

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.**



## HANDBOOK – ACCREDITATION OR REACCREDITATION BY EXAM

This handbook has been published to help you through the examination process, whether you are taking the examination for initial accreditation or for reaccreditation. You can make the process easier by following these easy steps:

1. Read through the entire handbook and through the General Information and MFMA Accreditation Policies to become acquainted with the process.
2. Follow all instructions on the forms carefully. Type or print all information legibly. Complete all the requested information on all forms. If the request does not apply, please mark that page or line N/A for “Not Applicable.”
3. A completed application package includes:
  - A signed Application Form;
  - Payment Form with an attached check made payable to “MFMA” or a signed charge authorization for appropriate fees.

*Remember, an incomplete application will delay processing and may result in a reprocessing fee.*
4. Sign and date the application.
5. Submit the original of the application package, retaining a photocopy for your records.
6. Send the application and all supporting documentation via certified mail, return receipt requested.

If you have any questions or concerns, contact MFMA Headquarters at 888-480-9138 or by e-mail at [mfma@maplefloor.org](mailto:mfma@maplefloor.org).

Updated information, including fees, is available on the MFMA website at [www.maplefloor.org](http://www.maplefloor.org).

**Mail your completed application and payment to:**  
**MFMA**  
**1325 Tri State Parkway, Suite 110**  
**Gurnee, IL 60031 USA**

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## **ABOUT ACCREDITATION**

Accreditation is a voluntary process by which a non-governmental agency, such as Maple Flooring Manufacturers Association (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, MFMA is validating your qualifications and knowledge as a hardwood maple 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.

## **GENERAL INFORMATION**

This handbook contains information about initial accreditation and about reaccreditation by examination. You should keep it for reference until you receive your results. You also should read the General Information and MFMA Accreditation Policies for important information. General questions related to the process should be addressed to MFMA at its headquarters:  
1425 Tri State Parkway, Suite 110  
Gurnee, IL 60031 USA  
888-480-9138  
e-mail: [mfma@maplefloor.org](mailto:mfma@maplefloor.org)

## **ELIGIBILITY REQUIREMENTS**

Initial accreditation is open to installers currently or recently engaged in hardwood maple sports floor construction that have received a recommendation from MFMA Milling Manufacturer Members from whom they have received Mill Accreditation that includes training based on a MFMA-developed curriculum.

To qualify, individuals must meet the following criteria:

1. Individual Installers must be employees of an Installation Company that has gained Mill Accredited Installation Company (MA) status from a MFMA Mill.

It is not necessary to be a member of the MFMA to participate in the accreditation program. However, in recognition of the MFMA's financial underwriting of the program, members are allowed a discounted accreditation fee.

## **ACCREDITATION OR REACCREDITATION BY EXAMINATION**

The accreditation examinations are two-hour multiple choice test. Candidates may use a calculator. The examinations are designed to test a sample of content from the full range of knowledge and skills required in the installation of a hardwood maple sports floor and MFMA standards and recommendations.

### **What Material Is Covered on the Examination?**

The exam covers MFMA standards and recommendations that are relevant to the pre-installation, installation and post installation of a hardwood maple sports floor.

### **What Is the Examination Like?**

The examinations each consist of 60 multiple-choice questions. All examination items are written by MFMA staff.

Sample questions representative of those that may appear on the MFMA examinations are provided in Appendix A. The sample questions do not reflect the full range of content or levels of difficulty of questions appearing on the examinations.

### **Preparing for the Examination**

MFMA offers all of the study material free of charge to members. Non-members may receive one copy free of charge. Additional copies may be purchased from MFMA Headquarters. They include:

- MFMA Sourcebook
- MFMA – AIA CE articles (Wood Sports Floors: Minimizing Damaging Effects & Northern Hard Maple – The Multipurpose Surface)
- MFMA Position Statements
- MFMA Web Site
- MFMA Study Guide (Powerpoint Presentation)

These are the principal references for questions on the examination.

### **Test Sites**

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 or, by appointment, at MFMA offices located in Oakbrook Terrace, IL or a request may be made for MFMA staff to visit the applicant’s facility for testing purposes for a fee. MFMA will release a schedule of dates and locations by January 31st of every year. Exam locations are subject to change and cancellation. Contact MFMA Headquarters for the current list of testing dates and locations.

### **Requests for Special Accommodation**

Arrangements can be made for candidates requesting special accommodations. The candidate is responsible for making the request and for providing documentation of the need for a special accommodation in the form of a letter from a physician or a medical specialist knowledgeable of the candidate’s disability. The MFMA recognizes the definition of disability included in the Americans with Disabilities Act (ADA) and acknowledges the provisions of the Act.

## **Taking the Examination**

Each candidate should bring two No. 2 pencils. Candidates also may wish to bring coffee, sodas or snacks. No refreshments are provided.

The following regulations will be observed at each testing location to insure that all candidates take the examination under uniform conditions:

- Visitors are not permitted in the examination room.
- Proctors are instructed to answer questions about testing procedures only. They cannot respond to any inquiries regarding test content.
- For reasons of test security, no testing material, including scrap papers, notes or calculations, may be removed from the examination room at any time. If you need to make any calculations, please make them on your test booklet, which will be returned to the proctor at the conclusion of the exam. Any candidate who copies or removes or attempts to remove test materials from the test site will be prosecuted by MFMA to the full extent of the law.
- Any candidate determined by the proctor to be giving or receiving assistance of any kind during the examination will be required to turn in his or her test materials immediately and will be escorted from the examining room. The candidate's answer sheet will not be scored.

## **In Case of Emergency**

If you will be unable to sit for the examination for any reason, please notify MFMA as soon as possible before the exam. In the event of inclement weather or other emergency, please call MFMA headquarters or contact MFMA staff on site to determine whether or not the test will be given.

## **Examination Scoring**

MFMA examinations are hand scored by MFMA staff. To facilitate scoring, please complete your exam according to the instructions provided by the proctor at the test site. MFMA will mail examination results to you within three (3) weeks following the test administration. If you change your address between the time you apply and the date of the actual test, you should notify MFMA headquarters.

To receive “Accredited Installer” status, a score of 48 is required to pass.

**Fees**

The entire amount due in U.S. dollars must accompany the completed application. Applications accompanied by incorrect fees will not be processed and will be returned. There is a fee for returned checks. Please note that failure to pay fees is grounds for revocation of accreditation.

Make checks or money orders payable to:

**MFMA**

Both personal and employer checks are acceptable.

To avoid international collection fees and to keep costs down, payments made by check or money order must be made in U.S. funds on a U.S. bank. Checks from a foreign bank with “U.S. funds” written on them are not acceptable and will be returned.

To pay fees by charge (MasterCard or Visa), please complete the charge authorization on the payment form.

Current accreditation fees are:	<u>1-5 individuals</u>	<u>6 or more individuals*</u>
• MFMA MEMBERS	\$100.00	\$75.00
• NON-MFMA MEMBERS	\$300.00	

\* “6 or more individuals” applies only to 6 or more examinations at one testing location from one MFMA Mill Accredited Installation Company.

Incomplete applications will be returned to candidates for correction and resubmission. A reprocessing fee of \$20.00 will be imposed for all incomplete applications returned to candidates and resubmitted.

The examination fee for the MFMA accreditation program includes a \$50.00 application processing fee, which will not under any circumstances be refunded. Should your application be denied, you will receive a refund for the examination fee; however, the nonrefundable processing fee will be retained.

**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.

### **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 a 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.

### **Name and/or Address Change**

Please notify MFMA in writing of any changes in your name and/or address during the accreditation period. Failure to do so may mean you will not receive important information about changes in reaccreditation policies, deadlines, etc.

### **Inquiries**

If you have any questions concerning the procedures outlined in this handbook for MFMA Accreditation, please write or call:

**MFMA**  
**1325 Tri State Parkway, Suite 110**  
**Gurnee, IL 60031 USA**  
888-480-9138  
Email: mfma@maplefloor.org

### **Mailing**

Mail your completed application packet to:

**MFMA**  
**1325 Tri State Parkway, Suite 110**  
**Gurnee, IL 60031 USA**

NOTE: An incomplete application returned to a candidate for resubmission will incur a mandatory reprocessing fee. Make sure all required forms are completed in full.

### **REACCREDITATION**

Accreditation is granted for a period of two years. The accreditation period begins with the date accreditation or reaccreditation is granted and two years later; i.e. accreditation or reaccreditation granted as of 2/28/2007 is valid through 2/28/2009.

Candidates must reaccredit by taking the then current accreditation examination within 30 days of expiration of accredited status.

### **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 31<sup>st</sup> 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.

### **APPENDIX A – Sample Test Questions**

1. In a High School Basketball Court the outside dimension of the Free Throw lane is located how far from the inside dimension of the end line?
  - A. 18 feet
  - B. 19 feet
  - C. 19 feet 9 inches
  - D. 28 feet
2. What type of floor finish typically does NOT amber with age?
  - A. Water Based
  - B. Oil Based
  - C. Epoxy Ester Type
3. In a Channel and Clip floor system the anchor channels are installed using what?
  - A. Impact Wrench
  - B. Low velocity powder-actuated or pneumatic tools
  - C. Screwdriver
  - D. Slide Hammer

### **Answers to Sample Test Questions**

Question Number 1 – C (19 Feet)

Question Number 2 – A (Water Based Finish)

Question Number 3 – B (Low velocity powder-actuated or pneumatic tools)