comply immediately may result in legal action.

10 Dispute & Complaint Resolution

Any dispute or complaint arising under the CGACB Certification Program or from the establishment of any rules, policies, or procedures related to any segment of the certification process, or as a result of disciplinary action, shall be subject to the resolution process described below. The resolution process is for the use of persons who hold a CGACB Certification or persons wishing to be certified.

A stipulation of invoking the dispute resolution process is that the person or entity requesting the appeal agrees that neither the Program Administrator; CGACB; their staff, contractors, Managers Board members, committees, and subcommittees; any person assisting in the appeals process; nor any company employing a person assisting in the appeals process, shall be liable, and they shall be held harmless against the consequences of any action or inaction; or of any agreement reached in resolution of the dispute or failure to reach agreement as a result of the appeals proceeding. This “hold harmless” clause does not extend to matters constituting gross negligence, intentional misconduct, or a breach of confidentiality.

10.1 Resolution Process

Persons who hold or wish to obtain a CGACB Certification with a dispute or complaint related to the CGACB Certification program, exam content, or procedures must complete the following steps to resolve their dispute.

10.1.1 Submit a Written Request to the Program Administrator

Formal complaint or dispute resolution requests shall be issued in writing. Resolution requests should be submitted within thirty (30) days of the event or as soon as possible after the problem comes to the attention of the submitter.

Every resolution request will be investigated and a response issued, even if no action is taken. The Program Administrator shall be responsible for gathering and verifying all necessary information to validate the report. The Program Administrator is required to communicate all resolution requests and proposed resolutions to the CGACB President, and all resolutions must be approved by the CGACB President. Resolution requests regarding technical aspects of certification exam content may also require review by the applicable CCP and/or the PCGC.

When a resolution request is issued regarding specific actions by Program Administrator and/or CGACB representatives, the individual(s) named shall not determine the resolution of the complaint.

Within ninety (90) days of receipt of a resolution request, a written response detailing the outcome of the investigation shall be provided to the party filing the complaint. If an outcome has not been determined, progress reports shall be provided to the complainant until the matter

has been finalized. Where applicable, appropriate corrections and corrective actions will be taken.

10.1.2 Personnel Certification Governance Committee Review

If the initial resolution does not resolve the issue to the satisfaction of the complainant, within thirty (30) days of receiving the resolution notice, the complainant must submit a written request to the Program Administrator requesting that the issue(s) be brought before the PCGC for resolution.

If the CGACB and Program Administrator cannot reach a mutual agreement, the PCGC shall be convened within 60 days of the Program Administrator's original receipt of the written dispute.

The Program Administrator shall see that the necessary documents and related data are provided to the PCGC as soon as practical. The PCGC will then discuss the issue(s), seek input from the CCP for the certification if necessary, and make their decision within 60 days of the Program Administrator's receipt of the request. A majority vote of the PCGC members, taken in closed session, will decide all issues. The decision will be provided to the person bringing the issue(s), the CGACB and Program Administrator.

10.1.3 Appeal Process

The response to the complaint may be appealed to the CGACB Managers Board by submission of a written request to the Program Administrator and the CGACB President within 30 days of the PCGC's decision issuance. The CGACB Managers Board is the governing body of the certification program, and its decision is final.

10.2 Resolution Process Expenses

All individual expenses associated with the dispute resolution process, including salaries, meetings, and consultant fees, shall be the responsibility of the individual parties incurring the expense.

11 Disciplinary Action

The Disciplinary Action Procedure is necessary to protect the integrity of the certification program and related credentials. Should an individual act in a manner that is inconsistent with expectations, this procedure describes the process to investigate and take action necessary.

11.1 Grounds for Action

The following shall serve as grounds for disciplinary action:

- Intentional misrepresentation of information provided to the Program Administrator for the exam application, certificate, or certification credential.

- Intentional misrepresentation of identification in the exam process, including a person identifying themselves as another person to obtain certification for the other person.
- Intentional disruption of the exam process. Disruptions include, but are not limited to, behaviors that create a distraction for other candidates, harassment of other candidates, harassment of program administration or testing center staff, etc.
- Any form of cheating during a certification exam. Cheating includes, but is not limited to, bringing unauthorized material into the testing center, giving or receiving unauthorized assistance during the exam, etc.
- Any attempt to copy or share exam material outside of the testing center. This includes, but is not limited to, removal of exam materials from the test room, copying of exam questions and/or answers, sharing exam content with other persons, etc.
- Intentional misrepresentation of a credential when one has not been obtained, has been revoked, or has expired.

11.2 Disciplinary Hearing Process

Upon report to the Program Administrator or CGACB of a candidate's or certificant's alleged misconduct, the candidate will be notified of the allegation and convene for the determination of facts. The PCGC will hold a hearing and the charged candidate or certificant will be given an opportunity to be heard and present further relevant information. The PCGC may seek out information from other involved parties. The hearing will not be open to the public, but it will be open to the charged candidate or certificant and their representative. The PCGC will deliberate in a closed session but cannot receive any evidence during the closed session that was not presented during the course of the hearing.

The PCGC decision must be unanimous in order to change the candidate or certificant's certification status. The decision will be issued in writing to the individual charged, the CGACB President, and Program Administrator with inclusion of the facts and reasons for the decision. In the event that the PCGC is unable to reach a unanimous decision, no action shall be taken against the individual charged.

11.3 Disciplinary Actions

As a result of the hearing findings, the PCGC has the authority to invoke the following actions:

- **No Action:** Allegation of misconduct was determined to be unsubstantiated or inconsequential to the credential.
- **Probation:** CGACB will send a letter specifying the length of the probationary period as be determined by the PCGC. The Credential will remain valid during the probationary period. Any subsequent offenses may be cause for more serious consequences.

- **Suspension of Credential:** CGACB will send a letter to the offender specifying the length of the suspension period as determined by the PCGC. During a suspension, the Credential is no longer valid. The offender must successfully pass an exam to be recertified and will not be authorized to take the exam until the suspension period expires.
- **Termination of Credential:** CGACB will send a letter to the offender specifying permanent revocation of credential. The offender will not be permitted to sit for a future exam.

11.4 Disciplinary Appeal Process

The decision of the PCGC may be appealed to the CGACB Managers Board by submission of a written request to the Program Administrator within 30 days of the decision issuance.

Annex A – CGACB Certification Programs

Table A1 – CGACB Certification Programs Offered

Certification Designation	Minimum Number of Questions	Question Formats	Passing Score
CGA M-1/ ASSE 6015	100	Exams consist of questions including, but not limited to: <ul style="list-style-type: none"> • Multiple Choice • True / False • Component Identification from figures or pictures 	80% of scored questions answered correctly.

Table A2 – CGACB Certification Prerequisite Requirements

Certification Designation	Training Documentation	Company Procedure Documentation
CGA M-1/ ASSE 6015	The applicant must provide evidence of successful completion of employer-provided bulk medical gas supply system training compliant with CGA M-1.1, <i>Standard for Medical Gas Supply System Training</i> , or with ASSE-6015, <i>Bulk Medical Gas System Installers</i> , such as a certificate or letter from the training entity.	The applicant must provide the table of contents from their employer’s standard operating procedures (SOPs) for bulk medical gas supply system installations. At a minimum, the table of contents must include (1) list of SOPs by name; and (2) effective date of SOP table of contents.

NOTE – The Program Administrator shall not require applicants to complete the Program Administrator’s education and training programs as a prerequisite. The Program Administrator shall ensure that no impression is given that the use of its services would bring any advantage to the applicant, so that the certification process remains and is seen to remain impartial.

Table A3 – CGACB Certification Fee Schedule (prices in USD)

Certification Designation	Prerequisite Review Fee ¹	Exam Fee ²	Set Up Fee ³	Retest Fee ⁴	Replacement Credential Fee
CGA M-1/ ASSE 6015	\$175.00	\$695.00	\$60.00	\$295.00	\$125.00

¹ The Prerequisite Review Fee covers the review of the prerequisite documentation. This fee is paid per company per exam session; the company must resubmit the fee when the exam is updated or every 36 months, whichever comes first.

² The Exam Fee covers the candidate’s registration, scheduling, and sitting for the exam. **This fee does not include applicable facility and administration fees**, which vary per location and must be paid to the Program Administrator in full.

³ The Set Up Fee covers the candidate’s set up in the CGACB Certification database. This is a one-time fee per individual.

⁴ The Retest Fee covers the candidate’s registration, scheduling, and sitting for an exam retest after a previous failed attempt (see section 6.6 for additional information). **This fee does not include applicable facility and administration fees.**

Annex B – CGACB Non-Disclosure Agreement Form

I understand the importance of the CGA Certification Board, LLC (CGACB) maintaining the highest level of standards and impartiality in its exam and certification programs. To ensure that the process is fair and impartial to all testing applicants, I agree to the following policies with regard to non-disclosure of all exam and/or certification materials, including but not limited to, exam questions, exam booklets, and exam answer sheets (the “Materials”):

1. I will not exploit for personal benefit, or allow others to improperly use for their benefit, the Materials or information gained through involvement in the development of certification programs and/or exams.
2. I will not distribute, discuss, or otherwise disclose the Materials or any information regarding the Materials to any other party without the written authorization of the CGACB.
3. I will secure the Materials in a safe place and take reasonable measures to prevent inadvertent disclosure or theft of the Materials.
4. I will promptly return the Materials via a secure method to the CGACB upon request.

I, the undersigned, have read and understand all the information in this document and I agree to conduct my activities in accordance with its contents.

I also understand that breaching these standards may result in disciplinary action up to and including termination or other legal remedy available to the CGACB.

Name (Print)

Name (Signature)

Company

Date

Annex C – CGACB Conflict of Interest Disclosure Form

I understand the importance of the CGA Certification Board, LLC (CGACB) maintaining the highest level of standards and impartiality in its exam and certification programs. To ensure that the process is fair and impartial to all testing applicants, I agree to the following policies with regard to conflicts of interest:

1. Employees, contractors, Manager’s Board members, and Personnel Certification Governance Committee (PCGC) members will disclose to the CGACB President any interest that might be construed as being in real, potential or apparent conflict with CGACB duties or with the business and affairs of the CGACB.
2. Not exploiting for personal benefit, or allowing others to improperly use for their benefit, materials or information gained by reason of involvement in the testing and/or certification procedures.

I, the undersigned, have read and understand all the information in this document and I agree to conduct my activities in accordance with its contents.

I also understand that breaching these standards may result in disciplinary action up to and including termination or other legal remedy available to the CGACB.

Name (Print)

Name (Signature)

Company

Date