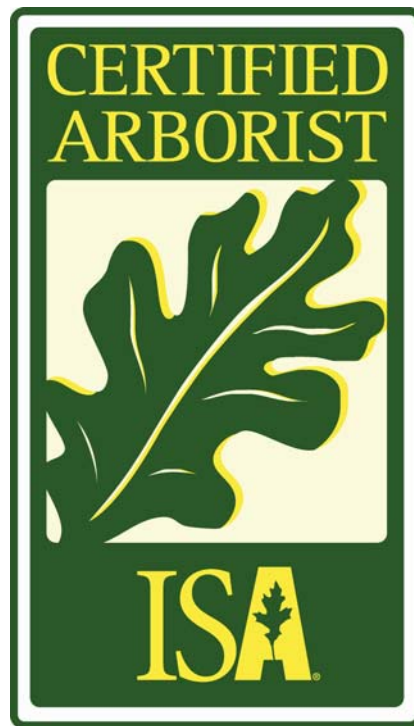


ISA CERTIFIED ARBORIST HANDBOOK/APPLICATION



International Society of Arboriculture
Post Office Box 3129
Champaign, IL 61826-3129
phone (217) 355-9411
fax (217) 355-9516
cert@isa-arbor.com
www.isa-arbor.com

Revised 08/09

I. THE PROGRAM

Certification is a voluntary program providing recognition of one's professional knowledge by one's peers. INTERNATIONAL SOCIETY OF ARBORICULTURE (ISA) Certified Arborist recognition is given by ISA to those who (1) meet the eligibility requirements for admission to the examination as set forth in this application, (2) successfully complete the examination, (3) maintain the necessary number of continuing education units (CEUs) to recertify after three years, and (4) pay the necessary recertification fees every three years.

The objectives of the Certification Program are

- to be an educational program that will improve technical competency of personnel in the tree care industry.
- to create incentives for these individuals to continue their professional development.
- to provide the public and those in government with a means to identify those professionals who have demonstrated, through a professionally developed exam and education program, that they have a thorough knowledge of tree care practices.

The benefits of the Certification Program include the following:

- Certification builds an individual's self-image. By studying for and passing the exam, individuals reaffirm to themselves and their peers a thorough knowledge and dedication to arboriculture.
- Certification affords the public and those in government the opportunity to make an informed selection of services based on the knowledge that is represented by the certification designation.
- The process of becoming certified and maintaining the designation provides incentives to the individual to continue his or her ongoing professional development.
- Certification is a tool to help employers both in training their personnel and selecting new employees.

II. THE CONTENT OF THE CERTIFICATION EXAMINATION

The certification examination is weighted in the following manner:

I.	Soil Management.....	9.0%
II.	Identification and Selection.....	11.0%
III.	Installation and Establishment.....	8.0%
IV.	Safe Work Practices.....	11.0%
V.	Tree Biology.....	11.0%
VI.	Pruning.....	12.0%
VII.	Diagnosis and Treatment.....	9.0%
VIII.	Urban Forestry.....	7.0%
IX.	Tree Protection.....	11.0%
X.	Tree Risk Management.....	11.0%

Recommended Study Materials

The *Arborists' Certification Study Guide* is intended to serve as a recommended program of study. Each chapter in the study guide lists additional references that should be considered for review, such as: *ANSI Z133.1 Safety Standard for Tree Care Operations and other resources*.

The *Arborists' Certification Study Guide*, published by ISA, should NOT be considered the sole source of information for preparing for the certification examination.

How the Examination Was Developed

The certification examination was developed by a panel of industry experts representing all aspects of arboriculture. Questions were derived from a job analysis survey filled out by arborists from around the United States and Canada. Questions are constantly analyzed by the Certification Test Committee using the latest test statistics, and new questions are always being developed. Questions that do not perform satisfactorily are removed from the question bank. New examinations are created on a regular basis.

The Format of the Examination

The certification examination consists of 200 multiple-choice questions. One-hundred-ninety questions are drawn from the question bank, and ten digital photos are used for the tree ID. Each question has four choices listed, only one of which is correct. The answer to each question can be derived independently of the answer to any other question.

Whenever trees are referred to on the exam, both scientific and common names are given.

You will have 3-1/2 hours to complete the examination. It is always advisable to first answer the questions that are easy for you, skipping over those questions to which you will need to return to and give more thought. Working in such a manner, you should feel no time pressure because 3-1/2 hours will be more than enough time to complete the examination.

Attainment of Certification

If you achieve the overall passing score of 72%, you will receive the designation of ISA Certified Arborist and will be sent a certificate, an ID card, an advertising logo sheet, a hard-hat decal, and a patch.

When you receive your results, please remember that the domains are weighted and the average of the ten domains **WILL NOT** be equal to the overall score.

If you do **NOT** achieve an overall passing score, you must retake the entire exam. You will be allowed to retake the exam **one time for free within one year**. If you do not show up for the scheduled retake exam, **you will forfeit your free retake**. After that, each time you retake for up to one year, there will be a charge of \$75 USD. If you do not attain certification within one year from the original test date, you will be required to pay the full amount. A \$100 administrative fee applies each time you take a computer based exam.

“Prices subject to change without notice.”

Denial and Revocation of Certification

Certification will be denied or revoked for any of the following reasons:

- falsification of application
- violation of testing procedures
- misrepresentation
- failure to pass the examination

Denials or revocations of certification may be appealed to the Certification Board in writing.

III. APPLYING FOR YOUR EXAMINATION

Examination Eligibility Requirement

The ISA Certification Board requires candidates to have a minimum of three years of full-time experience in arboriculture. Acceptable experience includes the practical use of knowledge involved in pruning, fertilization, installation and establishment, diagnosis and treatment of tree problems, cabling and bracing, climbing, or other services that directly relate to arboriculture. Examples of experience sources include, but are not limited to,

- tree care companies
- utility personnel
- nursery personnel
- instructors of arboriculture/horticulture
- landscape personnel
- horticultural/extension advisors
- municipalities
- consulting arborists
- state forestry personnel
- pest control advisors/applicators

The eligibility requirement also may be satisfied with a two-year degree in arboriculture and two years of practical experience or a four-year degree in a related field and one year of practical experience.

If you are self-employed or own your own company, you will be required to submit three letters of references with your application. References may be in the form of copies of invoices, contracts and/or business license. Please contact ISA for other possible forms of verification.

By submitting your application, you authorize ISA certification staff to contact the practical experience reference named on your application to substantiate your eligibility.

The ISA Certification Program does not discriminate in determining eligibility on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Recertification

The ISA Certified Arborist designation is valid for three years. To maintain the certification, you must have accumulated the necessary 30 continuing education units (CEUs) by the end of that three-year period **and** pay the recertification fee.

Renewal dates always occur on June 30 or December 31, depending on the date you took your exam. You will be notified via mail one month before it is time to renew your certification. If you have an address change, please let us know to insure you receive your notice.

If you do not achieve the necessary number of CEUs and make your recertification payment, you will be required to retake the examination. You will need to pay the full fees required to take the examination.

You are responsible for keeping records of all CEUs sent to ISA. Please know that processing of CEUs takes 4-6 weeks once received in our office.

Test Dates and Application Deadlines

Certification exams are offered at ISA chapter meetings and at educational seminars. For more information on location and dates of certification exams in your area, contact either your local ISA chapter or the ISA Certification Department. Exam dates also can be found in the ARBORIST NEWS, or by visiting the ISA Web site (<http://www.isa-arbor.com>). Computer based exams may also be taken at Pearson Vue testing center.

Applications and proper payment must be received in the ISA office no later than **12 (twelve) working days** before a scheduled exam if you are taking the exam through an ISA chapter.
No exceptions.

CHAPTER SPONSORED EXAMS (OPTION #1)

Special Accommodations for Candidates with Disabilities

All test sites are accessible to all examinees. However, some individuals with disabilities may need special accommodations, such as extra time or assistance with writing or reading.

Oral exams are available by request. If you need such arrangements, please contact ISA before submitting your application. You will be informed how to proceed with your application submission. Arrangements, if approved by the certification staff, will be provided at no additional charge.

FEES

	ISA and Chapter Member	ISA Member Only	Chapter Member Only	Nonmember
Certification Exam Fee	\$150 USD	\$250 USD	\$250 USD	\$250 USD

To be eligible for the discount rate, you **MUST** be a current member of ISA **AND** a current member of an ISA chapter. Please note: ISA certification fees are separate and distinct from ISA and ISA chapter dues.

“Prices subject to change without notice.”

AFTER APPLYING FOR THE EXAMINATION

After your application is received in the ISA office, you will receive a confirmation letter with the date and time of the exam, a tree list for the ID portion of the exam, directions to the exam site, and the name of the appropriate contact person.

If there is a problem with the application and/or fees, ISA certification staff will contact you. If the problem is **NOT** corrected, you will not be allowed to sit for the exam.

If circumstances change after you have applied for the examination, you must request in writing to have your exam rescheduled. If your request does not reach ISA headquarters before the exam deadline date, you will be considered a no-show. If the scheduled date was to be your free retake, it will be forfeited. Send your written request to the ISA certification staff before the 12-working-day deadline.

Refunds

ISA does not provide refunds for certification exam fees, nor do we permit the transfer of exam fees to other individuals. No Exceptions.

AT THE TESTING SITE

Admission for Testing

To be admitted for testing, you must arrive at the testing site on time and have your identity confirmed by presentation of an ID. The best ID is a government-issued ID such as a driver's license with photo, military photo ID, or a passport.

Testing Site Rules

- You should report to the testing site at least 30 minutes before the exam starting time. The exact reporting time, date, and location of the exam will be enclosed in your confirmation packet. You must be on time; the test administration will begin promptly.
- Dress appropriately. While every attempt is made to provide a comfortable atmosphere, heating or cooling may sometimes not function properly.
- You are permitted to use a calculator during the exam; however, it is not required. Only silent, nonprinting, battery- or solar-powered calculators without alpha characters will be allowed. Sharing of calculators is not permitted. All calculations can be completed without the use of a calculator.
- Books, papers, or other reference material must be placed on the floor or at the back of the room.
- No cell phone/pagers/PDAs allowed in testing room.
- Scratch paper will be provided on the back of the exam evaluation form. **DO NOT WRITE ON THE TEST BOOKLET.**
- No food or beverages may be taken into the testing room.
- No smoking will be allowed in the testing room.
- You may raise your hand if you have a question about the exam and the proctor will try to assist you.
- Visitors are not allowed in the testing room.
- You will be permitted to take restroom breaks on an individual basis.
- If you are caught looking at other individuals' exams or talking during the exam, scores may be invalidated or exam materials confiscated.
- It is of utmost importance that you carefully follow all directions and regulations. Listen carefully to all instructions given by the proctor and follow the directions completely.

Policy on Inappropriate Application and Examination Conduct

The International Society of Arboriculture intends that participation in ISA Certification Programs and examinations be a professionally relevant, informative, and rewarding experience for all candidates. All candidates for ISA certification are expected to conduct themselves in an appropriate and professional manner and to refrain from any objectionable, improper, or unprofessional conduct. To ensure fairness and a sound examination environment, the ISA Certification Board of Directors issues the following policy and rules.

When the ISA Certification Board, the ISA Certification Program, or an ISA-designated representative finds that a candidate has engaged in inappropriate conduct or behavior, ISA reserves the right to take responsive actions, including, but not limited to, the following: (1) reject an application for certification; (2) prohibit or preclude a person from participating in an examination; (3) prevent or preclude a person from participating during an examination, including the removal of a person from the testing site; (4) invalidate or nullify a person's examination and test results; and, (5) issue and enforce any other lesser response or action determined to be appropriate or necessary.

Inappropriate conduct or behavior includes, but is not limited to, misrepresentation; failure to disclose requested information; cheating; unauthorized possession, use, or distribution of copyrighted or legally protected material; verbal or physical disturbances of the examination or certification process; failure to pay test fees in a timely manner; and any other objectionable, improper, or unprofessional actions by a person participating in the ISA certification process.

By submitting an application for certification, each ISA certification candidate acknowledges that he or she understands and agrees to the terms of this policy.

AFTER THE EXAMINATION

Failure to Sit for Your Examination

If you do not sit for the examination, you will receive your application back with a letter from the Certification Department explaining how to sign up for another exam.

How Your Exam Is Scored

Answer sheets are electronically scanned and scored. The Certification Department understands the importance of your test results and uses many quality-control procedures, both computer and manual, during and after the scoring process to ensure the accuracy of score reports.

Your Score Report

Your individual score report will be mailed approximately four to six weeks after your test date. You must achieve an overall score of at least 72%. Please remember that because each domain is weighted, the overall score is **NOT** the arithmetic average of the domain scores.

Examination Results

Your scores are strictly confidential. Therefore, results cannot be obtained over the phone, by fax, or via e-mail.

If you have questions concerning your test results, you should direct them in writing to the ISA Certification Program. However, because of the need to maintain test security, test booklets cannot be made available for review of the questions and answers, and the Certification Program does **NOT**

provide a list of questions you answered incorrectly or correctly. The only information available regarding your performance on the test is provided on your score report.

Notification of Certification

Upon successful completion of the exam, ISA certification staff will send, along with the score report, a congratulatory letter, recertification information, a press release for your local paper, a certificate, hard-hat decal, advertising logo sheet, patch, and wallet ID card.

Re-Examination

If you do not pass the exam, you will receive your score sheet, a letter explaining the retake process, and a retake application. You may retake one time at no charge. If you fail to show, you will forfeit your free retake. There will then be a \$75 USD fee per retake up to one year. After one year, you will be required to pay the full amount. You **MUST** file the retake form prior to the deadline date, to be scheduled for the next exam.

Certification Renewal

ISA Arborist Certification is valid for three years. To retain certification after each three-year period, Certified Arborists must recertify. The ISA Certification Program offers two methods of recertification. The first method is to retake and re-pass the certification exam. The second option is to accumulate at least 30 continuing education units (CEUs) over the three-year period **and** pay the recertification fee.

You will receive a more detailed explanation of CEUs when you receive your certification packet. You may also call the ISA certification staff if you need further clarification. If you have an address change it is your responsibility to contact ISA so your account will be updated.

You have the option of checking your CEUs on-line via the ISA website. To obtain a username, password and access to your CEU report please email us at cert@isa-arbor.com.

Applications and proper payment must be received in the ISA office no later than **12 (twelve) working days** before a scheduled exam. **No exceptions.**

	ISA and Chapter Member	ISA Member Only	Chapter Member Only	Nonmember
Recertification Fee	\$100 USD	\$200 USD	\$200 USD	\$200 USD

COMPUTER BASED TESTING (OPTION #2) VIA PEARSON VUE TESTING CENTER

Special Accommodations for Candidates with Disabilities

All test sites are accessible to all examinees. However, some individuals with disabilities may need special accommodations, such as extra time or assistance with writing or reading.

Oral exams are available by request. If you need such arrangements, please contact ISA before submitting your application. You will be informed how to proceed with your application submission. Arrangements, if approved by the certification staff, will be provided at no additional charge.

FEES

Each time you take a computer based exam there will be a \$100 administration fee. There will be no exceptions for this fee.

	ISA and Chapter Member	ISA Member Only	Chapter Member Only	Nonmember
Certification Exam Fee	\$150 USD	\$250 USD	\$250 USD	\$250 USD
Administrative Fee	<u>\$100 USD</u>	<u>\$100 USD</u>	<u>\$100 USD</u>	<u>\$100 USD</u>
Total Fees	\$250 USD	\$350 USD	\$350 USD	\$350 USD

To be eligible for the discount rate, you **MUST** be a current member of ISA **AND** a current member of an ISA chapter. Please note: ISA certification fees are separate and distinct from ISA and ISA chapter dues.

“Prices subject to change without notice.”

AFTER APPLYING FOR THE EXAMINATION

After your application is received and approved, you will be emailed a confirmation letter with instructions on how to schedule your exam date and location. A tree list will also be sent for the ID portion of the exam.

You will only have **90 days** from the date of your confirmation letter to schedule and take your exam. Once you have scheduled your exam date you must notify the ISA headquarters of your scheduled date and location in writing at CBT@isa-arbor.com or by faxing 217-355-9516.

If there is a problem with the application and/or fees, ISA certification staff will contact you. If the problem is **NOT** corrected, you will not be allowed to sit for the exam.

Rescheduling Exams

If you need to reschedule your exam, you may do so anytime up to 7pm CST, 1 business day prior to your scheduled exam date via the Pearson Vue website or by calling 888-711-9958. Call center hours are 7am – 7pm CST, Monday-Friday. If you need to reschedule your exam over the weekend, you may do so via the Pearson Vue website <http://www.pearsonvue.com/isa/>. Once you have rescheduled your exam date you must also contact the ISA headquarters in writing with this change. This information may be emailed to CBT@isa-arbor.com or faxed to the Certification department at 217-355-9516.

If you do not reschedule your appointment within the required timeframe, and you do not show up to take the exam at your scheduled time and location, you will be considered a no show. This may result in losing your one free retake or forfeiting your exam fees. If this happens, you will have to resubmit your application along with the required retake fees and administrative fee of \$100. You will only have one year from the first scheduled exam date to retake the exam at the retake fee of \$75 along with the

administrative fee. Once you have exceeded the one year, you will be required to pay the full exam fee again along with the \$100 administrative fee.

Refunds

ISA does not provide refunds for certification exam fees, nor do we permit the transfer of exam fees to other individuals. No Exceptions.

AT THE TESTING SITE

Admission for Testing

To be admitted for testing, you must arrive at the testing site on time and have your identity confirmed. One form of ID will be a valid photo ID card and the other form will be an ID card displaying your signature. There will be audio and video taping at the testing centers. If you are not prepared to be taped, you will not be allowed to test at the facility.

Testing Site Rules

- You should report to the testing site at least 15 minutes before the exam starting time. The date and location of the exam will be emailed to you by Pearson Vue. You must be on time; the test administration will begin promptly.
- Dress appropriately. While every attempt is made to provide a comfortable atmosphere, heating or cooling may sometimes not function properly.
- Books, papers, or other reference material will not be allowed in the testing area.
- No cell phone/pagers/PDAs allowed in testing room.
- No food or beverages may be taken into the testing room.
- No smoking will be allowed in the testing room.
- Visitors are not allowed in the testing room.
- You will be permitted to take restroom breaks on an individual basis, however, your 3 ½ hours will remain running.
- It is of utmost importance that you carefully follow all directions and regulations. Follow all directions completely.

AFTER THE EXAMINATION

Failure to Sit for Your Examination

If you do not sit for the examination, you will receive your application back with a letter from the Certification Department explaining how to sign up for another exam.

How Your Exam Is Scored

Answer sheets are electronically scanned and scored. The Certification Department understands the importance of your test results and uses many quality-control procedures, both computer and manual, during and after the scoring process to ensure the accuracy of score reports.

Your Score Report

You will know whether you passed or failed before leaving the testing center. You must achieve an overall score of 72% on the exam to pass. However, your results package will be mailed approximately four to six weeks after your test date. It will give your overall test score as well as each of the domain scores in percentages. Please remember that because each domain is weighted, the overall score is **NOT** the arithmetic average of the domain scores.

Examination Results

Your scores are strictly confidential. Therefore, results cannot be obtained over the phone, by fax, or via e-mail. If you have questions concerning your test results, you should direct them in writing to the ISA Certification Program. However, because of the need to maintain test security, test questions cannot be made available for review of the questions and answers, and the Certification Program does **NOT** provide a list of questions you answered incorrectly or correctly. The only information available regarding your performance on the test is provided on your score report.

Notification of Certification

Upon successful completion of the exam, ISA certification staff will send, along with the score report, a congratulatory letter, recertification information, a press release for your local paper, a certificate, hard-hat decal, advertising logo sheet, patch, and wallet ID card.

Re-Examination

If you do not pass the exam, you will receive your score sheet, a letter explaining the retake process, and a retake application. You may retake one time at no charge within one year from your first scheduled exam. If you fail to show, you will forfeit your free retake. There will then be a \$75 USD fee per retake up to one year. After one year, you will be required to pay the full amount. A \$100 administrative fee will be required each time you take a computer based exam.

Certification Renewal

ISA Arborist Certification is valid for three years. To retain certification after each three-year period, Certified Arborists must recertify. The ISA Certification Program offers two methods of recertification. The first method is to retake and re-pass the certification exam. The second option is to accumulate at least 30 continuing education units (CEUs) over the three-year period **and** pay the recertification fee.

You will receive a more detailed explanation of CEUs when you receive your certification packet. You may also call the ISA certification staff if you need further clarification. If you have an address change it is your responsibility to contact ISA so your account will be updated.

You have the option of checking your CEUs on-line via the ISA website. To obtain a username, password and access to your CEU report please email us at cert@isa-arbor.com.

	ISA and Chapter Member	ISA Member Only	Chapter Member Only	Nonmember
Recertification Fee	\$100 USD	\$200 USD	\$200 USD	\$200 USD

IV. INSTRUCTIONS FOR COMPLETING & SUBMITTING APPLICATION

1. Print your first name, your middle initial, and your last name.
Note: For security reasons please list your name as it appears on your photo ID you will be bringing to the exam site.
2. Print your address. **The address you indicate will be used for all future correspondence by ISA.**
3. Print your phone number, cell/alternate number, fax number, and e-mail address.
4. Write the date of the desired scheduled exam. **Do not submit application without choosing an exam date. This will be left blank if you are testing via computer based.**
5. Write the location of the scheduled exam.
6. Check the box for computer based testing.
7. Check the box for the language in which you wish to take the test, English or Spanish.
8. Check the box if you do **NOT** want your listing to appear in Certified Arborists lists.
- 9A. Check yes if you are a member of ISA. It is important to write in your ISA member ID number.
- 9B. Check yes if you are a member of an ISA chapter. Be sure to write in the appropriate chapter.
Note: You may check yes if you enclose an ISA membership application and all of the necessary fees for membership to ISA and the chapter.
10. **If you are requesting special accommodations, be sure to contact the Certification Department prior to submitting your application and before the exam deadline date.**
11. Completely fill out the educational experience section. Be sure to fill out the degree, major, and total time because the information you provide can apply to your overall experience requirement, if applicable.
12. **Complete all of the practical experience section, including employment dates. If this section is not completed correctly, your application will not be accepted.**
13. Include the appropriate fees with your application. **If you are applying for ISA and chapter membership, you may pay the member rate, but a membership application must accompany the certification application.** You may pay both fees with one check or credit card. The ISA certification fee is separate and distinct from ISA and ISA chapter dues.

Note: MasterCard/VISA/AmEx may be used to pay for membership and/or certification fees.

REQUIRED: Please sign and date the Certification Agreement.

If you have further questions while you are filling out the application, please contact the ISA Certification Department at (217) 355-9411.

If you desire further information on ISA or ISA certification, you may access the ISA website at www.isa-arbor.com

CERTIFIED ARBORIST APPLICATION

This application must be received at least 12 WORKING DAYS prior to the date of the exam for which you are applying. If your application is approved, you should receive a confirmation letter. If you do not receive this letter, contact ISA at (217) 355-9411. Thank you for your consideration.

Note: For security reasons please list your name as it appears on your photo ID you will be bringing to the exam site.

Mr. Ms. Mrs. Dr.

1. _____
PRINT FIRST NAME PRINT MIDDLE INITIAL PRINT LAST NAME JR SR I II III IV V

COMPANY NAME (IF APPLICABLE) _____

2. _____
NUMBER AND STREET APT NO.

CITY STATE (PROVIDENCE) POSTAL CODE

The address you indicate will be used for all future correspondence by ISA. In addition, you can elect to have this information published and distributed in ISA Certified Arborists lists.

3. Phone Number _____
HOME BUSINESS

Fax Number _____
CELL/ ALTERNATIVE #

E-mail Address _____

4. Date you wish take the exam ____/____/____ (chapter sponsored exam)

5. Location _____ (chapter sponsored exam)
CITY STATE (PROVIDENCE) COUNTRY

6. Please check here if you would like to take the exam via computer based (Spanish currently not available)

Note: By submitting your application by the 12- working day deadline, does not guarantee you will be enrolled. Enrollment is based on experience and availability.

7. Language request English Spanish

8. Some Certified Arborists do not wish their names to be distributed to the public or to other interested parties (vendors, potential employers, etc.). If you do **NOT** wish to have your name included in Certified Arborists lists for distribution, please indicate here.

9A. Member if ISA Yes No I.D. # _____

9B. Member if ISA Chapter Yes No Chapter _____

10. Special accommodations must be approved by certification staff.

11. Educational Experience (must be related to arboriculture)

Jr. College/ University _____

Address _____
CITY STATE (PROVIDENCE) POSTAL CODE

Type of Degree _____ Major _____

Date of Enrollment _____
FROM MONTH YEAR FROM MONTH YEAR TOTAL TIME

12. **Practical Experience** (this information is required for application approval)

Current or Most Recent Employer (Company) _____

Your position _____

Contact Person _____ Phone Number _____

His/ Her Title _____

Company Address _____
NUMBER AND STREET

CITY STATE (PROVIDENCE) POSTAL CODE

Date of Employment _____
FROM MONTH YEAR FROM MONTH YEAR TOTAL TIME

Responsibilities of your position (this information is required for application approval)

Previous Employer (Company) _____

Your position _____

Contact Person _____ Phone Number _____

His/ Her Title _____

Company Address _____
NUMBER AND STREET

CITY STATE (PROVIDENCE) POSTAL CODE

Date of Employment _____
FROM MONTH YEAR FROM MONTH YEAR TOTAL TIME

Responsibilities of your position (this information is required for application approval)

Previous Employer (Company) _____

Your position _____

Contact Person _____ Phone Number _____

His/ Her Title _____

Company Address _____
NUMBER AND STREET

CITY STATE (PROVIDENCE) POSTAL CODE

Date of Employment _____
FROM MONTH YEAR FROM MONTH YEAR TOTAL TIME

Responsibilities of your position (this information is required for application approval)

If there is not enough space to list the required 3 years experience with your current and previous employers, please attach an additional sheet.

13. **Fees**

- \$150.00 USD – ISA and chapter member (Must be BOTH a member of ISA and a chapter)
 - \$250.00 USD– ISA member only, chapter member only, or nonmember
 - \$100.00 USD– Administrative fee for Computer Based testing (Required for computer based testing only)
- \$ _____ Total amount (fees) being paid

“Prices subject to change without notice.”

Make check payable in U.S. funds to the INTERNATIONAL SOCIETY OF ARBORICULTURE

If paying by VISA MasterCard AmEx

Name of Card Holder _____

Billing Address of Card Holder

NUMBER AND STREET

CITY

STATE (PROVIDENCE)

POSTAL CODE

Phone Number _____

Card Number _____ Exp. Date _____

Only applications with Visa/ Mastercard/ AmEx may be faxed.

My employer is paying for my certification exam fees Yes No

If yes, my employer has reviewed my application and verifies all information given is correct.

Employer Signature (if applicable) _____

I have completed both sides of the application:

Signature _____ Date _____

International Society of Arboriculture
 Post Office Box 3129
 Champaign, IL 61826-3129
 phone (217) 355-9411
 fax (217) 355-9516
cert@isa-arbor.com
www.isa-arbor.com



MEMBERSHIP APPLICATION

The ISA membership mailing list will be made available to chapter and professional affiliations. Other "green" nonprofits and educational institutions may also request access to this list for a fee. May we include your name on this list? Yes No **G**

Dues are for calendar year (January 1 through December 31) and not pro-rated for any portion thereof. Memberships are non-transferable and non-refundable.

Name (please print) _____ Title _____

Company _____

Street Address _____ Home Business

City _____ State/Province _____

Country _____ Postal/Zip Code _____

Daytime Phone _____ Fax _____

E-mail _____

Who is your employer:

Name _____ City _____ State/Province _____

Street _____

Please check this box if you want a printed version of the Membership Directory.

Are you a(n) ...? (Check one)

- | | | |
|--|---|---|
| <input type="checkbox"/> Consultant | <input type="checkbox"/> Horticulturist | <input type="checkbox"/> Professor/Teacher/Advisor |
| <input type="checkbox"/> Crew Leader | <input type="checkbox"/> Inspector | <input type="checkbox"/> Researcher/Scientist |
| <input type="checkbox"/> Designer/Planner | <input type="checkbox"/> Landscape/Architect | <input type="checkbox"/> Superintendent |
| <input type="checkbox"/> Director/Vice President | <input type="checkbox"/> Marketing/Sales Representative | <input type="checkbox"/> Supervisor of 1 crew |
| <input type="checkbox"/> Extension Agent | <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Supervisor of multiple crews |
| <input type="checkbox"/> Foreman | <input type="checkbox"/> Owner/President | <input type="checkbox"/> Trainer |
| <input type="checkbox"/> Groundworker | <input type="checkbox"/> Professional/Licensed Arborist | <input type="checkbox"/> Tree Worker/Climber |

Signature _____

MEMBER CLASSIFICATION (Check one):

PROFESSIONAL:

Individuals\$125 _____

To receive print subscriptions of **ARBORIST NEWS** and **ARBORICULTURE & URBAN FORESTRY** add\$25 _____

SENIOR:

Retired and 10 years of ISA membership...\$45 _____

Student membership is available. Contact ISA at membership@isa-arbor.com or (888) 472-8733.

OPTIONAL DUES

CHAPTER DUES

(optional; see below)..... _____

PROFESSIONAL AFFILIATION

(optional; see below)..... _____

TOTAL ENCLOSED in US Dollars

ISA will forward Chapter and Professional Affiliation dues to the appropriate institutions.

Save \$\$\$—apply on-line!

For Credit Card Payment: Complete information below and fax form to (217) 239-5721: Name on Card _____

Visa Mastercard AMEX Card Number _____ Exp. Date _____

CC Billing Address: Street _____ City _____ State/Province _____ Postal/Zip Code _____

For Checks: Send completed form with your check (U.S. funds drawn on U.S. bank) to: **ISA, PO Box 3129, Champaign, IL 61826-3129.**

REGIONAL CHAPTERS (Check all that apply. Enter total on "CHAPTER DUES" line above.) PRICES SUBJECT TO CHANGE WITHOUT NOTICE.

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Austria.....\$45 | <input type="checkbox"/> Kentucky\$35 | <input type="checkbox"/> Ohio\$40 | <input type="checkbox"/> Sweden\$78 |
| <input type="checkbox"/> Atlantic.....\$45
<i>(NB, NF, NS, PE-Canada)</i> | <input type="checkbox"/> Michigan\$75 | <input type="checkbox"/> Ontario\$110 | <input type="checkbox"/> Texas*.....\$40 |
| <input type="checkbox"/> Australia.....\$95 | <input type="checkbox"/> Mid-Atlantic+\$50
<i>(DC, MD, VA, WV)</i> | <input type="checkbox"/> Pacific Northwest+\$50
<i>(AK, BC, ID, OR, WA)</i> | <input type="checkbox"/> United Kingdom\$139 |
| <input type="checkbox"/> Brazil.....\$32 | <input type="checkbox"/> Midwestern\$30
<i>(IA, KS, MO, NE, ND, OK, SD)</i> | <input type="checkbox"/> Pennsylvania-Delaware ...\$45 | <input type="checkbox"/> Utah\$40 |
| <input type="checkbox"/> Czech Republic.....\$33 | <input type="checkbox"/> Minnesota\$40 | <input type="checkbox"/> Prairie\$75
<i>(AB, MB, SK-Canada)</i> | <input type="checkbox"/> Western+\$40
<i>(AZ, CA, HI, NV)</i> |
| <input type="checkbox"/> Denmark\$81 | <input type="checkbox"/> New England\$35
<i>(CT, ME, MA, NH, RI, VT)</i> | <input type="checkbox"/> Quebec\$120 | <input type="checkbox"/> Wisconsin\$40 |
| <input type="checkbox"/> Dutch\$50 | <input type="checkbox"/> New Jersey.....\$35 | <input type="checkbox"/> Rocky Mountain\$52
<i>(CO, MT, NM, WY)</i> | +Add \$10 for Chapter-only memberships. |
| <input type="checkbox"/> Florida\$30 | <input type="checkbox"/> New York.....\$65 | <input type="checkbox"/> Southern\$30
<i>(AL, AR, GA, LA, MS, NC, PR, SC, TN, VI)</i> | Non-US Chapter dues are quoted in approximate US Dollars. |
| <input type="checkbox"/> Germany\$85 | <input type="checkbox"/> New Zealand.....\$110 | <input type="checkbox"/> Spain.....\$85 | |
| <input type="checkbox"/> Illinois\$45 | <input type="checkbox"/> Norway.....\$69 | | |
| <input type="checkbox"/> Indiana\$40 | | | |
| <input type="checkbox"/> Italy\$97 | | | |

PROFESSIONAL AFFILIATIONS (Check all that apply. Enter total on "PROFESSIONAL AFFILIATION" line above.)

- Utility Arborist Association \$25 Society of Commercial Arboriculture \$35 Arboricultural Research and Education Academy \$25
- Society of Municipal Arborists (Check all that apply from below.)
- Professional \$75 Corporate \$140 (Additional Corp \$25 ea.) Library \$60 Senior \$40 Student \$40

Fax completed form to **217-239-5721**. FOR MORE INFORMATION www.isa-arbor.com or **217-355-9411**

Applicant Ethics Representations and Agreements

(You must respond to each question)

- | | | | |
|----|---|------------------------------|-----------------------------|
| 1. | I agree to act, and conduct my arboriculture services and activities, in accordance with the current ISA Certified Arborist <u>Code of Ethics</u> , ISA <u>Ethics Case Procedures</u> , and other applicable ISA Certification Program policies, and as they may be amended or revised. | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2. | I have not been, nor am I currently, the subject of any charge, complaint, or conviction related to a criminal or quasi-criminal matter. | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 3. | I have not been, nor am I currently, the subject of any formal complaint or charge by a government or other regulatory body, professional association, or certifying body. | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4. | I have not been found in violation of any law, regulation, or policy by a government or other regulatory body, professional association, or certifying body. | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 5. | I have not been, nor am I currently, the subject of any other court or governmental matter or proceeding, related to my professional practice, or business activities. | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 6. | I understand that any intentional or unintentional failure to provide timely, accurate, and complete responses to this Application may result in sanctions by the ISA Certification Program. | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

(NOTE: IF YOU ANSWERED “NO” TO ANY QUESTION(S) ABOVE, YOU MUST PROVIDE A COMPLETE, DETAILED EXPLANATION OF THE CIRCUMSTANCES RELATED TO YOUR “NO” RESPONSE, AND THE FINAL DISPOSITION AND/OR DECREE RELATED TO ANY MATTERS INCLUDED IN ITEMS 2, 3, 4, OR 5, ABOVE. PLACE THESE MATERIALS IN A SEALED ENVELOPE MARKED “ETHICS” AND STAPLE THE ENVELOPE TO YOUR APPLICATION. FAILURE TO INCLUDE THE REQUIRED INFORMATION MAY DELAY THE PROCESSING OF YOUR APPLICATION.)

Applicant Certification and Agreement/ Release Authorization

I acknowledge that I have read and understood all of the terms and conditions of ISA certification, as set forth in the ISA Certified Arborist Handbook and in Certification Program policies. By signing this document, I certify that the information provided in this Application is accurate and complete to the best of my knowledge.

I agree to provide the ISA Certification Program with written notice of any home or business address, telephone, or e-mail change within sixty (60) days of such change. I understand and agree that I am obligated to report to ISA, in writing, modifications to my application responses in a timely, accurate, and complete manner, and no later than sixty (60) days of my knowledge.

I agree that the ISA Certification Program has the right to contact any person or organization with respect to the review of this Application. I authorize the release of any information requested by ISA with respect to the review of this Application. I further agree that ISA has the right to notify pertinent organizations if this Application contains false information.

I understand that ISA certification is conditioned upon my fulfillment of all required certification and recertification requirements, including compliance with the ISA Certified Arborist Code of Ethics. I understand that the ISA Certification Program is separate and distinct from all other Society programs and services, and that certification does not create membership or other similar rights with ISA, including the right to use ISA trade/service marks or collective membership marks.

I understand that any certification granted by ISA does not represent licensure, registration, or other authorization to practice or to conduct business activities for a fee or otherwise. I agree to indemnify and hold ISA and its agents, employees, representatives, and successors, harmless against, and release them from, any and all claims, suits, complaints, losses, or liability (claims) (including attorney fees) arising out of, or related to: ISA certification; my use and/or display of ISA Certification Program credentials or designations, or references to the ISA Certification Program; my professional activities and services; or, my other business activities.

I understand that ISA certification is personal to me, and may not be transferred or assigned to any other individual, organization, or entity. With respect to my use and/or display of ISA certification marks in connection with professional business activities, I agree to comply with all applicable ISA policies, including ISA Certification Program Policy and Procedure Statement No. 0016.

I agree to report, within sixty (60) days of my knowledge, the following court, governmental, and professional organization matters related to me:

- Any charge, complaint, or conviction related to a criminal or quasi-criminal matter.
- Any formal complaint or charge by a government or other regulatory body, professional association, or certifying body.
- Any determination by a government or other regulatory body, professional association, or certifying body concerning violations of laws, regulations, or policies, including any sanctions, discipline, and/or corrective action issued by that body.
- Any other court or governmental matter or proceeding, related to professional practice or business activities.

Upon certification, I understand that professional biographical data is considered to be public information and will be made available in response to consumer inquiries. I further agree that, for research and statistical purposes only, data resulting from my participation in the ISA certification process may be used. I understand that all material becomes the property of ISA upon receipt and that neither originals nor photocopies will be returned to me.

In the event that my ISA certification is suspended or revoked, I agree to: comply with all directives or orders of the ISA Certification Board, ISA Ethics Review Committee, and/or ISA Certification Program, including the return of all ISA credentialing documents, in a timely manner and at my own expense; and, immediately stop all use of the ISA Certified Arborist certification mark, credential, or any other designation indicating an affiliation with ISA.

Signature of Applicant

Date

Printed Name of Applicant

ORIGINAL SIGNATURES ONLY - COPIES WILL NOT BE ACCEPTED

ISA CERTIFIED ARBORIST CODE OF ETHICS

The International Society of Arboriculture, Inc. (ISA) is a voluntary, non-profit, professional association. The ISA Certification Program certifies qualified practitioners in the field of arboriculture, who have met the professional knowledge standards established by the ISA Certification Board.

Regardless of any other professional affiliation, this ISA Certified Arborist Code of Ethics applies to those individuals seeking ISA Certified Arborist certification (candidates), and all individuals certified by the ISA as Certified Arborists (certificants). The Certified Arborist Code of Ethics establishes appropriate and enforceable professional conduct standards, and explains the minimal ethical behavior requirements for Certified Arborist certificants and candidates. The Certified Arborist Code of Ethics also serves as a professional resource for arborists, as well as for those served by Certified Arborist certificants and candidates, with respect to such standards and requirements.

I. Responsibilities to ISA, the profession and the public.

- A. Certified Arborist compliance with all organizational rules, policies and legal requirements. Certificants and candidates must:
1. Comply with all applicable laws, regulations, policies and ethical standards governing professional practice of arboriculture.
 2. Comply with all accepted professional standards related to arboriculture practice, including national practice standards and policies.
 3. Provide accurate, complete, and truthful representations concerning all certification and recertification information.
 4. Maintain the security of ISA examination information and materials, including the prevention of unauthorized disclosures of test information.
 5. Cooperate with ISA concerning ethics matters and the collection of information related to an ethics matter.
 6. Report apparent violations of the Code of Ethics by a certificant or candidate upon a reasonable and clear factual basis.
 7. Refrain from behavior or conduct that is clearly in violation of professional, ethical, or legal standards.

II. Responsibilities to clients, employers, employees, and the public.

A. Certified Arborist responsibilities concerning the performance of professional services. Certificants and candidates must:

1. Deliver safe and competent services with objective and independent professional judgment in decision-making.
2. Recognize the limitations of their professional ability and provide services only when qualified. The certificant/candidate is responsible for determining the limits of his/her own professional abilities based on qualifications, education, knowledge, skills, practice experience, and other relevant considerations.
3. Make a reasonable effort to provide appropriate professional referrals when unable to provide competent professional assistance.
4. Maintain and respect the confidentiality of sensitive information obtained in the course of professional activities unless: the information is reasonably understood to pertain to unlawful activity; a court or governmental agency lawfully directs the release of the information; the client or the employer expressly authorizes the release of specific information; or, the failure to release such information would likely result in death or serious physical harm to employees and/or the public.
5. Properly use professional credentials, and provide truthful and accurate representations concerning education, experience, competency and the performance of services.
6. Provide truthful and accurate representations to the public in advertising, public statements, and other representations, and in the preparation of estimates concerning costs, services and expected results.
7. Recognize and respect the intellectual property rights of others and act in an accurate, complete, and truthful manner, including activities related to professional work and research.

B. Certified Arborist responsibilities concerning conflicts of interest and appearances of impropriety. Certificants and candidates must:

1. Disclose to clients or employers significant circumstances that could be construed as a potential or real conflict of interest or an appearance of impropriety.
2. Avoid conduct that could cause a conflict of interest with a client, employer, employee, or the public.
3. Assure that a conflict of interest does not compromise legitimate interests of a client, employer, employee, or the public and does not influence or interfere with professional judgments.
4. Refrain from offering or accepting significant payments, gifts or other forms of compensation or benefits in order to secure work or that are intended to influence professional judgment.

C. Certified Arborist responsibilities concerning public health and safety. Certificants and candidates must:

1. Follow appropriate health and safety procedures, in the course of performing professional activities, to protect clients, employers, employees, and the public from conditions where injury and/or other harm are reasonably foreseeable.
2. Inform appropriate government representatives or agencies when aware of an activity or circumstance that may cause an unsafe condition or violate legal requirements.

International Society of Arboriculture (ISA) Certification Program

ISA Ethics Case Procedures

INTRODUCTION.

The ISA Certification Board develops and promotes high ethical standards for the Certified Arborist and Board Certified Master Arborist (BCMA) Programs, and requires that all certificants meet these standards. The following disciplinary procedures are the only rules for processing possible violations of these ethical standards, and are applicable to certificants, as well as those who are seeking certification from the ISA Certification Board. Certificants and candidates seeking certification or recertification agree that: these procedures are a fair process for resolving all ethics matters; they will be bound by decisions made pursuant to these procedures; these procedures are governed by the principles of the law of the State of Illinois; and these procedures do not constitute a contract between the ISA and the candidate or certificant.

A. GENERAL PROVISIONS.

- 1. Nature of the Process.** The ISA Certification Program has the only authority to end any ethics matter, regardless of circumstances. By applying for certification or recertification, candidates and certificants agree that they will not challenge the authority of the ISA Certification Program to apply the Code of Ethics, the Ethics Case Procedures, or other applicable policies to resolve ethics matters. These Ethics Case Procedures are not formal legal proceedings, so many legal rules and practices are not observed, and the Procedures are designed to operate without the assistance of attorneys. Any party, of course, may be represented by an attorney with respect to an ethics matter. If a party has retained an attorney, that attorney may be directed to communicate with the ISA Certification Program solely through the ISA Certification Legal Counsel. The parties are encouraged to communicate directly with the Certification Program. The ISA Certification Program may use the services of ISA Certification Legal Counsel without limitation.
- 2. Participants.** Ethics cases may be decided by the ISA Ethics Review Committee (ERC or Ethics Committee), the ISA Certification Board, and/or any other authorized designee. A certificant or candidate who is the subject of an ethics complaint or investigation will be the respondent. The person(s) initiating an ethics complaint will be the complainant(s).
- 3. Time Requirements.** The ISA Certification Program will make every effort to follow the time requirements noted in this document. However, the Program's failure to meet a time requirement will not prohibit the final resolution of any ethics matter. Complainants and respondents are required to comply with all time requirements specified in these procedures. Time extensions or postponements may be granted by the ISA Director of Certification if a timely written request explains a reasonable cause.
- 4. Litigation/Other Proceedings.** The ISA Certification Program may accept and resolve ethics complaints when civil or criminal litigation or other proceedings related to the complaint have been, or are presently, before a court, regulatory agency, or professional body. The ISA Certification Program may also continue or delay the resolution of any ethics complaints in such cases.

5. Improper Disclosure. The Ethics Review Committee may issue any appropriate directive(s) where a candidate or certificant provides a misleading disclosure, or fails to disclose requested information, related to certification or recertification or to an ethics complaint, disciplinary proceeding, or similar matter. Where a discipline, order, or other directive is issued by the ERC under this Section, the candidate or certificant involved may seek review and appeal pursuant to these procedures.

6. Time Limitations Concerning Complaints. The Ethics Review Committee may consider any ethics complaint, regardless of: whether the respondent held a Certified Arborist or BCMA credential at the time of the alleged violation; when the alleged violation occurred; or, whether the respondent continues to hold or seek a Certified Arborist or BCMA credential during the course of any ethics case.

7. Confidentiality. In order to protect the privacy of the parties involved in an ethics case, all material prepared by, or submitted to, the Ethics Review Committee will be confidential, unless otherwise authorized by these procedures. The identities of all members of the Ethics Committee shall remain confidential and will not be released without the specific authorization of each member. Among other information, the ERC will not consider the following materials to be confidential: materials which are disclosed as the result of a legal requirement; upon the written request of a candidate or certificant, any certification information which he/she would like made available to other credentialing or professional organizations, or similar bodies; and, all final published rulings of the Ethics Committee or the Certification Board.

Until an ethics case has been closed or finalized pursuant to Section H, all parties and participants must maintain the confidentiality of all information related to the ethics case, including its existence, consistent with these rules. If any party discloses information related to the ethics case contrary to these rules, the Ethics Review Committee and/or the Certification Board may terminate the ethics complaint if such disclosure is by the complainant; or, may impose any sanction included within these rules if such disclosure is by the respondent.

8. Failure to Cooperate. If any party refuses to fully cooperate with the Certification Program concerning matters arising under these procedures without good and sufficient cause, the ERC may: terminate the ethics complaint of an uncooperative complainant; or, impose any sanction included within these rules if a respondent is uncooperative. Where a discipline, order, or other directive is issued by the Ethics Committee under this Section, the candidate or certificant involved may seek review and appeal pursuant to these procedures.

9. Resignation from ISA Certification. Should a respondent attempt to relinquish ISA certification or withdraw an application during the course of any ethics case, the ERC reserves the right to continue the matter to a final and binding resolution according to these procedures.

B. SUBMISSION OF ETHICS COMPLAINTS/ACCEPTANCE OR REJECTION.

1. Ethics Review Committee (ERC) Complaint Review. Any person, group, organization, or in appropriate cases, the ISA Director of Certification, may initiate an ethics complaint. Each complainant must submit to the ERC a detailed written description of the factual allegations supporting the ethics complaint. The ERC will be responsible for the investigation and resolution of each ethics complaint. Upon receipt of a complaint, the Ethics Review Committee will determine whether sufficient detail is presented to constitute a formal Ethics Complaint and to permit the Committee to conduct an appropriate review.

2. Complaint Acceptance/Rejection Criteria. In order to determine if an ethics complaint is accepted or rejected, the ERC will consider whether: a proven complaint would constitute a violation of the Code of Ethics; the passage of time since the alleged violation requires that the complaint be rejected; relevant, reliable information or proof concerning the charge is available; the complainant is willing to provide testimony or other evidence concerning the complaint; and, the charge appears to be justified or insupportable, considering the proof available.

3. Ethics Complaint Acceptance. Upon a determination that an ethics complaint is appropriate, the ERC will issue a formal Ethics Complaint Notice identifying each Code of Ethics violation alleged and the supporting factual basis for each complaint. This Notice will be delivered to the respondent, and will be marked “Confidential.”

4. Ethics Complaint Response. Within thirty (30) days of the mailing date of an Ethics Complaint Notice, the respondent must submit a response to the ERC. The Ethics Complaint Response must include a full response to each complaint, a copy of each document relevant to the resolution of the Ethics Complaint, and any other information that the respondent believes will assist the ERC in considering the Ethics Complaint fairly.

5. Response Deficiencies. The ERC may require the respondent to supplement or expand a response.

6. Optional Reply to Ethics Complaint Response. The ERC will forward a copy of the Ethics Complaint Response to the complainant within approximately ten (10) days following the receipt of the Response. The complainant may submit a Reply to the respondent’s Ethics Complaint Response by letter or similar document within ten (10) days of the mailing date of the Response to the complainant. If submitted, this Reply must fully explain any objections that the complainant wishes to present to the ERC concerning the Ethics Complaint Response.

7. Optional Response to Complainant Reply. If an optional Reply to the Ethics Complaint Response is submitted by the complainant, the ERC will forward a copy of the Reply to the respondent within approximately ten (10) days following the receipt of the Reply. The respondent may submit a Response to the complainant’s Reply by letter or similar document within ten (10) days of the mailing date of the Reply to the respondent. If submitted, the Response must fully explain, and is limited to, any objections that the respondent wishes to present to the Ethics Committee concerning the complainant’s Reply to the Ethics Complaint Response.

8. Ethics Complaint Rejection. If the ERC determines that an allegation should not be a formal ethics complaint, the Committee will notify the complainant in writing of the rejection and its basis.

9. Appeal of Complaint Rejection Determination. Within thirty (30) days of the mailing of a complaint rejection letter, the complainant may appeal to the ISA Certification Board by stating in writing: the procedural errors possibly made by the ERC with respect to the charge rejection, if any; the specific provisions of the Code of Ethics believed violated; and, the specific information believed to support the acceptance of the complaint.

C. MEDIATION.

1. **Cases Appropriate for Mediation.** All Ethics Complaints will be reviewed by the ERC to determine whether the ethics matter is appropriate for resolution by mediation. The Ethics Committee will consider the seriousness of the allegations, the respondent's background, prior conduct, and any other pertinent material, and make a decision concerning the likelihood that the matter can be resolved fairly without formal disciplinary proceedings as described in these procedures. Ethics cases concerning charges issued by a regulatory agency or professional body, and those involving criminal litigation, are not appropriate for mediation.
2. **Mediation Determination.** Should the ERC determine that a particular ethics matter is appropriate for mediation, the Ethics Committee will attempt to resolve the dispute to a fair and just conclusion.
3. **Successful Mediation.** The ERC will prepare a report outlining the terms of the final mediated resolution of an ethics case, or will refer the case to the ISA Certification Board for review.
4. **Unsuccessful Mediation.** The ERC will notify the Certification Board in the case of mediation failure and process the ethics matter according to these procedures.

D. PRELIMINARY ACTIONS AND ORDERS.

1. **Voluntary Temporary Suspension of Certification.** At any time following the issuance of a formal Ethics Complaint, the respondent may be asked to agree to and sign a Voluntary Temporary Suspension Agreement stating that he/she will voluntarily and immediately cease from representing himself or herself as certified or otherwise endorsed by the ISA Certification Board and Program until further notice, in addition to any other directives issued by the ISA Certification Board or Ethics Committee.
2. **Involuntary Suspension of Certification.** If a respondent fails to agree to and sign a Voluntary Temporary Suspension Agreement, the ERC may issue an Order suspending the respondent's certification(s) until the final resolution of the Complaint. Suspension Orders are authorized when:
 - a. The respondent has been indicted for, similarly charged with, or convicted of any violation of criminal law under statute, law or rule;
 - b. The respondent is the subject of a formal complaint, similar charge, and/or investigation, or has been found in violation of any law, regulation or rule, by a professional regulatory body;
 - c. The respondent is the subject of a formal complaint, similar charge, and/or investigation concerning an ethics or disciplinary matter, or has been found in violation of an ethics code, by a professional association or credentialing body; or,
 - d. The respondent is the subject of litigation or a petition relating to his/her professional practice(s).
3. **Other Preliminary Orders.** The ERC or the Certification Board may require the respondent to do, or to refrain from doing, certain acts by preliminary and temporary order reasonably related to the

Complaint under consideration. The Ethics Committee or the Certification Board may discipline a respondent who fails to comply with a temporary or preliminary order. Preliminary and temporary orders are not subject to appeal.

E. ETHICS REVIEW COMMITTEE COMPLAINT HEARINGS.

1. Ethics Review Committee. The ISA Certification Board will appoint at least seven (7) certifiants in good standing to serve as the Ethics Review Committee to investigate and resolve each ethics complaint matter, including an ERC Chair and Vice Chair. The Ethics Review Committee will be composed of both Certified Arborists and Board Certified Master Arborists (BCMAs). Three (3) disinterested members of the ERC will be assigned to each case, and will conduct an informal Ethics Complaint Hearing designed to collect and weigh all of the available information and proof, and will have full authority to convene, preside over, continue, decide, and conclude an ethics hearing.

2. Hearing Schedule, Notice, and Attendance. The hearing date, time, and location for each ethics case will be scheduled by the ERC in consultation with the parties, and both parties will be notified in writing. Each party may attend the hearing in person, or via telephone conference where all participants will be able to hear each other.

3. Participation of Legal Representatives. Should the ISA Certification Legal Counsel be present at an Ethics Complaint Hearing, Legal Counsel shall have the privilege of the floor and may conduct the hearing with the ERC. Legal or other representatives of the parties do not have such privilege and are bound by the determinations and rulings of the Ethics Review Committee and ISA Certification Legal Counsel. No formal legal rules of evidence, cross-examination, oath, and other procedures will apply to hearings. The candidate or certificant, or a legal representative, will be permitted to ask questions of witnesses at the discretion of the ERC. Objections relating to relevance of information and other procedural issues will be decided by the ERC and these decisions are not subject to appeal.

4. Record of the Hearing. A taped, written or other record of the hearing will be made by the ERC, another Certification Program representative, or a stenographer/recorder, as determined by the Ethics Review Committee.

5. Hearing Expenses. Parties will be responsible for their expenses associated with the case. The ISA Certification Program will bear other general costs of conducting the hearing, including costs associated with the activities of ISA Certification Program representatives.

6. Closing of the Hearing Record. Any ethics hearing may proceed to a conclusion and decision whether or not the parties are present based on the appropriate written record, as determined by the ERC. The ERC will review the hearing record, as well as any submissions presented by the parties and other relevant information, and thereafter, will determine the outcome of the ethics matter by majority vote in a closed session. The hearing record will be closed following the conclusion of the hearing, unless otherwise directed by ERC.

7. Ethics Review Committee Decision and Order. A Decision and Order will be prepared by the ERC after the closing of the record, which will include: a summary of the case, including the positions of the parties; a summary of all relevant factual findings based on the record of the hearing; a final ruling on each Code of Ethics violation charged; and, a statement of any disciplinary action(s) and other directives issued by the Committee. Copies of the ERC Decision and Order shall be sent to the parties. The parties will also be notified that the final decision may be published consistent with the requirements of these procedures.

8. Disciplinary Actions Available. When a respondent has been found to have violated one or more provisions of the Code of Ethics, the Ethics Review Committee may issue and order one or more of the following disciplinary or remedial actions:

- a. The denial and rejection of any certification or recertification application;
- b. Specific training, supervision, and/or instruction concerning his or her professional activities;
- c. Private reprimand and censure, including any conditions or directives;
- d. Public reprimand and censure, including any conditions or directives;
- e. Certification probation for any period up to three (3) years, including any conditions or directives;
- f. Suspension of certification for a period of no less than six (6) months and no more than two (2) years, including any conditions or directives; and,
- g. Revocation of certification, including any directives.

F. ISA CERTIFICATION BOARD/APPEAL.

- 1. Time Period for Submitting Appeal.** Within thirty (30) days of the mailing date of an adverse Ethics Review Committee Decision and Order, the respondent may submit a written appeal of all or a portion of the Decision and Order to the ISA Certification Board consistent with the requirements of these procedures.
- 2. Grounds for Appeal.** An adverse Ethics Review Committee Decision and Order may be reversed, or otherwise modified by the ISA Certification Board. However, the grounds for appeal of an adverse decision are strictly limited to the following:
 - a. New or Previously Undiscovered Information.** Following the closing of the hearing record, the respondent has located relevant proof that: was not previously in his/her possession; was not reasonably available prior to closure of the record; and, could have affected the ERC decision;
 - b. Contrary to the Information Presented.** The ERC decision is contrary to the most substantial information provided in the record;
 - c. Procedural Error.** The ERC misapplied a procedure contained in these rules and prejudiced the respondent; or,
 - d. Misapplication of the Ethics Code.** The ERC decision contains the misapplication of the provisions contained in the Code of Ethics and the misapplication prejudiced the respondent.

With respect to Subsections 2.c. and 2.d. above, the ISA Certification Board will consider only arguments that were presented to the ERC prior to the closing of the hearing record.

- 3. Contents of Appeal Letter.** The respondent must submit a letter or other written document to the ISA Certification Board and to the complainant which contains the following information and material: the ethics case name, docket number, and the date that the ERC decision was issued; a statement and complete explanation of the reasons for the appeal under Section F.2, including any reduction in discipline, or other modification of the decision issued by ERC; and, copies of any material supporting the appeal.
- 4. Appeal Deficiencies.** The ISA Certification Board may require respondent to clarify, supplement, or amend an appeal submission.

5. Appeal Rejection. If the ISA Certification Board determines that an appeal does not meet the appeal requirements or otherwise warrant further formal review, consistent with the requirements set forth in these procedures, the appeal will be rejected. The complainant and respondent will be notified of the rejection, as well as the reason(s) for the rejection, by letter within approximately twenty-one (21) days of the determination. Appeal rejection determinations are not subject to appeal.

6. Optional Reply to Appeal Letter. Within fifteen (15) days of the mailing date of a respondent's appeal, the complainant may submit to the Certification Board a Reply to the Appeal by letter or similar document. If submitted, this Reply must fully explain any objections that the complainant wishes to present to the ISA Certification Board concerning the appeal.

7. Optional Response to Complainant Reply. If an optional Reply to the Appeal is submitted by the complainant, the Certification Board will forward a copy of the Reply to the respondent within approximately ten (10) days following the receipt of the Reply. The respondent may submit a Response to the complainant's Reply by letter or similar document within ten (10) days of the mailing date of the Reply to the respondent. If submitted, the Response must fully explain, and is limited to, any objections that the respondent wishes to present to the Certification Board of Directors concerning the complainant's Reply to the Appeal.

G. ISA CERTIFICATION BOARD APPEAL HEARINGS.

1. ISA Certification Board. The Certification Board will appoint at least three (3) disinterested Certification Board Directors to serve as the Board to resolve each ethics appeal, including a Chair, who will preside over each Appeal Hearing. The Certification Board will have full authority to convene, preside over, continue, decide, and conclude an ethics appeal.

2. Appeal Hearings. Following receipt of a complete and proper written appeal, the ISA Certification Board will schedule a date on which to conduct an appeal hearing, and the parties will be notified of the date in writing. The Certification Board will review the hearing record, as well as any appeal submissions presented by the parties and other relevant information, and thereafter, will determine the outcome of the appeal by majority vote in a closed session.

3. Request to Appear Before the Certification Board. Either party may request the opportunity to appear before the ISA Certification Board in writing at least thirty (30) days prior to the date scheduled for the Appeal Hearing. In the event that a request to appear before the Certification Board is approved, the appearance may be limited in any manner. Denials of requests to appear before the Certification Board are not subject to appeal.

4. Certification Board Decision and Order. Following the conclusion of an Appeal Hearing, the Certification Board will issue an Appeal Decision and Order stating and explaining the outcome of the appeal, and including: a summary of any relevant portions of the ERC Decision and Order; a summary of any relevant procedural or factual findings made by the Certification Board; the Certification Board's ruling(s) and

decisions with respect to the matters under appeal; and, the Certification Board's final Order affirming, reversing, amending or otherwise modifying any portion of the ERC Decision and Order, including any final disciplinary action or sanction issued by the Board. Copies of the ISA Certification Board Decision and Order shall be sent to the parties. The parties will also be notified that the final decision may be published consistent with the requirements of these procedures.

H. FINALIZING ETHICS CASES.

1. Events Which Will Cause Closure of an Ethics Case. An ethics case will be closed when any of the following occur: the ethics case has been rejected pursuant to these procedures; a final decision has been issued by the Ethics Review Committee and/or the Certification Board pursuant to these procedures without appeal; or, an Ethics Complaint has been terminated or withdrawn by the complainant(s).

2. Events Which Will Cause an Ethics Case Decision and Order to Become Final. The Ethics Case Decision and Order issued by the Ethics Review Committee that is not appealed within the prescribed time requirements will be considered final. The Ethics Case Decision and Order issued by the Certification Board will be considered final.

3. Referral and Notification Action. The ISA Director of Certification may notify appropriate governmental, professional, or similar bodies of any disciplinary action taken against a respondent by sending a copy of the final Ethics Case Decision and Order issued by the Ethics Review Committee and/or the Certification Board, or by sending another appropriate notice. This notification may be done at any point after the time period for the respondent to appeal an adverse decision has elapsed. During the appeal period, the Director of Certification may respond to inquiries regarding the existence of ethics cases and indicate the existence of such proceedings.

4. Publication of Final Disciplinary Action. Following the lapse of any appeal rights and upon case closure, the ISA Director of Certification may release or publish a notification of a final Ethics Case Decision and Order following the issuance of an adverse Ethics Review Committee or Certification Board ruling. Any party or interested individual may request publication of any final decision, consistent with these procedures. However, the Ethics Review Committee or Certification Board may deny such requests, and such decisions cannot be appealed.

I. REVOCATION, SUSPENSION, AND PROBATION ORDERS/REAPPLICATION AND REINSTATEMENT PROCEDURES.

1. Revocation Orders/Reapplication Petition. Five (5) years after the issuance of a final revocation order issued under these procedures, a respondent may submit to the ISA Certification Board a Petition For Permission To Reapply For Certification, which will include: a statement of the relevant ethics case name, docket number, and the date that the final Ethics Decision and Order was issued; a statement of the reasons that support or justify the acceptance of the Reapplication Petition; and, copies of any relevant documentary or other material supporting the Petition.

2. Suspension Orders/Reinstatement Requests. After the expiration of a final suspension order issued under these procedures, a respondent may submit to the Certification Board a Request For Certification Reinstatement, which will include: a statement of the relevant ethics case name, docket number, and the date that the final Ethics Decision and Order was issued; a statement of the reasons that support or justify the acceptance of the Reinstatement Request; and, copies of any relevant documentary or other material supporting the Request.

3. Probation Orders/Reinstatement or Referral. Following the expiration of a final probation order under these procedures, the Certification Board will determine whether the respondent has satisfied the terms of the probation order, and will do the following: if the respondent has satisfied the terms of probation in full, the Certification Board will immediately verify that the probation has been completed and reinstate the individual to full certification status; or, if the respondent has not satisfied the terms of probation in full, the Certification Board will issue any appropriate action consistent with these Procedures.

4. ISA Certification Board Reapplication Petition and Reinstatement Request Decisions. Following the submission of a complete Reapplication Petition or Reinstatement Request, the Certification Board will schedule and conduct a hearing to review and rule on the Petition or Request. Each Petition or Request will be considered by a quorum of the Certification Board. During these deliberations, the Certification Board will review the information presented by the respondent and any other relevant information. The Certification Board will then determine the outcome of the appeal by majority vote in closed session. The Certification Board will prepare and issue a final Decision and Order indicating whether the Petition or Request is granted, denied, or continued to a later date, and if appropriate, any conditions of certification or recertification. Copies of the Certification Board Decision and Order will be sent to the parties. While no appeal of the Decision and Order is permitted, the respondent may submit a new Petition or Request pursuant to this Section, one (1) year or more after the issuance of the ISA Certification Board Decision and Order.

**International Society of Arboriculture
Certification Program
Policy and Procedure Statement**

Subject: Trademarks

Policy Statement No:0016

A. Mark Ownership/Policy Purposes.

The ISA Certification Mark and Credential Use Policy applies to all current and future certification marks and credentials (ISA Certification Marks), related to the ISA Certification Program, which are created, used, and owned by the International Society of Arboriculture, Inc. (ISA®).

Among others, the following ISA Certification Marks are owned and controlled by ISA:

- ISA Certified Arborist™
- ISA Utility Specialist®
- ISA Certified Arborist Municipal Specialist™
- ISA Certified Tree Worker Climber Specialist®
- ISA Board-Certified Master Arborist™
- ISA Certified Tree Worker Aerial Lift Specialist™

The use of the ISA Certification Marks is granted by the ISA Board of Directors and ISA Certification Board of Directors to qualified professional arborists, who satisfy all applicable ISA credentialing requirements. Consistent with applicable law and corporate policies, ISA must ensure that the ISA Certification Marks are used properly and correctly, as they represent ISA certification to the public.

ISA retains all trademark and other ownership rights concerning the ISA Certification Marks. ISA therefore reserves, and may use, the full range of legal remedies and certification-related sanctions available under applicable laws and corporate policies to protect these ISA Certification Marks. Infringement of any ISA Certification Marks will be challenged. Questions concerning the proper use of the ISA Certification Marks should be submitted to the ISA Executive Director or ISA Director of Certification in writing.

Each certificant credentialed by ISA accepts and assumes sole responsibility for understanding and satisfying all applicable governmental and legal requirements related to professional practice and activities, including those requirements which may apply to the use, display and/or advertising of these ISA Certification Marks. For example, the certificant is responsible for ensuring that the use of the ISA Certification Marks in professional and business related materials (e.g., stationery, signs, cards or advertisements) is not in conflict with the laws and regulations applicable to the jurisdiction in which that individual practices. ISA assumes no responsibility concerning the application of such governmental and legal requirements.

ISA shall not be liable or otherwise responsible for any claims, complaints, suits or damages whatsoever, relating to the use of the ISA Certification Marks, or in connection with the use of such marks.

Use of the ISA Certification Marks is subject to the terms and conditions of this Policy, and the ISA Logos Branding and Style Guide.

B. Persons Authorized to Use the ISA Certification Marks.

Use of the ISA Certification Marks is limited to those professional arborists who: have satisfied all applicable credentialing requirements established by the ISA Certification Board of Directors and Certification Program; have successfully completed the required ISA Certification Examination(s); have been granted the specific certification by ISA; and, remain in good standing.

C. Non-Assignability and Non-Transferability of the ISA Certification Marks.

Permission to use the ISA Certification Marks is limited and personal to the certified individual, and may not be transferred to, assigned to, or otherwise used by, any other individual, organization, business, or entity.

D. Appearance and Proper Use of the ISA Certification Marks.

Each certificant may use the ISA Certification Mark(s) representing his/her individual certification(s) in professional advertising and informational materials, including telephone directory listings or advertisements, business cards, letterhead, brochures, signs, stationary, packages, and other similar marketing materials, consistent with the following rules:

1. Proper Use. Each certificant must use the appropriate ISA Certification Mark(s) only in conjunction with his/her name and the services related to the certification granted by ISA. For example, the ISA Certification Mark(s) may appear immediately below the name of the certificant, but may not appear immediately adjacent to the name of the certificant's employer or business (organization). The mark(s) may not be positioned, displayed, or used: in a manner that may lead the public to believe that an organization or business is certified or otherwise endorsed by ISA; or, in any way that would create the appearance that the mark is being used as a title or degree.
2. Proper Appearance. The appropriate ISA Certification Mark(s) must be associated solely with the certificant, who is authorized to use the mark(s). The ISA Certification Mark(s) should always be used in their entirety, and must always appear with the appropriate subscript/superscript "®" or "™" trademark symbol.
3. Examples of Proper and Improper Mark Uses and Appearances. Proper and improper uses and appearances of the ISA Certification Marks are identified in the *ISA Logos Branding and Style Guide*, which is published on the ISA Internet website located at <http://www.isa-arbor.com/members/LogoGuide.aspx>, or is available by request through the ISA Certification Department at (217) 355-9411.
4. Other Use Requirements. The ISA Certification Marks must stand by themselves, and may not be combined with marks, designations, or logos related to other certifications, credentials, groups, or organizations. The ISA Certification Marks generally may be used in the same location as other affiliation marks or logos, but must remain separate and distinct so as to avoid confusion concerning the source of the certification, and to avoid the appearance that other marks, certifications, credentials, organizations, or services are associated with, or endorsed by, ISA.

E. Non-Interference with Use of the Marks by Other Certificants.

An ISA certificant may not prohibit, restrict, or otherwise limit the authorized and appropriate use of the ISA Certification Mark(s) by another certificant.

F. Violation Reporting Responsibilities.

An ISA certificant has the responsibility to report the unauthorized use, misuse, or other violation of this policy to ISA in a timely manner, including any circumstances where a certificant becomes aware of the use of the ISA Certification Marks by a third party individual, organization or company who is not certified, or of the improper use of the ISA Certification Marks by an ISA certificant.

G. Policy Violation Actions Concerning ISA Certificants and Candidates/Responses.

Following receipt of information that an inappropriate or unauthorized use of the ISA Certification Mark(s) by an ISA certificant or candidate may have occurred, ISA, in its sole discretion and in consultation with legal counsel, will determine if responsive action(s) will be taken. ISA certificants and candidates are required to cooperate fully in the review and resolution of such matters. ISA may take any of the following actions, or other appropriate measures, in its sole discretion.

1. The alleged inappropriate or unauthorized certification mark or credential use will be obtained and reviewed to determine whether a violation of the policy has occurred.
2. Upon determining that a policy violation may have occurred, correspondence may be issued by an authorized ISA representative to the ISA certificant or candidate involved, explaining, among other matters: the nature of the objectionable or unauthorized use; the relevant ISA policy and law; and, the requirement that the individual cease and desist from the objectionable or unauthorized use immediately and in the future.
3. Upon determining that a policy violation may have occurred, correspondence may be issued by an authorized ISA representative to the ISA certificant or candidate involved, requesting that the individual accept and sign an agreement to, among other terms: cease the existing objectionable or unauthorized use; abide by all terms of this policy and legal requirements in the future; and, provide corrected copies of all offending materials.
4. Where an ISA certificant or candidate, using any ISA Certification Mark in an objectionable or unauthorized manner, fails to respond to, or refuses to comply with, ISA requirements to cease and desist from such use, ISA may initiate appropriate legal actions and/or organizational proceedings, as authorized by the policy.

H. Policy Violation Disciplinary Measures Concerning ISA Certificants.

Following notice and a fair opportunity to respond, an ISA certificant or candidate who acts contrary to the terms of this policy or applicable law, may be sanctioned by ISA. Such sanctions may include:

1. Denial and rejection of the individual's certification application;
2. Private reprimand and censure, including appropriate conditions or directives;
3. Public reprimand and censure, including appropriate conditions or directives;
4. Probation for a given period of time, including appropriate conditions or directives;
5. Suspension of the certification for a given period of time, including appropriate conditions or directives;
6. Revocation of the certification, including appropriate directives; and,
7. Other measures that ISA deems appropriate.

In addition, cases of certification mark or credential misuse, infringement, or other similar matters may be referred to the ISA Board of Directors and/or Certification Board of Directors for review with respect to an individual's certification, or to appropriate agencies and other organizations.

I. Policy Violation Actions Concerning Third Parties.

Following receipt of information that an inappropriate or unauthorized use of the ISA Certification Mark(s) by a third party individual, organization, or company may have occurred, ISA, in its sole discretion and in consultation with legal counsel, will determine if responsive action(s) will be taken consistent with ISA policies and applicable federal and state laws.