

The *MFMA Accreditation Program* is intended to improve installer's competencies in the installation of MFMA maple sports flooring systems, and to provide architects, construction specifiers and end-users with information to make informed choices about the selection of qualified installers and installation companies. MFMA Mill Manufacturing members are in the process of qualifying installation companies and individual installers to meet the requirements of the *MFMA Accreditation Program*. **This program becomes effective on November 1, 2007.**



## GENERAL INFORMATION AND MFMA ACCREDITATION POLICIES

### BACKGROUND INFORMATION

The Maple Flooring Manufacturers Association (MFMA) is the authoritative source of technical and general information about maple flooring and related sports flooring systems. MFMA establishes product quality, performance and installation guidelines; educates end users about safety, performance and maintenance issues; and promotes the use of maple flooring products worldwide.

Accreditation is a voluntary process by which a non-governmental agency, such as MFMA, validates an individual's qualifications and knowledge in a specific area of professional practice based on a set of pre-determined standards. In the case of hardwood maple sports flooring accreditation, the Maple Flooring Manufacturers Association is validating your qualifications and knowledge as hardwood maple, beech and birch sports flooring installer.

MFMA and its members and agents disclaim any responsibility whatsoever for the performance of materials, design or workmanship of any flooring installation.

Eligible candidates become accredited by meeting eligibility requirements and by successfully completing an examination.

### MISSION STATEMENT

The purposes of Accreditation for hardwood maple sports flooring installers are:

- Assisting the general public in evaluating the experience and expertise of installers;
- Recognizing professional hardwood maple sports flooring installers who have met a designated level of experience and demonstrated a standard of knowledge.
- Providing a means of identifying professionals who have met a standard of achievement.
- Raising professional standards and improving the practice of hardwood maple sports flooring construction.

## ACCREDITATION POLICIES

### Administration of Exam

The MFMA Installer Accreditation will be offered at the MFMA Biennial Conference (currently every “even” numbered year) and at select locations throughout the calendar year. MFMA will release a schedule of dates and locations by January 31<sup>st</sup> of every year. Exam locations are subject to change and cancellation. Contact MFMA Headquarters for the current list of testing dates and locations.

## ACCREDITATION POLICIES Continued

### Exam Challenge

A candidate who fails to achieve a passing score may challenge any one or more items on the examination by sending a formal letter of challenge within thirty (30) days of the mailing date of the score report. The letter should include the candidate’s name, mailing address, work and home telephone numbers, and specific reason for the challenge. Your letter should be sent via certified mail, return receipt requested, to MFMA Headquarters, 1425 Tri State Parkway, Suite 110, Gurnee, IL 60031 USA.

An installation company may file a grievance if their employee or employees have attended and *successfully* completed the Mill Accreditation training but are refused the recommendation for Accredited Installer status from the participating mill. The MFMA Sport Floor Contractor’s Advisory Council will also review filed grievances if the installation company does not meet any of the criteria to qualify for MA (Mill Accreditation). The MFMA Sport Floor Contractor’s Advisory Council will make a recommendation to MFMA Headquarters on the installation company’s eligibility for Accredited Installer Training (AI). An exam challenge will be investigated first by the MFMA Sport Floor Contractor’s Advisory Council within forty-five (45) days of receipt of the challenge, the MFMA Sport Floor Contractor’s Advisory Council will issue a written response. If the candidate is not satisfied with that response, he or she may appear before the Board of Directors during its next regularly scheduled meeting to present the challenge. The candidate will assume responsibility for all costs incurred to attend this meeting as well as costs for processing the challenge, which may include but not limited to duplicating, telephone charges, postage, etc. The candidate may introduce evidence including books, articles, copies of statutes or other information substantiating his or her position. The Board of Directors will make a final decision regarding the challenge and will notify the candidate in writing, substantiating that decision, within fourteen (14) days following the hearing.

### Revocation of Accreditation

MFMA has the right to revoke any accreditation that it has issued in the event that the recipient engages in past or current conduct found to be not in compliance with the program’s procedures or professional standards. An individual or company whose accreditation is revoked may no longer claim to be accredited or use the accreditation designation. He or she must return his or her original certificate.

A review and appeal process is available for any individual whose certificate is pending revocation or has been revoked. Revocation of Accreditation does not constitute evidence that the practitioner acted wrongly or became incompetent. **Revocation of accreditation will be posted on the MFMA web site with an explanation of why accreditation was revoked for a period of 1 year.**

## **Revocation of Accreditation Continued**

MFMA Accreditation may be revoked for any of the following reasons or for any other reason which the MFMA Sport Floor Contractor's Advisory Council determines demonstrates that the individual does not meet the program's professional standards:

1. Falsification of the Accreditation or reaccreditation application.
2. Falsification of any information requested by MFMA.
3. Failure to maintain eligibility requirements. This includes allowing MFMA personnel to verify maintenance of eligibility requirements in the form of unannounced audits.
4. Failure to pay fees.
5. Misrepresentation of MFMA membership or Accreditation status.
6. Conviction of a felony.
7. Cheating on the examination.
8. If the installation company is found at fault (by improper installation or outside of project specifications) during a MFMA Complaint Inspection more than once during a 12 month period.
9. MFMA Accredited Installers will also lose their accreditation if they retire from the industry.

## **Review and Appeal**

A review process and an appeal procedure are available for candidates whose applications have been rejected or for those whose Accreditations have been revoked. This is a two-step process. First, a review will be conducted by the MFMA Sport Floor Contractor's Advisory Council with two weeks of the Notification of rejection or revocation. If the candidate is still dissatisfied after that review, an appeal hearing will be held by the MFMA Board of Directors. Within fourteen (14) days of the postmarked date of the notification letter informing the candidate of the denial of application or of impending revocation, a candidate may file a request for a review.

The letter requesting a review should include the name, mailing address and telephone numbers (work and home) of the candidate, a copy of the notification letter and the specific reason for the request for review. It should be sent via certified mail, return receipt requested, to MFMA Headquarters, 1425 Tri State Parkway, Suite 110, Gurnee, IL 60031 USA

A candidate requesting a review should expect a response to his or her request within forty-five (45) days.

It should be noted that while both the MFMA Sport Floor Contractor's Advisory Council and Board of Directors have the authority to modify or reverse decisions with regard to Accreditation or with regard to revocation of accreditation, their action will be based only on whether or not the decision made was reached in accordance with the policies and procedures of MFMA then in effect through a fair and impartial process.

The cost of a review or appeal will be borne by the individual requesting the review or appeal. This may include but not limited to photocopying, mailing, telephone charges and, in some cases, travel and accommodations for an appeal hearing.

## **Non-Discrimination**

MFMA does not discriminate on the basis of race, age, gender, sexual orientation, political or religious beliefs, disability or national origin.

## **Use of Logo**

***MFMA Accredited Installer*** is a personal designation, earned by an individual through years of work and hours of study. It does not apply to a company as a whole. Accredited individuals should insure that company brochures, stationery, etc., reflect the personal and individual nature of the designation. Printed materials should indicate clearly that the company employs or is owned by an accredited builder, not that the company itself is MFMA Accredited. Any time the designations “AI” or “MFMA-AI”, the words “MFMA Accredited” or “MFMA Accredited Installer”, or the accredited logo is used, they should be associated with the name of the accredited individual, except that companies may state that they have a "MFMA Accredited Installers" on staff.

***Mill Accredited Installation Company*** is a company designation, earned by an installation company principals or job foreman through training programs on the installation of that MFMA Manufacturer’s floor products and MFMA Standards that involve hours of study. It does not apply to an individual. Mill Accredited Installation Companies should insure that company brochures, stationery, etc., reflect the corporate nature of the designation. Printed materials should indicate clearly that the company has achieved Mill Accredited Installation Company status and that such status is not awarded by MFMA but MFMA Mill Manufacturing Members only. Any time the designation “MA” or the words “MFMA Mill Accredited” or “Mill Accredited”, or the mill accredited logo is used, they should be associated with the name of the accredited company only.

Use of the Accreditation logo shall at all times be in accordance with the rules and policies of the Association in effect from time to time.

## **Refund Policy**

MFMA Accreditation fees are non-transferable. If you register but fail to sit for a regularly scheduled examination, you may receive a refund, less the \$50.00 application processing fee, or you may reschedule your examination to any regularly scheduled administration within one calendar year. At the end of one calendar year, your fees will be refunded less the \$50.00 application-processing fee, and should you decide to apply for accreditation in the future, you will be required to submit a new application and fees. Refunds are not available to those who do not receive a passing score. However, persons who do not receive a passing score may retake the examination once within six months at no additional cost. Any candidate who does not successfully complete the process within six months must submit a new application and fees if they decide to re-apply for accreditation in the future. The accreditation process, including examination, may be repeated as often as necessary; however, a new application must be submitted each time as forms, policies and procedures are updated and changed. The appropriate fee must accompany an application each time it is submitted, except as noted above.

Fees and refund policies are subject to change without notice. Please call MFMA for the most current schedule of fees.

### **Confidentiality Policy/Publication or Release of Information**

MFMA respects the privacy of all applicants. All materials submitted with applications, any action taken on applications and information regarding individual performance on the examination will be held in confidence except as required by the process (i.e., review by Association staff, MFMA Sport Floor Contractor's Advisory Council and/or Board of Directors) or by law. MFMA, however, has an obligation to the public. Therefore, it responds to questions from employers, owners and others regarding whether or not an individual is accredited. Additionally, since publishing and releasing the names of accredited builders and/or successful candidates recognizes those individuals and encourages accreditation, MFMA reserves the right, without limitation, to release the names of accredited individuals or successful candidates. Application for accreditation through this program constitutes acknowledgment and acceptance of MFMA's policy with regard to publication and release of names.

### **Hardship Policy**

Any candidate who is unable to fulfill the necessary requirements for reaccreditation within 30 days of expiration due to circumstances of a serious nature and beyond the candidate's control may be granted a "90 day grace period" provided that the following provisions are met:

- Provide written documentation of the hardship;
- Explain in writing how the hardship has prevented the candidate from completing the reaccreditation process within the published timeframe;
- Pay a fee of \$10.00 with their application for a hardship extension.

A written request for hardship extension, with all required supporting documentation and payment, must be submitted within 30 days of expiration of accreditation in order for accredited status to continue pending action by the MFMA Sport Floor Contractor's Advisory Council. An application for hardship may be submitted within 30 days if it can be demonstrated that the hardship also prevented the applicant from filing the request for hardship extension prior to 30 days after expiration. In that case, accreditation will lapse as of the 31st day after expiration and the candidate should cease using the designation until the MFMA Sport Floor Contractor's Advisory Council acts on the request for extension. The MFMA Sport Floor Contractor's Advisory Council will review the request for hardship extension and provide a written response. If a hardship "grace period" is granted, the candidate will be required to meet all the published requirements, deadlines and fees for reaccreditation by examination within 90 days of expiration.