



## GENERAL INFORMATION AND MFMA ACCREDITATION POLICIES

The *MFMA Accreditation Program* is intended to improve installers 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.

### 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.

MFMA accreditation is a voluntary process by which the Maple Flooring Manufacturers Association uses a set of pre-determined standards to validate an individual's qualifications and knowledge as a hardwood maple, beech, and birch sports flooring installer. Eligible candidates become accredited by meeting eligibility requirements and by successfully completing an examination.

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

Additional information on the MFMA Accredited Mechanic program can be found on the MFMA website <https://www.maplefloor.org/en/accredited-mechanics-program/>.

### 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

#### Exam Challenge

A candidate who fails to achieve a passing score may contest any of the items on the examination by sending an email that outlines the specific reason(s) for the challenge to [mfma@maplefloor.org](mailto:mfma@maplefloor.org) within thirty (30) days of receiving the score report.

An installation company may file a grievance if any of their employees have attended and *successfully* completed Mill Accreditation training but are refused the recommendation for Mill Accreditation status from the participating mill. The MFMA Sport Floor Contractors' Advisory Council will also review filed grievances if the installation company does not meet the criteria to qualify for Mill Accreditation. The MFMA Sport Floor Contractors' Advisory Council will make a recommendation to MFMA Headquarters on the installation company's eligibility for Accredited Mechanic Training (AM). An exam challenge will be investigated first by the MFMA Sport Floor Contractors' Advisory Council, and a written response will be issued within forty-five (45) days of receipt of the challenge. 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. 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 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 website with an explanation of why accreditation was revoked for a period of one year.**

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

- Falsification of the Accreditation or reaccreditation application.
- Falsification of any information requested by MFMA.
- Failure to maintain eligibility requirements. This includes allowing MFMA personnel to verify maintenance of eligibility requirements in the form of unannounced audits.
- Failure to pay fees.
- Misrepresentation of MFMA membership or Accreditation status.
- Conviction of a felony.
- Cheating on the examination.
- If the individual is found at fault (by improper installation or not following project specifications) during an MFMA Complaint Inspection more than once during a 12-month period.
- Retiring 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 Accreditation has been revoked. This is a two-step process. First, a review will be conducted by the MFMA Sport Floor Contractors' 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. A candidate may file a request for a review within fourteen (14) days of the date of notification informing the candidate of the denial of application or of impending revocation. The review request should include the name of the individual, contact information, a copy of the notification letter and the specific reason for the request for review. 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 Contractors' 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 solely on whether or not the decision made was reached in accordance with the policies and procedures of MFMA through a fair and impartial process.

The cost of a review or appeal will be borne by the individual requesting the review or appeal.

#### 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 Mechanic** 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 ensure that company information reflects the individual nature of the designation. Printed materials should indicate clearly that the company employs or is owned by an accredited individual, not that the company itself is MFMA Accredited. Any time the designations "AM" or "MFMA - AM", the words "MFMA Accredited" or "MFMA Accredited Mechanic", or the accredited logo is used, they should be associated with the name of the accredited individual. Companies may state that they have "MFMA Accredited Mechanics" on staff.

**Mill Accredited Installation Company** is a company designation, earned by an installation company through training programs on MFMA standards and the installation of a particular MFMA Mill Manufacturer's products. The designation does not apply to an individual. Mill Accredited Installation Companies should ensure that company information reflects the corporate nature of the designation. Materials should indicate clearly that the company has achieved Mill Accredited Installation Company status and that such status is not awarded by MFMA but by 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

Refunds are not available to those who do not receive a passing score. An individual that does not receive a passing score may retake the examination again within six months at no additional cost. After a second failed attempt, the accreditation process, including the examination, may be repeated; however, a new application and fee must be submitted.

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 Contractors' 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 installation companies 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.

#### Request for Extension

Any candidate who is unable to fulfill the necessary requirements for reaccreditation within 30 days of expiration may be granted a 90-day grace period at the discretion of the MFMA.

A request for extension must be submitted within 30 days of expiration of accreditation in order for accredited status to continue pending action by the MFMA. Accreditation will lapse as of the 31st day after expiration and the candidate should cease using the designation until the MFMA acts on the request for extension. If a 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.