



# Tree Worker Aerial Lift Specialist® Evaluator Manual

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# **1. Tree Worker Aerial Lift Specialist® Evaluator Training Curriculum**

# CERTIFIED TREE WORKER AERIAL LIFT SPECIALIST®

## Evaluator Training Curriculum

Tree Worker Aerial Lift Specialist® Evaluator training is a necessary and integral part of the success of the Certified Tree Worker Aerial Lift Specialist® program. Tree Worker Aerial Lift Specialist® Evaluators must receive training that will allow them to objectively assess the skills of tree workers, maintain the highest degree of safety during skills examinations, and uphold the high standards of ISA and its certification program.

Key points to remember:

1. Explanation of the skills examinations
  - The skills exam is designed to be completely objective
  - Applicants are expected to perform specific tasks that will be assessed as either satisfactory or unsatisfactory. There is no scaled grading
  - There will be strict safety rules and criteria enforced at all times
2. Anticipating the skill level of applicants
  - Applicants are required to have 18 months of experience in arboriculture
  - At least 6 months of experience in the operation of an aerial lift device within the overall 18 months
3. Discussion of “Conflict of Interest” issues
  - Evaluators must be as impartial and objective as possible
  - Where practical, evaluators with no company affiliation will be selected
  - Evaluators will not be permitted to evaluate their own employees
  - Evaluators must not wear company uniforms or logos
4. Techniques to maximize objectivity of the skills exam
  - Evaluators must understand the objectivity of the program, exam and evaluation form
  - Evaluators must be trained to evaluate on the demonstrations of skills and safety procedures, ignoring issues of appearance, past performance, affiliations, etc.
5. Drug awareness training, empowerment to refuse or halt exam
  - Evaluators will receive basic training in drug awareness
  - Evaluators must understand the importance of not allowing applicants to participate in the examination if they are deemed to be under the influence of drugs or alcohol.
6. Knowledge of CTW/ALS written materials, policies and procedures
  - Review of the applicant handbook
  - Detailed review of the evaluator manual
  - Review of the application form
7. Detailed explanation of the evaluation form
  - Review of the required tasks at each work station
  - Review of the scoring system
  - Explanation of exam staffing requirements
8. Administration of the knowledge and skills exam to evaluators wishing to become CTW/ALS’s

# **2. Tree Worker Aerial Lift Specialist® Evaluator Skills Test Manual**

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# Section 1: Introduction

## I. Purpose of the Program

To provide a uniform means to assess the basic knowledge and skills required to perform safe, effective scientifically based tree care.

## II. Objectives

- A. To provide employers with a method to assess the knowledge and skill level of an employee or potential employee;
- B. To present realistic goals as an incentive for individuals to continue their professional development;
- C. To promote safety among workers, and enhance the knowledge and improve the technical competency of personnel in the tree care industry; and,
- D. To provide a means of recognition for those individuals who have demonstrated their proficiency in required tree care skills by issuing a knowledge and skills certification to those tree workers satisfying the applicable standards.

## III. Statements of Objectivity

- A. The Certified Tree Worker Aerial Lift Specialist® professional skills test has been designed to objectively assess the basic Aerial Lift skills of each candidate without regard to job-related qualities, and without regard to factors that may lead to unlawful bias.
- B. The ISA Certification Program does not discriminate in determining eligibility on the basis of race, color, religion, sex, national origin, age, disability, or other characteristic protected by law.

## IV. Statements of Authority

- A. While the actual and physical administration of the ISA skills testing evaluation may be delegated to state and regional ISA Chapters in large part, consistent with appropriate certification policies, each Chapter serves only as the test sponsor or host of the testing evaluations.
- B. The ISA maintains the ultimate supervisory authority over the administration of all ISA skill testing evaluations.
- C. The ISA is the sole and final arbiter of all problems and disputes arising with respect to the content and administration of any ISA examination.

## **V. Special Accommodations**

- A. The Certified Tree Worker Aerial Lift Specialist® Skills Test is available to all otherwise qualified candidates, regardless of physical or mental limitations, consistent with the requirements of this section. Some individuals may require special accommodations to take the test. Where appropriate, arrangements will be made for special test accommodations.
- B. Candidates in need of special accommodations will submit a statement explaining their requirements with their application. This statement will include the following information:
  - 1. An explanation of the nature of any functional limitations as they apply to the requirements of the skills test;
  - 2. An explanation of the specific accommodation(s) requested; and,
  - 3. Written documentation from a health care professional, which includes both a diagnosis of the health condition and a recommendation and justification for the accommodation(s) requested.
- C. Accommodations will not be allowed which fundamentally alter the measurement of the skills or knowledge the test is intended to evaluate.
- D. Special accommodation will be provided by ISA at no additional charge to the candidate.

## **VI. Use of This Manual**

- A. This manual has been developed and provided to serve as a comprehensive reference that describes the rules and procedures for the administration, evaluation, and conduct of the Certified Tree Worker Aerial Lift Specialist® Skills Examination. It contains the policies to be applied to Approved Skills Test Evaluators and Approved Skills Testing Assistants responsible for testing administration and evaluation.
- B. The policies, procedures, and rules stated in this manual, as well as all other applicable ISA policies, are to be followed in their entirety and without exception by ISA Approved Skills Test Evaluators, ISA Approved Skills Testing Assistants, and candidates for ISA Certified Tree Worker Aerial Lift Specialist® certification(s) or recertification(s).
- C. These policies, procedures, and rules apply to and control all ISA skills testing administrations, including all Chapter skills test administrations.

# Section 2: Certified Tree Worker Aerial Lift Specialist® Skills Test Evaluation Team

## I. Approved Skills Test Evaluators

A. All ISA skills test evaluations will be conducted by approved evaluators selected by ISA Chapters and approved by the ISA Certification Board.

### B. Selection and Approval Criteria

1. Approved Skills Test Evaluators must have aerial lift experience; and,
2. A thorough knowledge of all applicable safety standards, aerial lift skills, demonstrated by the successful completion of an evaluator training program as required in Section 2.I.C, below.

Approval preference will be given to Skills Test Evaluators who also demonstrate the following:

1. A willingness to make the required commitment of time on an on-going basis; and,

### C. Required Evaluator Training Program

1. In order to receive the status and title of Approved Certified Tree Worker Aerial Lift Specialist® Skills Test Evaluator, all prospective skills test evaluators must successfully complete an evaluator training program in order to adequately demonstrate his/her knowledge of: the skills testing and rating standards and procedures; all applicable safety requirements; and,
2. Must sign an ISA Certification Program confidentiality agreement.

### D. Staffing Requirements

The Staffing Requirements for conducting an ISA Certified Tree Worker Aerial Lift Specialist® Skills Test are outlined in Section 3.III.

### E. Responsibilities of Approved Skills Test Evaluators

Each Approved Skills Test Evaluator assigned to a skills test administration is ultimately responsible for all on-site skills test security and preparation, including, but not limited to the following:

1. Site preparation;
2. Arrangements for special accommodations;
3. Receipt and return of skills test evaluation forms and all other skills test materials;
4. Maintenance of safety and security during the skills test administration;
5. Reports and records to be made, kept, and/or submitted in the ordinary course of a Skills Test Evaluator's duties;
6. Those activities specifically reserved to Skills Test Evaluators;
7. Compliance with all applicable ISA Certification Program policies, procedures, and rules.

F. The ISA Certification Program/ISA Chapter will designate one (1) Approved Skills Test Evaluator as the Lead Skills Test Evaluator for each test administration, who will ultimately be responsible for the following:

1. The conduct of the rest of the Skills Evaluation Team;
  2. The skills test materials, testing procedures, and the security of the skills test materials from the time of shipment receipt until the materials are shipped back to the ISA office;
  3. The maintenance of all personal information concerning skills test candidates in the strictest confidence; and,
  4. All other activities and duties of the Lead Skills Test Evaluator as described in the ISA Certified Tree Worker Aerial Lift Specialist® Skills Test Evaluator's Manual.
- G. Approved Skills Test Evaluators must acknowledge, sign, and abide by the ISA Test Confidentiality and Security Policy, and all rules and procedures set forth in the ISA Certified Tree Worker Aerial Lift Specialist® Skills Test Evaluator's Manual.

## **II. Approved Skills Testing Assistants**

### **A. Selection and Approval Criteria**

In order to be selected and approved as a Skills Testing Assistant, an individual must:

1. Demonstrate familiarity with the Certified Tree Worker Aerial Lift Specialist® Program skills test requirements, testing standards, and procedures.
2. Sign the ISA Certification Program Confidentiality Agreement.

### **B. Responsibilities of Skills Testing Assistants**

1. To assist and follow direction of the Approved Skills Test Evaluator(s).
2. Other responsibilities as established by the ISA Certification Program.

## **III. Approved Status Maintenance**

- A. All prospective Skills Test Evaluators and Skills Testing Assistants will be selected by the appropriate ISA Chapter test sponsor, and will satisfy all requirements and rules issued by the Certification Board and the Certified Tree Worker Aerial Lift Specialist® Program in order to receive approved status.

### **B. Approved Skills Test Evaluators**

In order to maintain approved status, Skills Test Evaluators must fulfill one of the following requirements:

1. Participation in at least one (1) Certified Tree Worker Aerial Lift Specialist® Skills Test administration in every two-year period, or,
2. Attendance at and completion of one Skills Test Evaluator workshop within the two-year period.
3. Lead evaluators must participate in at least one (1) Certified Tree Worker Aerial Lift Specialist® Skills Test administration per year.

## **IV. Suspension/Revocation of Approved Skills Test Evaluators and Skills Testing Assistants/Condition Approval**

- A. At any time that the ISA Certification Board finds sufficient reason or cause to support the

suspension or revocation of an Approved Skills Test Evaluator or Skills Testing Assistant, the ISA Certification Board will withdraw all approval of that individual, stop using the individual for testing purposes, and do the following:

1. Inform the Evaluator or Testing Assistant of such reasons or cause, and state the terms of the revocation;
  2. Conduct a review of the suspension or revocation matter, including any relevant and responsive information that the Evaluator or Testing Assistant wishes to submit concerning the matter; and,
  3. Approve the Evaluator or Testing Assistant for a specific term or skills test administration(s), or disapprove the Evaluator or Testing Assistant and continue the suspension or revocation of that individual from Approved Skills Test Evaluator or Testing Assistant status.
- B. In its sole discretion, the ISA Certification Board may impose conditions on the approval of an Evaluator or Testing Assistant.

# Section 3: Skills Test Administration Requirements

## I. Site Selection Requirements

A. Each skills testing site must include the following:

1. If possible, choose trees near hard surfaces to minimize applicants using tire tracks from previous candidates to aid in their set up and minimize soil compaction. See Section 3.II., below;
2. If possible, the staging location for trucks should be far enough away from the testing trees to limit visibility so that candidates cannot watch the person taking the aerial portion of the exam.
3. More than one tree is recommended for stations when possible.
4. Adequate parking;
5. Minimum vehicular and pedestrian traffic;
6. Adequate restroom facilities; and,
7. A designated staging area for registration and candidate query—holding area should be an adequate distance from the working tree.
8. Lead evaluator will receive a list of candidates with the size of their lifts in advance of the exam to assist in appropriate tree selection.
9. At least one station should demonstrate the operator's ability to smoothly maneuver through the tree. This can be done by requiring them to position the boom(s) or bucket next to, or against a limb or trunk so that they are able to reach the station flag or bell.
10. 2 types of boom maneuvers that should be incorporated when possible:
  - a. The boom is already extended and the operator swings/rotates boom between lateral limbs from outside to inside of canopy to reach station.
  - b. Operator extends lower and/or upper booms to move through tight branch unions/foliage.
11. Rope throw branch union must be above bell/flag of that designated work station.
12. Candidates from the same company may use the same truck but must follow all steps including truck inspection and set up.

B. The final selection is determined by the Lead Skills Test Evaluator.

## II. Tree Selection Criteria

A. Test Aerial Lift Tree

Each skills test aerial lift tree must include the following:

1. Adequate height and spread to allow assessment of the required aerial lift skills, as outlined in the skills test evaluation form;

2. One safe, branch union 6-8 feet from station marker and retrieving end.
3. Two designated work station at opposite sides of tree (different trees preferred) to demonstrate smooth aerial lift operation in and out of the tree.
4. One work station needs to allow space for the use of a 6-8 foot pole pruner to demonstrate contact with flag or bell.
5. The other work station needs to be within arm reach of aerial lift.

#### B. Truck Inspection Area

Each truck inspection area must include the following:

1. Sufficient distance from the candidate waiting area to prevent individuals from closely viewing other participants; and,
2. Meet guidelines above (site requirements) so truck can be parked in working conditions to proceed to the aerial lift skills exam.

C. The skills test working area and trees must be examined for metal contents, utility wires, biologic or other features or conditions which could generate a safety risk or hazard to evaluators, candidates, or observers. If such safety hazards are found and cannot be remedied, the tree(s) will not be used, and replacements will be identified and used.

D. The Lead Skills Test Evaluator will determine all final tree selections.

### III. Staffing Requirements and Guidelines

#### A. Skills Test Evaluation Team Composition

Each Certified Tree Worker/Aerial Lift Skills Test Evaluation Team will include the following:

1. Two (2) Approved Skills Test Evaluators for each skills test working area. One (1) Approved Skills Test Evaluator for the truck inspection. For small testing groups this individual can be one of the Approved Skills Test Evaluators for the aerial lift working tree. For testing groups of ten or more applicants, a minimum of three (3) Approved Skills Test Evaluators is required.
2. One (1) of the Approved Skills Test Evaluators will be designated by ISA or the test sponsor as the Lead Skills Test Evaluator.
3. An appropriate number of Approved Skills Testing Assistants to provide assistance to the Approved Skills Test Evaluators. (optional)
4. One Evaluator should be a Certified Tree Worker at the aerial lift skills tree.

#### B. Registration and Skills Test Administration Set-up

One additional Approved Skills Testing Assistant to assist with registration and setup (optional). This task can be performed by an Approved Skills Test Evaluator when testing small groups.

#### C. Minimum Emergency Staffing Guidelines

1. At least one (1) member of the Skills Test Evaluation Team is required to have current training in first aid and CPR.
2. At least one (1) member of the Skills Test Evaluation Team is required to have current training in aerial rescue techniques, and be physically capable of performing an aerial rescue.

#### **IV. Insurance and Indemnity**

- A. The testing site shall be named on the insurance form required by the ISA insurance policy. No test site can be used without the prior, express, written permission of the site owner or authorized representative, as indicated by a standard written agreement between the site owner or representative and an authorized representative of ISA. The agreement shall state the nature of the event and other appropriate terms.
  
- B. Local emergency numbers should be on hand.

# Section 4: Test Administration/Shipment, Receipt, and Return of Skills Test Materials

## I. Information to Be Provided to the ISA Certification Program

Among other tasks, the Lead Skills Test Evaluator will be responsible for providing the ISA Certification Program with the following in a timely manner:

- A. Confirmation of the test site including tree selections;
- B. Written agreement with the site owner or authorized representative;
- C. Notice of the date, time, and location of the skills test, no less than 30 working days prior to the skills test administration;
- D. A map and/or directions to the site;
- E. An accurate list of all Approved Skills Test Evaluators and Testing Assistants responsible for administering the test; and,
- F. The name, address, telephone number, and fax number of the Lead Skills Test Evaluator, who is responsible for receiving, returning, and maintaining the security of all skills test materials.

## II. Procedures for Shipment and Receipt of Skills Test Materials

- A. The ISA Certification Program will provide the Lead Skills Test Evaluator with the following materials in appropriate, counted, and verified numbers:
  - 1. Skills test evaluation forms;
  - 2. Instructions to candidates forms;
  - 3. Approved Skills Test Evaluator checklist forms;
  - 4. A list of candidates;
  - 5. Candidate registration/sign-in sheets;
  - 6. Irregularities Report forms;
  - 7. Skills Test Evaluation Team Confidentiality forms;
  - 8. Candidate release of liability forms; and
  - 9. Information and instructions regarding candidates with special accommodations, if applicable.
- B. Skills testing materials will be shipped to the Lead Skills Test Evaluator ten (10) working days prior to the exam via UPS delivery service.
- C. Upon receipt, the shipment will be opened only by the Lead Skills Test Evaluator or by the authorized individual shown on the shipping label. The Lead Skills Test Evaluator or other authorized individual will check to verify that he/she has received the appropriate materials. The individual will contact the ISA Certification office to confirm receipt and report any discrepancies.
- D. The Lead Skills Test Evaluator will secure the skills test materials in a locked facility at all times after the test.

- E. The Lead Skills Test Evaluator will strictly maintain the security of skills test materials, and will prohibit the copying or review of all test materials by unauthorized individuals.

### **III. Procedures for the Return of Skills Test Materials to the ISA Certification Program**

The Lead Skills Test Evaluator will be responsible for the following tasks related to the return of skills test materials:

- A. Packing all skills test materials to avoid all bending, folding, and mutilation, including the following:
  - 1. Completed, original skills test evaluation forms;
  - 2. Candidate registration/sign-in sheets;
  - 3. Signed instructions to candidates forms;
  - 4. Signed Skills Test Team Confidentiality Agreements;
  - 5. Irregularities report forms; and,
  - 6. All other original skills test materials that were received from the ISA Certification Program.
- B. Marking the package of materials “Confidential Materials Enclosed;”
- C. Shipping together all skills test materials via UPS which allows for tracking the package and which requires a signed receipt from the recipient; and,
- D. Returning all skills test materials to the Certification Program within 3 days following the skills test administration.

### **IV. ISA Certification Staff Procedures Upon Receipt of Skills Test Materials**

Upon receipt, the ISA Certification Program staff will be responsible for the following tasks related to the skills test materials:

- A. Inspecting and conducting an inventory of all skills test materials to confirm that all materials were returned properly and in their entirety; and,
- B. Logging in all evaluation forms and then locking them in a secure cabinet. Section 5: Preparation for the Skills Test Administration

# Section 5: Preparation for the Skills Test Administration

## I. Required Equipment

- A. Chapters will assemble a skills test kit for use by the Skills Test Evaluation Team at all aerial lift skills test administrations. This kit will include the following items:
1. Flagging tape and/or bells;
  2. Signs for “Workers Overhead,” “Certified Tree Worker Skills Test,” or similar;
  3. Knot rope and charts;
  4. Clipboards and pens/pencils;
  5. Branch union protection devices/materials;
  6. Hardhats for evaluators (without company logos);
  7. Cones/warning signs;
  8. First aid kit suitable for tree care operations;
  9. Copies of applicable safety standards;
  10. Timing device; and,
  11. Measurement device.
- B. The Evaluators will provide each skills testing site with a complete set of climbing gear and/or aerial lift for emergencies, including the following items:
1. 100 foot (33.3 yard) climbing rope;
  2. Approved saddle;
  3. Safety lanyard;
  4. 6 to 8 foot (1.8 to 2.4 meter) pole pruner;
  5. 0.5 inch (1.3 centimeter) rigging line fall arrest belt/harness;
  6. Safety glasses and hard hat;
  7. Energy absorbing lanyard **OR** lanyard with double locking snaps; and,
  8. Appropriate equipment necessary to perform an aerial rescue
  9. Either an Insulated Knuckle Boom or Telescopic Aerial Lift that is in compliance with all applicable standards including but not limited to DOT, OSHA and ANSI or CSA. Including the lift manual, DOT inspection document **OR** Exemption documentation, and current Annual Mechanics Inspection.
- Note: All of the above should be typical of, or equivalent to, that in common use in the jurisdiction and must be inspected and approved for use on the day of the test by the Lead Skills Test Evaluator.
- C. The Chapters will also provide each test site with a cellular phone or similar communication device for emergency use on site.

## II. Skills Test Evaluation Team Briefing

### A. General Team Responsibilities

Prior to the commencement of the skills test administration, the Lead Skills Test Evaluator will review with the members of the Skills Test Evaluation Team the following:

1. All skills test requirements and safety standards;

2. The proper use of the skills test evaluation form; and,
3. The specific responsibilities of each Skills Test Evaluator for the test administration, including emergency procedures.

#### B. Non-Subjective Judgment/Elimination of Bias

Prior to the commencement of the skills test administration, the Lead Skills Test Evaluator will also review with the members of the Skills Test Evaluation Team the following:

1. The conditions under which the skills test is conducted must be uniform for all candidates.
2. The candidates' instruction materials must clearly explain the skills testing procedures and evaluators' expectations.
3. The instructions given to all candidates must be uniform and consistent.
4. The skills test evaluation form, which is designed to evaluate candidate performance in a satisfactory/unsatisfactory format to eliminate the inherent subjectivity of judging on a scale.
5. All tasks within the skills test, which are clearly defined so that both candidates and evaluators will know what constitutes a satisfactory performance.

### III. Tree and Site Preparation

#### A. General Site Conditions

1. The site must be inspected, cleared of hazards, and prepared for the skills test.
2. An area must be set up for the knot-tying portion of the exam.
3. An area must be set up for registration and sign-in.

#### B. Setting Up the Skills Test Area for the Truck Inspection (Pre-work Area)

Among other tasks, the designated Approved Skills Test Evaluator is responsible for performing the following tasks:

1. Inspecting the tree and preparing for the skills test; and,
2. Assure the site and ground is operational for the parking of an aerial lift

#### C. Preconditions for Setting Up the Aerial Lift Skills Test

Among other tasks, the Lead Skills Test Evaluator (or designated Approved Skills Test Evaluator(s)) is responsible for performing the following tasks:

1. Securing the site around the test area with flagging tape;
2. Inspecting the tree and preparing it for the skills test;
3. Providing additional pruning, if deemed necessary, to facilitate the skills assessment; and,
4. Installing a flag and/or bell to mark first work stations at a point such that the candidate can reach the marker by hand with a smooth controlled use of the lift
5. Designating the second work station with a flag and/or bell at a point so operator can throw rope into branch union 6-8 feet from station marker and retrieve the working end
6. Designating the third work station with a flag and/or bell at a point such that a pole will be used to touch the target;

- D. The Skills Test Evaluation Team is responsible for assuring that the site is left in a condition similar to or better than how it was found.

## Section 6: Skills Test Administration Procedures

### A. General Safety Requirements

#### A. Applicable Safety Standards

1. Throughout the skills test, all candidates and the Skills Test Evaluation Team must comply with those safety standards as published by OSHA, CSA, and/or ANSI which apply in the jurisdiction where the skills test is being conducted.
2. All personal equipment will, at minimum, satisfy OSHA/ANSI standards or the equivalent in jurisdictions where these do not apply. The skills test is designed to simulate actual working conditions, and equipment used by climbers must provide adequate protection for use in working conditions.

#### B. Safety Equipment Requirements.

1. Among other requirements, all members of the Skills Test Evaluation Team wear hard hats during the skills testing process.

#### C. Burden of Proof/On-Site Final Judgment Decisions.

1. If there is any question regarding the strength rating of any piece of equipment, the candidate has the burden of providing specifications or other proof that the equipment meets applicable safety standards.
2. The Lead Skills Test Evaluator will make all final judgments concerning whether equipment is to be used in the test and may disqualify equipment at his/her sole discretion.

## II. Candidate Registration

- A. The designated member(s) of the Skill Test Evaluation Team will ensure proper candidate registration upon the arrival of each candidate.
- B. All candidates must check in with an appropriate and proper photo ID, e.g., driver's license, state ID, military ID, passport.

## III. Instructions and Explanations to Candidates

- A. Prior to the commencement of the skills test administration, the Lead Skills Test Evaluator must read the following statements of instruction to the entire group of candidates:

**“The purpose of this test is to judge your basic aerial lift operating skills. The entire process is designed to be fair, objective, and unbiased. The most important element throughout this skills test is safety. All equipment and procedures must conform to those safety standards prevalent in this jurisdiction. Each of you should have been provided with a manual that explains the testing process and requirements. Please ask one of the Skills Test Evaluators if you have any questions at this time.”**

- B. Skills Test Evaluators and Skills Testing Assistants are required to use the prompts indicated on the evaluation forms to inform the candidates of the expected tasks and to instruct them accordingly.
- C. Skills Test Evaluators and Skills Testing Assistants are permitted to answer questions or to use further prompts throughout the testing process. However, all prompts and answers to questions must be entirely consistent with this manual, the skills test evaluation form, and all applicable safety standards. In addition, each candidate must be given similar information and prompts.

#### **IV. Procedures for Maintaining Security During the Skills Test Administration**

Among other tasks, the Lead Skills Test Evaluator will be responsible for the following tasks:

- A. All candidates must provide a signature on the registration/sign-in sheet and the candidates' names should be clearly printed on the skills test evaluation forms that are distributed to the Skills Test Evaluation Team; and,
- B. Confirming receipt of each evaluation form by verifying and recording receipt of each form on the registration/sign-in sheet upon collection of evaluation forms at the end of the skills test.

#### **V. Skills Test Evaluation Form**

- A. The Evaluation Form is designed for the Skills Test Evaluation Team to assess the candidates' performances of specific tasks in a fair and objective manner.
- B. The Format of the Form.
  - 1. Task Statement.

The task statement is a brief statement of the specific task to be demonstrated, including concise explanations, safety notes, and/or instructions to the Skills Test Evaluators.
  - 2. Performance Criteria.
    - a. Each task statement is followed by the performance criteria for that task.
    - b. The performance criteria are the requirements for successful completion of the task.
  - 3. Pass/Fail and Satisfactory/Unsatisfactory Evaluation.
    - a. Skills Test Evaluators will assess the performance of each task by the candidate by circling the appropriate pass/fail or satisfactory/unsatisfactory on the skills test evaluation form.
    - b. Each unsatisfactory mark carries a point deduction.
  - 4. Explanation of Point Deduction.
    - a. Additional space is provided with each stage of the form for an explanation of point deductions.
    - b. Approved Skills Test Evaluators must note in each space provided an explanation regarding the candidate's unsuccessful task performance and subsequent point deduction.
    - c. Personal, emotional or subjective comments must not be made or recorded.

## VI. Skills Test Equipment and Truck Inspection and Knot-Tying Evaluation

- A. Each applicant must have the required equipment in order to proceed from the equipment inspection to the aerial lift skills test. This equipment includes:
- Hardhat
  - Safety glasses
  - Work boots
  - Energy absorbing lanyard **OR** lanyard with double locking snaps
  - Attachment point to boom
  - Appropriate work clothing

Each applicant must also bring their own Aerial Lift that included the following:

- Either an Insulated Knuckle Boom or Telescopic Aerial Lift that is in compliance with all applicable standards including but not limited to DOT, OSHA and ANSI or CSA
- Current DOT inspection documentation **OR** Exemption documentation
- Lift Manual
- Current Annual Mechanics Inspection
- 0.5 inch (1.3 centimeter) rigging line fall arrest belt/harness (a minimum of 100 feet [33.3 yards], arborist grade)
- 6 or 8 foot (1.8 to 2.4 meter) pole pruner

All equipment must satisfy OSHA, ANSI (and CSA standards in Canada)

- B. Each applicant must demonstrate an inspection of his or her equipment. This included a manual and visual inspection of the hardhat, safety glasses, work boots, fall arrest belt/ harness, energy absorbing lanyard with double locking snaps, and work clothes for any defects which could pose a safety hazard. Defective equipment must not be used.
- C. After satisfactory completion the candidate will proceed to the truck inspection as outlined on the skills form

<b>PRE-ASCENT INSPECTION EQUIPMENT</b> Operator demonstrates inspection of equipment.	Walk-around visual inspection of truck and lift calling out what is being inspected and describing defects that would render truck or aerial lift unusable. As listed below.		151/ Fail Exam
Pre-trip (DOT inspection)	Sticker <b>OR</b> exemption paperwork		10
Lift manual in truck			10
Bucket and liner	Condition		10
Stickers	Placement and condition		10
Guards, covers, and placards	In place and condition		10
Fluid levels			10
Lubrication	Where and when		10
Outriggers (if applicable)	Leaks, cracks, and welds		10
Upper and lower boom fiberglass	Cracks, cuts, and excessive wear		10
Operator demonstrates movement of bucket utilizing ground controls.			151/ Fail Exam
Drive cables <b>OR</b> chains	Lubrication, brakes, adjustments, and broken wires		151/ Fail Exam
	Cracks and welds		
Pylon Mast (pedestal)	Bolts, welds, and cracks		151/ Fail Exam
Hoses	Leaks, breaks, and wear		151/ Fail Exam
Drive cylinders	Welds, rod-ends, and leaks		151/ Fail Exam

- D. Applicants must demonstrate the tying of six additional knots. Each knot must be tied correctly on the first attempt in order to receive a satisfactory mark. Candidates must correctly dress and set each knot. (When the candidate hands the knot to the rater it is considered to be an attempt.) The point deduction for failure to tie each knot successfully is 35 points. The following are the required knots:
- a. Bowline
  - b. Running bowline
  - c. Cow hitch with a better half **OR** timber hitch
  - d. Sheetbend **OR** quick hitch
  - e. Clove hitch with two half hitches
  - f. Midline knot: clove hitch or butterfly
- F. Candidates must have one or more points remaining to proceed to the main skills test.

## VII. Skills Test Aerial Lift Evaluation

### INSTRUCTIONS TO OPERATORS

#### A. Introduction

##### Purpose of the Test

The purpose of the Aerial Lift skills test is to assess the applicant's ability to demonstrate the fundamental skills necessary to perform as a competent aerial lift operator when working in trees. The primary emphasis throughout this test is safety.

##### Purpose of this Section

This section is designed to inform the Certified Tree Worker applicant of the requirements to pass the aerial lift skills test. It outlines, in detail, what the candidate needs to know and what skills must be demonstrated during the test.

#### B. Preparation

##### What to Wear to the Skills Test

Applicants should dress for working in aerial lifts in trees. This includes wearing work pants and work boots that meet the safety requirements of that jurisdiction. Company uniforms are allowed, but not required. Applicants should also dress appropriately for the weather conditions.

##### What to Bring to the Skills Test

1. Photo Identification
2. Each aerial lift operator candidate should bring the appropriate personal protection equipment that meets all applicable standards including:
  - Hardhat
  - Safety glasses
  - Work boots
  - Energy absorbing lanyard **OR** lanyard with double locking snaps
  - Attachment point to boom
  - Appropriate work clothing
3. Each Aerial Lift Operator must bring their own Aerial lift that must include the following: (Aerial Lift can be shared if multiple operators from the same company are testing)

- Either an Insulated Knuckle Boom or Telescopic Aerial Lift that is in compliance with all applicable standards including but not limited to DOT, OSHA and ANSI or CSA
- Current DOT inspection documentation **OR** Exemption documentation
- Lift Manual
- Current Annual Mechanics Inspection
- 0.5 inch (1.3 centimeter) rigging line fall arrest belt/harness (a minimum of 100 feet [33.3 yards], arborist grade)
- 6 or 8 foot (1.8 to 2.4 meter) pole pruner

### C. The Skills Test

#### **Understanding the Evaluation Form**

The evaluation form is designed to be as fair and objective as possible. Every attempt has been made to eliminate bias on the part of the evaluators. Every applicant will be judged by at least two trained evaluators. The skills to be demonstrated are outlined in specific task statements. Each task statement includes performance standards that indicate exactly what constitutes successful completion of the task.

Each evaluator judges the candidate's performance of the various tasks to be either satisfactory or unsatisfactory. Candidates begin with 750 points. Points are deducted for each unsatisfactory performance of a task. The point deductions are proportional to the importance of the task. In order to pass the skills test, an applicant must have a minimum of 600 points (80%).

Certain tasks, which have been determined to be critical skills to be competent as an aerial lift operator carry a point value of 151 points. That means that if a candidate fails to satisfactorily complete any of those tasks, he or she will fail the skills test. One example of a critical task is the ability to successfully move within the tree without inadvertently contacting the tree with the boom.

A sample evaluation form is included in the application along with the Inspection checklist that the candidate will need to demonstrate to the evaluator. The point deductions for each unsatisfactory rating are also included.

#### **General Safety Regulations**

Applicants and evaluators are expected to comply with all relevant DOT, OSHA, ANSI and/or CSA (for Canada) safety standards that apply in that jurisdiction. The skills examination is designed to simulate actual working conditions. Equipment used by operators must provide adequate protection for use in working conditions.

All personal protective equipment, fall protection and the aerial lift device shall, at a minimum, satisfy DOT, OSHA and ANSI and/or CSA (for Canada) standards that apply in that jurisdiction. Rope snaps should be of the locking type. Failure to abide by these rules may result in the applicant's failure of the skills examination.

***APPLICANTS THAT ARE IMPAIRED BY THE USE OF ALCOHOLIC BEVERAGES OR DRUGS, OR USE THEM AT THE EXAMINATION SITE WILL BE IMMEDIATELY DISQUALIFIED FROM TAKING THE EXAMINATION.***

#### *Pre-ascent Inspections*

**Each applicant must demonstrate a pre-ascent inspection of his or her equipment.** This includes a manual and visual inspection of the personal protection equipment, fall arrest belt/harness, lanyard and the lift that could pose a safety hazard. Defective equipment must not be used. A COMPLETE LIST OF ITEMS TO BE INSPECTED THROUGH VERBAL COMMENTS AND OBSERVATION IS INCLUDED WITH THE APPLICATION. PLEASE SEE BELOW.

- **Automatic failure** results if the candidate does not bring the lift manual, cannot perform a pre-trip inspection, or fails to complete a drift test.

### **(Truck Inspection)**

At the pre-ascent inspection you will be required to perform a walk-around visual inspection of truck and lift calling out what is being inspected and describing defects that would render truck or aerial lift unusable. These items will include:

- Documentation of pre-trip (DOT inspection) sticker **OR** exemption paperwork
- Lift manual is in the truck
- Condition of bucket and liner
- Placement and condition of stickers
- Guard, covets, placards are in place and in good condition
- Fluid levels
- When and where to lubricate
- Leaks, cracks, and welds on the outriggers if applicable
- Cracks, cuts, and excessive wear on upper and lower boom fiberglass

Not inspecting each of the following items will result in failure of the examination.

- Operator demonstrates movement of bucket utilizing ground controls.
- Lubrication, brakes, adjustments, and broken wires in the drive cables and bucket leveling cables or cracks and welds on the chains.
- Bolts, welds, and cracks on pylon mast (pedestal).
- Leaks, breaks and wear on hoses.
- Welds, rod-ends, and leaks on drive cylinders.

### *Knot Tying*

**Applicants must demonstrate the tying of six additional knots within a 1-minute per knot time limit. Four of these must be tied correctly to proceed to the main skills test.** Each knot must be tied correctly on the first attempt in order to receive a satisfactory mark. An attempt is when the knot is handed to the evaluator. Candidates must correctly dress and set each knot. When the candidate hands the knot to the evaluator it is considered to be an attempt. The point deduction for failure to tie each knot successfully is 35 points. The following are the required knots:

1. Bowline
2. Running bowline
3. Cow hitch with a better half **OR** Timber hitch
4. Sheetbend **OR** quick hitch
5. Clove hitch with two half hitches
6. Midline knot: clove hitch or butterfly

### *Tree and Site Inspection (must be completed within 15 minutes)*

**Each applicant must do a pre-ascent inspection of the tree and site.** The purpose of this is to check for the location of any electrical conductors, and basal and structural tree hazards or safety risks. This to check:

- for location of utilities and wires
- in ground targets
- above ground targets
- tree structure/stability

### *Truck Set up (must be completed within 10 minutes)*

**Operator is required to park or direct truck in working position and set up all safety devices. If this task is not completed satisfactorily, in the allotted time of 10 minutes, the operator fails the exam. Timing starts when individual exits truck.**

- Truck must be properly parked to reach all work stations without moving truck.
- Properly set with all worksite protection cones.
- Properly place chocks.
- Place signs.
- Extend outriggers **OR** provide documentation that outriggers are not required.
- Operator must set out emergency kit (pole pruner, clean dry rope, communication device, and first aid kit)

***Ascent through Descent must be completed within 20 minutes. Time starts when boom leaves cradle and ends when bucket is safely cradled.***

#### *Ascent*

**Operator demonstrates smooth controlled entry into the tree.**

- The operator must be properly secured by safety lanyard. Time starts when boom leaves cradle and ends when bucket is safely cradled with a time limit of 20 minutes.

#### *Tree Inspection*

**The operator demonstrates inspection of tree.**

- Verbally identify potential hazards.

#### *Hand Saw Work Station*

**Operator demonstrates controlled use of lift.**

- Operator must demonstrate smooth, controlled approach and positioning to ring bell **OR** touch flag with hand.
- If operator has uncontrolled contact with a limb greater than 4 inches (10 centimeters) **OR** tree **OR** breaks a limb 3 inches (7.5 centimeters) or larger, the operator fails exam.

#### *Setting Rigging/Safety Line Work Station*

**Operator is required to throw rope into a branch union 6 to 8 feet (1.8 to 2.4 meters) from station marker and retrieve working end.**

- Operator has three attempts to set rope in branch union to demonstrate minimum proficiency and rope control or operator shall be deducted 35 points.
- Working end and running portion of rope controlled in hands.
- If operator has uncontrolled contact with a limb greater than 4 inches (10 centimeters) **OR** tree **OR** breaks a limb 3 inches (7.5 centimeters) or larger, the operator fails exam.

#### *Pole Saw/Pruner Work Station*

**Operator demonstrates controlled use of lift while demonstrating the use of a pole saw or pruner to contact bell or flag.**

- Operator must demonstrate smooth, controlled approach and positioning to ring bell **OR** touch flag with pole saw/pruner.
- Pole saw/pruner cannot be dropped or it will constitute failure of exam.
- Operator must lower rope and retrieve pole saw/pruner.
- Operator must untie and use both hands on pole saw/pruner while contacting bell or flag.
- Pole saw/pruner safely lowered to ground by use of rope with a suitable knot.

- If operator has uncontrolled contact with a limb greater than 4 inches (10 centimeters) **OR** tree **OR** breaks a limb 3 inches (7.5 centimeters) or larger, the operator fails exam.

#### *Descent*

#### **Operator demonstrates smooth operation to cradle boom.**

- Operator must demonstrate smooth, controlled descent and cradling of bucket.
- Aerial lift bucket must be firmly in the cradle at the end of the exam.
- If operator has uncontrolled contact with a limb greater than 4 inches (10 centimeters) **OR** tree **OR** breaks a limb 3 inches (7.5 centimeters) or larger, the operator fails exam.

#### **D. Notification of Test Results**

Applicants will be notified by mail three to four weeks after their results have been returned to the ISA office. Results will not be given over the phone, by fax, or on the day of the exam.

### **IX. Scoring/Evaluation Process**

#### A. Achieving a Passing Score.

1. Each candidate begins the skills test evaluation with 750 points.
2. In order to successfully pass the skills test, the candidate must have a score of at least 600 points (80%) at the conclusion of the skills test evaluation.

#### B. Point Deductions.

1. Each unsatisfactory mark carries a point deduction proportional to the importance of the task, as indicated on, and required by, the skills test evaluation form.
2. Major safety violations or skill deficiencies carry a 151 point deduction and constitute an automatic failure of the skills test.

#### C. Final Score Determination.

1. Each Approved Skills Test Evaluator completes a skills test evaluation form for each candidate independent from the other evaluators.
2. Upon completion of the skills test, the two (2) Approved Skills Test Evaluators will review their scores with regard to the skills test climb tree tasks.
3. The candidate's aerial lift skills test evaluation score will be combined with the single score provided by the one (1) Approved Skills Test Evaluator of the equipment inspection evaluation to determine the final total of points.
4. The Lead Skills Test Evaluator will record the final results and submit them to the ISA Certification Program

# Section 7: Administrative Policies

## I. Emergencies

During each skills test administration, the Skills Test Evaluation Team must be prepared to address emergency safety and health problems, as follows:

- A. At least one (1) member of the Skills Test Evaluation Team are required to have current, certified advanced first aid training.
- B. At least one (1) member of the Skills Test Evaluation Team must be capable of performing an aerial rescue. The First Aid kit and equipment necessary for performing an aerial rescue will be available on site and ready for use.
- C. Medical emergency phone numbers and a communication device will be readily available on site for the Skills Test Evaluation Team.
- D. The Skills Test Evaluation Team will have the full names, addresses, and phone numbers of emergency contacts for each candidate application.
- E. The Lead Skills Test Evaluator will notify the ISA office in Champaign of any incidents, problems, or emergency occurrences within 24 hours of the skills test. The phone number for the Champaign office is 217-355-9411.

## II. Reports of Irregularities

- A. All irregularities that occur during the skills test evaluation process must be documented on the Irregularities Report forms provided by the ISA Certification Program. Such irregularities **WILL NOT** be noted in the space provided for comments and for explanations of point deductions on the skills test evaluation forms.
- B. Approved Skills Test Evaluators must note any irregularities that may occur during the course of the skills test administration, including, but not limited to, the following:
  - 1. Significant weather changes;
  - 2. Interruptions or unanticipated delays during the skills test evaluation process;
  - 3. Any significant problems that could affect and compromise the skills test.
- C. Candidate Disqualification Decisions.

All candidate disqualification decisions must be documented on an Irregularities Report form if consistent with the following:

- 1. The appearance or indication of alcohol consumption or drug use by any candidate will result in immediate termination and automatic failure of the skills test. A determination of alcohol or drug use, and test failure, is within the discretion of the Skills Test Evaluation Team.
- 2. The Lead Skills Test Evaluator has the authority to disqualify a candidate or to terminate a skills test whenever there is a question of safety with regard to equipment and techniques, or under other appropriate circumstances.

### **III. Candidate Failure to Appear/Late Arrival for Skills Test**

#### **A. Failure to Appear for Skills Test.**

1. Candidates who fail to appear for the skills test on the scheduled day will be notified by the ISA Certification Program of available skills test administration dates.
2. Candidates will be charged an additional fee to reschedule a Certified Tree Worker Skills Test administration date.

#### **B. Late Arrival.**

1. If a candidate arrives late for a scheduled skills test administration, the Skills Test Evaluation Team has the authority and discretion to decide whether to permit the candidate to participate, depending on the time available.
2. If the candidate is denied permission to participate, he or she must wait for another scheduled skills test administration. The ISA Certification Program will notify the candidate of available skills test administration.

### **IV. Notification of Results**

1. Approximately three to five days after the application is received and approved in the ISA office, the ISA staff shall send a confirmation letter and directions to the exam site and the appropriate contact person.
2. If there is a problem with the application and/or fees the ISA staff shall notify the applicant to correct the problem. If the problem is not corrected by the applicant, prior to the deadline date, he/she will not be allowed to sit for the examination.
3. Applicants need to bring the confirmation of registration letter; two number two (#2) pencils; and a Photo ID. The best ID is a government-issued photo ID such as a driver's license with photo, military photo ID or a passport.

### **V. Failure of the Certified Tree Worker Aerial Lift Specialist® Skills Test**

- A. Any candidate who fails to meet the requirements to pass the Certified Tree Worker Aerial Lift Specialist® Skills Test may retake the test at a later date, so long as he/she complies with all policies, procedures, and rules of the ISA Certification Program.
- B. The candidate has the opportunity to retake the skills test up to two (2) additional times without paying additional test fees within 12 months.

# **3. Tree Worker Aerial Lift Specialist® Evaluator Skills Test Evaluation Form**

Evaluator's Name: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

## ISA Certified Tree Worker Aerial Lift Specialist® Skills Test Evaluation Form

### A. PRE-WORK (STAGING AREA)

TASK	PERFORMANCE CRITERIA	S	U
		Please Check	Please Circle
<b>REQUIRED EQUIPMENT</b> Worker brings required equipment and must meet standard.  Evaluator's comment: "Please demonstrate inspection of personal protective equipment."	Helmet, eye protection, work boots, 6 or 8 foot (1.8 to 2.4 meter) pole pruner, 0.5 inch (1.3 centimeter) rigging line fall arrest belt/harness, energy absorbing lanyard OR lanyard with double locking snaps, attachment point to boom, and appropriate work clothing. (listed in application) Equipment must satisfy all applicable OSHA, ANSI, or CSA standards.  <b>Must have all approved equipment to proceed.</b>		151/ Fail Exam
<b>PRE-ASCENT INSPECTION EQUIPMENT</b> Operator demonstrates inspection of equipment.	Walk-around visual inspection of truck and lift calling out what is being inspected and describing defects that would render truck or aerial lift unusable. As listed below.		151/ Fail Exam
Pre-trip (DOT inspection)	Sticker OR exemption paperwork		10
Lift manual in truck			10
Bucket and liner	Condition		10
Stickers	Placement and condition		10
Guards, covers, and placards	In place and condition		10
Fluid levels			10
Lubrication	Where and when		10
Outriggers (if applicable)	Leaks, cracks, and welds		10
Upper and lower boom fiberglass	Cracks, cuts, and excessive wear		10
Operator demonstrates movement of bucket utilizing ground controls.			151/ Fail Exam
Drive cables OR chains	Lubrication, brakes, adjustments, and broken wires		151/ Fail Exam
	Cracks and welds		
Pylon Mast (pedestal)	Bolts, welds, and cracks		151/ Fail Exam
Hoses	Leaks, breaks, and wear		151/ Fail Exam
Drive cylinders	Welds, rod-ends, and leaks		151/ Fail Exam
<b>KNOTS &amp; HITCHES</b> Operator demonstrates tying of the following six knots.  <b>* NOTE-MISS 3 KNOTS = FAIL</b>	Each knot must be tied correctly on first attempt for a satisfactory mark. Candidate must correctly dress and set each knot.  Attempt = handed to evaluator Time limit on knots = 1 minute per knot		
Bowline			35
Running bowline			35
Cow hitch with a better half OR timber hitch			35
Sheetbend OR quick hitch			35
Clove hitch with two half hitches			35
Midline knot: clove hitch or butterfly			35
<b>Points Deducted Section A:</b>			

**Explanation of Point Deduction:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

TOTAL points deducted this page: \_\_\_\_\_

Evaluator's Name: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

## ISA Certified Tree Worker Aerial Lift Specialist® Skills Test Evaluation Form

### B. TREE AND SITE INSPECTIONS/LIFT SET-UP

TASK	PERFORMANCE CRITERIA	S	U	
		Please Check	Please Circle	
<b>TREE &amp; SITE INSPECTION</b> Operator inspects tree & site.  Evaluator's comment: "Please demonstrate inspection of the tree and site." Time starts immediately.	Tree and Site Inspection must be completed in 15 minutes	Start Time:		
	Check for location of utilities and wires		10	
	In ground targets		10	
	Above ground targets		10	
	Tree structure/stability		10	
<b>Time Limit</b>	Must be completed in 15 minutes		15/ Fail Exam	
		Stop time:		
<b>TRUCK SET-UP</b> Operator is required to park or direct truck in working position and set-up all safety devices. Time starts upon exiting truck.  Evaluator's comment: "Please set up the truck to be able to complete the assigned task. This is to include cones and signs and emergency kit."	Properly park truck to reach all work stations without moving truck. Truck Set-Up must be completed in 10 minutes.	Start Time:		
	Properly set all worksite protection cones		20	
	Properly place chocks		20	
	Place signs. (do not need to be placed at proper distance, but candidate must describe placement)		20	
	Extend outriggers (All wheels must remain on ground) OR provide documentation that outriggers are not required.		15/ Fail Exam	
	<b>Operator must set out emergency kit:</b>			
	Pole pruner		20	
	Clean dry rope		20	
	Communication device (radio or cell phone)		20	
First aid kit		20		
<b>Time Limit</b>	Must be completed in 10 minutes		15/ Fail Exam	
		Stop time:		
Points Deducted Section B:				

### C. ASCENT INTO TREE

TASK	PERFORMANCE CRITERIA	S	U
		Please Check	Please Circle
<b>ASCENT</b> Operator demonstrates smooth, controlled entry into tree. Evaluator's comment: "Please demonstrate entry into tree."	Time starts when boom leaves cradle and ends when bucket is safely cradled, must be completed within 20 minutes.	Start Time:	
	Operator must be properly secured by safety lanyard.		15/ Fail Exam
<b>TREE INSPECTION</b> Operator demonstrates inspection of tree. Evaluator's comment: "Please demonstrate inspection of tree during ascent."	Verbally identify potential hazards (if any).		20
Points Deducted Section C:			

Explanation of Point Deduction: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TOTAL points deducted this page: \_\_\_\_\_

Evaluator's Name: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

## ISA Certified Tree Worker Aerial Lift Specialist® Skills Test Evaluation Form

### D. HAND BELL WORK STATION

TASK	PERFORMANCE CRITERIA	S	U
		Please Check	Please Circle
<b>HAND BELL STATION</b> Operator demonstrates controlled use of lift.	Operator must demonstrate smooth, controlled approach and positioning to ring bell OR touch flag with hand.		35
Operator approaches bell or flag. Hand contact of bell or flag.	If operator has uncontrolled contact with a limb greater than 4 inches (10.2 centimeters) OR tree OR breaks a limb 3 inches (7.6 centimeters) or larger, the operator fails exam.		151/ Fail Exam
<b>Points Deducted Section D:</b>			

### E. SETTING RIGGING/SAFETY LINE WORK STATION

TASK	PERFORMANCE CRITERIA	S	U
		Please Check	Please Circle
<b>RIGGING/SAFETY LINE STATION</b> Operator is required to throw rope into a branch union 6 to 8 feet (1.8 to 2.4 meters) above station marker and retrieve working end. (without moving bucket)	Operator has three attempts to set rope in designated branch union.		35
	Working end and running portion of rope controlled in hands.		35
	If operator has uncontrolled contact with a limb greater than 4 inches (10.2 centimeters) OR tree OR breaks a limb 3 inches (7.6 centimeters) or larger, the operator fails exam.		151/ Fail Exam
<b>Points Deducted Section E:</b>			

**Explanation of Point Deduction:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**TOTAL points deducted this page:** \_\_\_\_\_

Evaluator's Name: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

## ISA Certified Tree Worker Aerial Lift Specialist® Skills Test Evaluation Form

### F. POLE SAW/PRUNER WORK STATION

TASK	PERFORMANCE CRITERIA	S	U
		Please Check	Please Circle
<b>POLE SAW/PRUNER STATION</b> Operator demonstrates controlled use of lift. Use of Pole Saw/Pruner  Operator demonstrates the use of a pole saw or pruner to contact bell or flag.	Operator must demonstrate smooth, controlled approach and positioning to ring bell OR touch flag with pole saw/pruner.		35
	Pole saw/pruner cannot be dropped.		151/ Fail Exam
	Operator must lower rope and retrieve pole saw/pruner.		10
	Operator must untie and use both hands on pole saw/pruner while contacting bell or flag.		15
	Pole saw/pruner safely lowered to ground by use of rope with a suitable knot.		15
	If operator has uncontrolled contact with a limb greater than 4 inches (10.2 centimeters) OR tree OR breaks a limb 3 inches (7.6 centimeters) or larger, the operator fails exam.		151/ Fail Exam
<b>Points Deducted Section F:</b>			

### G. DESCENT

TASK	PERFORMANCE CRITERIA	S	U
		Please Check	Please Circle
<b>DESCEND TO CRADLE</b> Operator demonstrates smooth operation to cradle boom.	Operator must demonstrate smooth, controlled descent and cradling of bucket.		35
	Aerial lift bucket must be firmly in the cradle at the end of the exam.		35
	If operator has uncontrolled contact with a limb greater than 4 inches (10.2 centimeters) OR tree OR breaks a limb 3 inches (7.6 centimeters) or larger, the operator fails exam.		151/ Fail Exam
<b>Time Limit</b>	Must be completed in 20 minutes. Time stops when bucket is safely cradled.		151/ Fail Exam

**Stop time:** \_\_\_\_\_

**Points Deducted Section G:** \_\_\_\_\_

TOTAL POINTS POSSIBLE = 750  
 LESS FINAL POINTS DEDUCTED = \_\_\_\_\_

FINAL SCORE = \_\_\_\_\_

**Explanation of Point Deduction:** \_\_\_\_\_

\_\_\_\_\_

TOTAL points deducted this page: \_\_\_\_\_

# **4. Tree Worker Aerial Lift Specialist® Evaluator Skills Test Checklist**

## I. Required Equipment

Chapters will assemble a skills test kit for use by the Skills Test Evaluation Team at all aerial lift skills test administrations. This kit will include the following items:

	Flagging tape and/or bells;
	Signs for "Workers Overhead," "Certified Tree Worker Skills Test," or similar;
	Knot rope and charts;
	Clipboards and pens/pencils;
	Branch union protection devices/materials;
	Hardhats for evaluators (without company logos);
	Cones/warning signs;
	First aid kit suitable for tree care operations;
	Copies of applicable safety standards;
	Timing device; and,
	Measurement device.

Note: All of the above should be typical of, or equivalent to, that in common use in the jurisdiction and must be inspected and approved for use on the day of the test by the Lead Skills Test Evaluator.

## II. Tree and Site Preparation

### General Site Conditions

	The site must be inspected, cleared of hazards, and prepared for the skills test.
	An area must be set up for the knot-tying portion of the exam.
	An area must be set up for registration and sign-in.

### Setting Up the Skills Test Area for the Truck Inspection (Pre-work Area)

Among other tasks, the designated Approved Skills Test Evaluator is responsible for performing the following tasks:

	Inspecting the tree and preparing for the skills test; and,
	Assure the site and ground is operational for the parking of an aerial lift

### Preconditions for Setting Up the Aerial Lift Skills Test

Among other tasks, the Lead Skills Test Evaluator or designated Approved Skills Test Evaluator(s) is responsible for performing the following tasks:

	Securing the site around the test area with flagging tape;
	Inspecting the tree and preparing it for the skills test;
	Providing additional pruning, if found necessary, to facilitate the skills assessment; and,
	Installing a flag and/or bell to mark first work stations at a point such that the candidate can reach the marker by hand with a smooth controlled use of the lift
	Designating the second work station with a flag and/or bell at a point so operator can throw rope into branch union 6-8 feet from station marker and retrieve the working end
	Designating the third work station with a flag and/or bell at a point such that a pole will be used to touch the target;

The Skills Test Evaluation Team is responsible for assuring that the site is left in a condition similar to or better than how it was found.

# **5. ISA Certification Policy & Procedures Manual and ISA Corporate Policy & Procedures Reference Documentation**

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

**Subject: Proctors and Evaluators**

**Policy Statement No: CERPP004**

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- I. Proctor and Tree Worker Evaluator Distribution
  - A. Every attempt should be made to cover each geographic region within the chapter.
- II. Proctor Approval and Training for All Written Examinations
  - A. Each proctor applicant must file an application and Confidentiality Agreement with ISA for approval.
    1. A proctor must be an individual who is one of the following:
      - a. A high school, junior college, university educator, or researcher;
      - b. An ISA Certified Arborist;
      - c. An individual whom the ISA Certification Board has approved based on acceptable background and experience.
    2. Only ISA approved proctors can administer or handle the exam.
  - B. New proctors must complete online training before conducting an exam.
    1. Training must be completed annually if the proctor does not conduct an exam in 12 consecutive months.
    2. All proctors must complete online training once every two years.
- III. Tree Worker Evaluator Approval for Aerial Lift Specialist and Climber Specialist Written and Skills Portions
  - A. A Tree Worker Climber Specialist evaluator applicant must file an application, proof of training, receipt and review of evaluator manual, and Confidentiality Agreement with ISA for approval.
    1. A Climber Specialist evaluator must be an individual who is one of the following:
      - a. An ISA Certified Arborist who has completed the Climber Specialist evaluator training program;
      - b. An ISA Certified Tree Worker Climber Specialist who has completed the evaluator training program;
      - c. An individual whom the ISA Certification Board has approved based on acceptable background and experience.
    2. Only ISA approved evaluators can administer or handle the exam.
  - B. A Tree Worker Aerial Lift Specialist evaluator applicant must file an application, receipt and review of evaluator manual, and Confidentiality Agreement with ISA for approval.
    1. An Aerial Lift Specialist evaluator must be an individual who is one of the following:
      - a. An ISA Certified Arborist who has completed the Climber Specialist evaluator training program;
      - b. An ISA Certified Tree Worker Aerial Lift Specialist who has completed the evaluator training program;
      - c. An individual whom the ISA Certification Board has approved based on acceptable background and experience.
    2. Only ISA approved evaluators can administer or handle the exam.

- IV. Obtainment of Credentials by Proctors and Evaluators
- A. Previously approved proctors and evaluators may obtain ISA credentials if the following are met:
1. Not proctored or evaluated a written exam for the specified credential in one consecutive 12 month period or since the most recent version of the exam has been published (whichever is longer);
  2. Meet the specified credential eligibility requirements;
  3. Complete the specified credential application and include its exam fee as payment;
  4. Complete and pass the specified credential written exam.
- B. Evaluators may obtain the ISA Tree Worker Climber Specialist or Aerial Lift Specialist credential at the time of evaluator training. In order to obtain the credential at the time of their training, they must meet the following criteria:
1. Meet the specified credential eligibility requirements and;
  2. Complete the specified credential application and include its exam fee as payment;
  3. Submit all paperwork to ISA evaluator processing contact;
  4. Passing the written and skills portion of the exam.
- V. Proctors and evaluators may be disqualified from administering exams if exam administration creates perceptions of conflicts of interest and restraint of trade. Proctors and evaluators are barred from the following activities:
- A. Administering the exam for individuals employed by the same company.
- B. Teaching preparatory courses for ISA written Certification exams or developing content for such. Proctors and evaluators may not teach preparatory courses or develop content for preparatory materials for a full year after completing service as proctors or evaluators.
- C. Evaluating the skills portion of an exam for their own students.

**Date Revised: April 2014**

Issued by:

ISA Certification Board action (give date of vote) March 2006

-or-

ISA Certification Board Chair signature:



-or-

ISA Certification Director signature:



# International Society of Arboriculture

## Certification Program

### Policy and Procedure Statement

**Subject: Test Administration**

**Policy Statement No: CERPP010**

1. Examination Supervision and Staffing
  - a. For all scheduled examinations, the lead proctor will serve as exam administrator. The exam administrator shall be ultimately responsible for testing procedures and exam security.
  - b. One approved proctor and one testing assistant or approved proctor shall be present at the examination. (The minimum staff for each examination is two persons).
  - c. An additional proctor and/or assistant must be added for every 25 examinees beyond the 50 examinees.
  - d. At least one proctor or assistant shall remain in the room at all times.
  
2. Responsibilities of the Examination Administrator are as follows:
  - a. Receipt, verification and return of all examination materials in a secure manner. Access to all materials limited to the examination administrator.  
**EXAM ADMINISTRATOR CANNOT OPEN OR UNSEAL TEST BOOKLETS.**
  - b. Identification of examination facilities and inspection of the site to ensure proper environmental conditions (lighting, temperature, facilities, etc.).
  - c. Complete understanding of the examination procedures set forth in this manual.
  - d. Contact with the ISA office regarding any problems or questions related to the administration of the examination.
  - e. Selection and supervision of the proctors.
  - f. Supervision of candidate/examinee admission to the examination.
  - g. Administration of the examination in all testing rooms.
  - h. Ensuring that all exam materials are collected from the exam candidate, including the sealed exam booklet
  - i. Prompt reporting of any testing irregularities or security violations to the ISA.
  - j. Ensuring that no solicitation of candidates/examinees takes place during the examination.
  - k. Must sign a Confidentiality Agreement at the time of the exam.
  
3. Responsibilities of the Proctors
  - a. Assisting with the admissions and seating process.
  - b. Distribution and collection of examination materials.  
**PROCTOR CANNOT OPEN OR UNSEAL TEST BOOKLETS.**
  - c. Monitoring the examination room and the conduct of the candidates/examinees during the testing process.

- d. Assisting the Exam Administrator in verifying that the exact number of answer sheets and booklets were returned by the candidates/examinees.
- e. Ensure all Exam booklets have been resealed by the candidates prior to collection.
- f. Assisting the Exam Administrator in securing and packaging the examination materials or return to the ISA Certification Program.

4. Responsibilities of the Testing Assistant

- a. Check in individuals before the exam.
- b. Assist proctors in passing out testing materials.  
**ASSISTANT CANNOT OPEN OR UNSEAL TEST BOOKLETS.**
- c. Assist in monitoring room during the testing process and inform the proctor if any irregularities are discovered.
- d. Assist in material collection at the end of the testing process.  
e. Ensure all Exam booklets have been resealed by the candidates prior to collection.
- f. Be prepared to testify if an individual challenges testing process.
- g. Must sign a Confidentiality Agreement at the time of the exam.

5. Preparation for the Examination

- a. At least 1 hour before the test starting time, proctors shall ensure that all room and physical site testing arrangements are in order, including: the location and number of desks and tables, and the room lighting and temperature.
- b. The testing room should be arranged such that each individual faces the front of the room, if practical. Space the chairs at least 2 1/2 feet apart or more if practical.
- c. Proctors shall provide for additional number two pencils (#2), pencil sharpeners, and erasers.
- d. Proctors shall determine the availability and location of restrooms. Proctors shall ensure that at least one clock that displays accurate time is visible to all candidates. Proctors shall determine that no potentially disruptive activities are likely to occur in areas near the testing site.
- e. A registration desk should be set up and staffed outside the testing room. Applicants should be asked to arrive at least one half hour before the scheduled exam time. The registration official must check to see that each attendee is registered for the exam. Each individual's photo ID shall be checked to confirm the identity of the candidate.
- f. Once everyone has taken their seats, they shall be instructed to place all books, papers and personal belongings on the floor. Talking is to be prohibited; unless a hand is raised to ask a question.
- g. Proctors shall follow all procedures as listed on the proctor checklist.
- h. Any late arrivals shall be permitted to sit for the examination, provided credentials are in order. However, the individual(s) are required to complete the examination in the time remaining.

- i. Proctors shall distribute the background/evaluation forms and the computer answer sheets. Proctors shall read the instructions to candidates.
- j. Proctors shall ensure that all candidates understand how to correctly fill out the answer sheet and know what information is required.
- k. Sealed examination booklets shall be distributed noting booklet version next to candidate's name on registration/sign in form. Booklets should be distributed alternating versions with each candidate (No two candidates side by side should have the same version). Candidates shall be reminded not to write or mark on the test booklets.
- l. Proctor will instruct candidates to unseal the exam booklets and to remove blank return envelope.
- m. Once the test booklets have been distributed the proctors should walk around the room to check that each individual understands the computer answer sheet. Proctors shall watch for crib notes, side glancing or whispering.
- n. Any individual caught beyond a reasonable doubt of cheating may have test materials collected and be expelled from the examination. If cheating is suspected but not verified a written report should be prepared explaining the situation and shall be returned to the ISA with testing materials.
- o. Restroom breaks shall be allowed on an individual basis; testing materials shall remain in the room.
- o. As candidates complete the exams, proctors shall have the candidates reseal the exam booklets in to the return envelope then ensure that all testing materials are collected.
- p. The Exam Administrator (Proctor) shall not handle any unsealed exam booklet.
- q. The Exam Administrator shall complete and sign the exam administration compliance report.
- r. An irregularity report shall be filed if any irregularities occurred. Irregularities may include: distracting events or excessive noise, unsatisfactory testing environment problems (e.g. excessive heat or cold), weather emergencies, security issues or violations.
- s. Proctors shall refrain from giving any candidate any indication of performance on the examination.
- t. Exam time limit is 3 1/2 hours.

**Date Issued/Revised:** November 2014

Issued by:

ISA Certification Board action (give date of vote) March 2006

-or-

ISA Certification Board Chair signature:



-or-

ISA Certification Director signature:

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

**Subject: Test Security**

**Policy Statement No: CERPP011**

**ISA Certification Department**

- I. Computer Question Bank
  - A. Question bank software shall be designed with access codes.
  - B. Codes shall be assigned to only those trained and approved to access question bank.
  
- II. Examination Booklets and printed copies of test questions.
  - A. All examination booklets and printed copies of test questions shall be secured in a locked room that can be accessed only by authorized ISA Employees.
    - a. Exam booklets will be stored within a locked file cabinet accessible only by ISA Exam Administration staff and the Certification Director.
  - B. A log shall be kept to track all test booklets and printed copies of test questions.
  - C. Exam booklets no longer in use shall be shredded.
  - D. One copy of each test form shall be kept securely on file.
  
- III. Shipment to Exam Sites
  - A. Exam materials shall be shipped ten working days prior to the exam date by expedited shipping.
  - B. All Exam booklets will be sealed in a windowed envelope, by exam administration staff, prior to being shipping. An envelope will be included with each booklet for return shipment.
  - C. A certification staff member will count the appropriate number of sealed exam booklets, answer sheets, evaluation forms and the count will be verified by another certification staff member. Also included and verified in the shipment are the challenge forms, instruction to candidates form, proctor checklist form, registration/sign-in sheets, irregularities form, change of address, and test administration compliance report.
  - D. Upon receipt, the shipment shall be opened only by the designated proctor or evaluator.
  - E. The authorized individual will then check to verify that he/she has received the appropriate materials. The individual should then contact ISA certification staff to confirm receipt of materials and report any discrepancies.

- F. Authorized individuals shall secure exam materials in a locked facility until ready for use.
- G. The exam administrator is responsible for the security of the examination materials from the time of shipment receipt until the materials are shipped back to the ISA office.
- H. After Shipment, candidates shall be the only individual who has access to an unsealed exam booklet.

IV. Procedures for Maintaining Security During the Examination.

- A. As the sealed exam booklets are distributed to the candidates, the proctor shall record the version assigned to each candidate next to his/her name on the registration/sign-in sheet.
- B. Following distribution the Proctor will instruct applicants to open the exam envelopes, remove the booklet and envelope
- C. The Proctor will instruct the applicants to place the booklet inside the envelope and seal the envelope following completion of the exam
- D. Upon collection of sealed exam booklets at the end of the examination, proctor shall confirm receipt of each examination booklet by verifying and recording receipt of each booklet on the registration/sign in sheet.
- E. Proctor shall inspect each examination booklet to verify that it has been sealed by the candidate.

V. Procedures for Return Shipment

- A. Exam administrators shall pack the computer answer sheets in such a way that they cannot be bent, folded or mutilated.
- B. All exam materials should be shipped together using the return shipping form supplied by the ISA office.

VI. Certification Staff receipt of Exam Materials

- A. Certification staff will inspect and inventory all exam materials to confirm that all materials were returned in their entirety.
- B. Certification staff will carefully inspect test booklets for any irregularities such as marks, calculations, notes, etc.
- C. Examination booklets will then be logged in and put away in locked file cabinet.

VII. Test Committee Item Security

- A. Each committee member shall sign a confidentiality form.
- B. Committee members creating or reviewing items shall retain possession of the items in a secure manner.
- C. Item writing shall not be shared with non-members of the test committee unless authorized by the Test Committee Chair for technical assistance.
- D. When sending items by FAX or mail, the items are to be sent with "CONFIDENTIAL" clearly marked on the envelope or cover sheet.
- E. FAXED items should be preceded by a call to alert the receiver.

F. Committee members shall destroy old versions of items in their possession and any items no longer in use.

**Date Revised:** November 2014

Issued by:

ISA Certification Board action (give date of vote) March 2006

-or-

ISA Certification Board Chair signature: 

-or-

ISA Certification Director signature: 

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

**Subject: Site Selection/Preparation**

**Policy Statement No: CERPP012**

Chapter Liaison shall determine the site where the examination is to be held and must be chosen at least 30 days in advance for seating limits of 50 or less and 60 days in advance for seating limits of 51 or more. The ISA Certification staff shall be notified of the examination location and directions if required, the schedule, and the appropriate shipping address of approved proctor authorized to receive delivery of examination materials (Exam Data Form must be filled out). This information can be sent via the ISA website at [www.isa-arbor.com](http://www.isa-arbor.com).

The examination room must have adequate space and lighting. As a rule, a short, wide room is preferable to a long, narrow room for testing. A large table and chairs should be positioned for the proctors at the front of the room facing the candidates.

Test administrators (proctors and evaluators) shall provide an adequate number of tables and chairs for candidates. There shall be provisions for a hard, smooth writing surface for each candidate. The tables and chairs shall be positioned to allow enough space for proctors to move around. Candidates should be positioned at least 2 1/2 feet apart.

Arrangements shall be made for audio/visual needs such as slide projector, screen, overhead projector, etc. as required.

Arrangements shall be made for special accommodations as required.

**Date Revised: January 2014**

Issued by:

ISA Certification Board action (give date of vote) March 2006

-or-



ISA Certification Board Chair signature:

-or-

ISA Certification Director signature:



**International Society of Arboriculture  
Credentialing Programs  
Policy and Procedure Statement**

**Subject: Inappropriate Conduct**

**Policy Statement No: CrPP004**

The International Society of Arboriculture, Inc. (ISA) intends that participation in ISA credentialing programs and examinations will be a professionally relevant, informative, and rewarding experience for all candidates. All candidates for ISA credentials are expected to conduct themselves in an appropriate and professional manner and to refrain from any objectionable, improper or unprofessional conduct. In order to ensure fairness and a sound training and/or examination environment, the ISA Certification Board of Directors issues the following policy and rules.

Where the ISA Certification Board, ISA Credentialing Programs, 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 or qualification; (2) prohibit or preclude a person from participating in a course and/or examination; (3) prevent or preclude a person from participating during a course and/or examination, including the removal of a person from the classroom or 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 classroom, examination, or credentialing process; and any other objectionable, improper, or unprofessional actions by a person participating in an ISA credentialing process.

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

**Date Revised: January 2014**

Issued by:

ISA Certification Board action (give date of vote) January 2014

-or-

ISA Certification Board Chair signature:

-or-

ISA Certification Director signature:



# International Society of Arboriculture

## Corporate Policy/Procedure Statement

Subject: **Conflict of Interest Policy**

Policy Statement No. **CPP0206A**

1. Introduction. The International Society of Arboriculture (ISA) is a worldwide professional organization dedicated to fostering a greater appreciation for trees and to promoting research, technology, and the professional practice of arboriculture. ISA serves the arboricultural profession as a non-profit corporation, and also provides services and information to its members and to the general public. It is the intent of ISA to carry out its activities consistent with the highest ethical and professional standards on behalf of the best interests of its members.
2. Purpose. The primary purpose of the Conflict of Interest policy is to protect this tax-exempt organization's interests in various circumstances, including situations where ISA is contemplating entering into a transaction or arrangement that might benefit the private interest of a Director, Officer, Council member, Staff member, or Committee member of the organization. This policy is intended to supplement and support any applicable State laws governing conflicts of interest applicable to nonprofit and charitable organizations. It is in the interest of the organization, individual staff, committees, and Board Directors to strengthen trust and confidence in each other, to expedite resolution of problems, to mitigate the effect and to minimize organizational and individual stress that can be caused by a Conflict of Interest and other situations involving an appearance of impropriety.
3. Definition. A Conflict of Interest is defined as a direct or indirect relationship, with any person(s), firms or entities, which might affect, or might reasonably be thought by others to affect, the judgment or conduct of a corporate Director or other representative, including matters involving an appearance of an impropriety (Conflict of Interest matter). A Conflict of Interest matter would include any situation in which an individual has a private, personal, business, or other organizational interest sufficient to influence, or appear to influence, the objective exercise of his or her official duties as an ISA representative.

This policy applies to all members of the ISA Board of Directors, all members of the Council of Representatives, all members of ISA committees, Task Forces, and others in the ISA governance structure, as well as to all ISA staff. All references herein to "Interested Party" shall be construed to refer to these individuals.

4. Statement of Policy. No Interested Party shall use his or her position, or the knowledge gained thereof, in such a manner that a conflict arises or may exist between the interest of the ISA or any of its affiliates and his/her personal interest. In addition, Interested Parties may not engage in transactions or other activities involving an appearance of impropriety. Affiliates of the ISA include its Chapters, Professional Affiliations, Certification Board and the TREE Fund Board. Accountability to the ISA supersedes any conflicting loyalty or responsibility, such as loyalty to another organization or business, membership on other boards, and professional responsibility to an employer.

Each Interested Party has a duty to place the interest of the ISA foremost with respect to any ISA or affiliate matter or activity, and has a continuing responsibility to comply with the requirements of this policy. Therefore, it is the policy of the ISA that its representatives, including the Board of Directors, Council of Representatives, committee members, and staff, should not engage in any business or professional activity, with persons or organizations, where that activity might result in personal benefit, or may not be in the best interests of ISA; therefore, resulting in a Conflict of Interest matter.

5. Activities Raising Conflict of Interest Matters and Impropriety Concerns. It is not possible to define all circumstances in which a Conflict of Interest matter may exist. Conflicts of Interest include, but are not limited to, situations where an Interested Party:
  - A. Has an interest in a proposed transaction with ISA or an affiliate in the form of personal financial interest in the transaction, or in any organization involved in the transaction, or holds a position as trustee, director, or officer in any such organization.
  - B. Accepts any gift, entertainment, services, loans, or other benefit, or promises of future benefit from any person or organization that might be of benefit, because of the person's connection with ISA. However,

no Conflict of Interest matter would exist with respect to gifts or benefits of nominal value, e.g., less than \$100, or common courtesies usually associated with accepted business practice.

- C. Receives compensation in the form of fees, royalties, commissions, salaries or other payment, if such payment is affected directly or indirectly by the person's work with the ISA, excluding employment with ISA.
  - D. Deals preferentially with suppliers, vendors or other members where personal gain accrues to the individual or others associated with the individual.
  - E. Imposes personal beliefs in conflict with the ISA interests, including attempts to prevent others from carrying out their job responsibilities, using ISA's time and facilities for furthering such beliefs, or attempting to convince others of their personal beliefs after they have been asked to stop.
  - F. Uses ISA staff, services, equipment, materials, or property for their personal gain.
  - G. Uses or discloses confidential or other private information learned as a result of their position within ISA.
  - H. Uses information learned as a result of their position within ISA to the advantage to the interests of another non-profit organization or business entity, which has or may seek to have, dealings with ISA.
  - I. Engages in any outside business, professional or other activities that would directly or indirectly materially adversely affect ISA.
6. Disclosure and Resolution Procedures. In connection with any actual or possible Conflicts of Interest matter, an Interested Party must disclose the existence of his or her interest and must be given the opportunity to disclose all material facts to the President, Board, members of Committees with Board-delegated powers, and/or the Executive Director, who is considering a proposed transaction, agreement, or arrangement.

An Interested Party may make a presentation at the appropriate meeting. After disclosure of a possible Conflict of Interest matter and all material facts, and after any discussion with the Interested Party, he/she may be asked to leave the Board or Committee meeting while the determination of a Conflict of Interest matter is discussed, assessed, and, if appropriate, voted upon. The remaining Board or Committee members shall, in their sole discretion, decide if a Conflict of Interest matter exists. In the case of staff, the Executive Director shall decide if a Conflict of Interest matter exists. In the event that it is determined that a Conflict of Interest matter exists, the Interested Party shall recuse himself or herself, without comment, from both all voting, and from the entire deliberation. The Interested Party will not be entitled to receive any further confidential information or materials concerning the matter.

If the Board, Committee, or Executive Director has reasonable cause to believe that an Interested Party has failed to disclose actual or possible conflicts of interest, it shall inform the individual of the basis for such belief and afford the individual an opportunity to explain the alleged failure to disclose. In the event that there is a disagreement between the Board, Council, Committee, Executive Director and the Interested Party about whether a Conflict of Interest matter is present, the individual must be excluded from all discussions and deliberations concerning the matter until the full Board of Directors or Committee can conduct a full review to determine if a conflict exists.

If, after hearing the response of the individual and making such further investigation as may be warranted in the circumstances, the Board or Committee determines that the Interested Party has in fact failed to disclose an actual or possible Conflict of Interest matter, it shall take appropriate or corrective action.

7. Records of Proceedings. Minutes of meetings should reflect that a disclosure was made and document when an Interested Party did not vote, and was recused from the discussion and decision of an issue. With staff, it shall be documented that an Interested Party made disclosure and was excused from the discussion and decision of an issue.
8. Disclosure Requirement. Annually, the Board Directors and ISA staff shall disclose any direct or indirect relationships and activities, financial or otherwise with other organizations or persons that may during their service to ISA, be involved with ISA or affiliates of the ISA.

During the year, should a situation arise in which an Interested Party may stand to derive a personal gain or benefit from a transaction with ISA, or should have a direct or indirect interest in, or relationship with, any individual or organization, such individual shall give notice of such interest or relationship and shall,

therefore, refrain from voting or attempting to affect any decision for ISA to participate, or not participate, in the transaction.

If a Conflict of Interest matter exists concerning a Director, it shall be disclosed to the entire Board. If a Conflict of Interest matter exists at the staff level, it shall be disclosed to the Executive Director. The Interested Party is required to answer any questions regarding the particular conflict, or any particular issue related to the matter.

The chairperson of any ISA body or group should make the members aware of the ISA Policy.

This policy will be included in the ISA Corporate Policy and Procedures, and will be distributed annually to all committee members at the time they receive their annual charges, and will be added to the ISA Personnel Manual.

DIRECTOR/OFFICER/COUNCIL/COMMITTEE/STAFF ANNUAL CONFLICT OF INTEREST AND FIDUCIARY DUTY  
DISCLOSURE AGREEMENT

**TO:                           ISA President and Executive Director**

By signing below, I hereby agree to abide by all ISA policies and requirements related to conflict of interest, confidentiality, and fiduciary duty, including Conflict of Interest Policies CPP0206 (pertains to ISA Board of Directors) and CPP0206A. In addition, I understand and agree that I will provide the information required by this Agreement to the ISA President and Executive Director in a complete and accurate manner.

1. I will identify and disclose all organizations and businesses, other than ISA, with which I am affiliated. Please provide the required information on the attached Director Disclosure Statement, as part of this Agreement.
2. I will identify and disclose, in a timely manner, my direct or indirect participation in any arrangement, agreement, investment, relationship, or other activity with any other party doing business with the ISA that has resulted in, or could result in, personal benefit to me, my business, or my family (Required Disclosure Activity). Please provide the Required Disclosure Activity information on the attached Director Disclosure Statement, as part of this Agreement.
3. I will identify and disclose, in a timely manner, my direct or indirect receipt of any payments, loans, gifts, services, discounts, or other benefit, or any promise of such benefit, of any kind, from, or on behalf of, any person or organization engaged in any transaction, activity or other relationship with the ISA (Required Disclosure Benefits). Please provide the Required Disclosure Benefits information on the attached Director Disclosure Statement, as part of this Agreement
4. I will identify and disclose, in a timely manner, any other activities, circumstances, or positions held with other organizations not otherwise disclosed, which may be considered to be a potential conflict of interest or may otherwise create an appearance of impropriety (Other Required Disclosure Circumstances). Please provide the Other Required Disclosure Circumstances information on the attached Director Disclosure Statement, as part of this Agreement
5. I will not disclose or reveal any confidential, privileged, or otherwise private information related to ISA, except as expressly permitted by the ISA Board of Directors, Executive Committee, President or Executive Director, or as required by law.

In the event that any disclosure of information is required by the ISA Bylaws, ISA policies and rules, or this Agreement, I will immediately notify the ISA President and Executive Director, who will determine whether any action(s) by ISA are appropriate under the relevant law, Bylaws, and/or policy terms.

Sincerely,

\_\_\_\_\_  
Signature

\_\_\_\_\_  
PRINT Name

\_\_\_\_\_  
Date

**DISCLOSURE STATEMENT**

1. Organizations and businesses with which I am affiliated. If none, please state "None" below.

Organizations/Businesses

Position

2. Please identify all Required Disclosure Activities. If none, please state "None" below.

3. Please identify all Required Disclosure Benefits. If none, please state "None" below.

4. Please identify all Other Required Disclosure Circumstances. If none, please state "None" below.

\_\_\_\_\_  
**Signature**  
**ISA Board Director/Officer/Council/Committee/Staff**  
**/Volunteer**

\_\_\_\_\_  
**PRINT Name**

\_\_\_\_\_  
**Date**

Date Approved by Board: \_\_\_\_\_

-or-

Executive Director signature: \_\_\_\_\_

Date  
issued/revised:  
**February 16, 2011**

Page: 5 of 5

# 6. Tree Worker Aerial Lift Specialist® Evaluator Application Information

- Tree Worker Aerial Lift Specialist® Evaluator Application
- New Tree Worker Aerial Lift Specialist® Evaluator Training Procedures
- Verification of Manual Receipt & Review
- Tree Worker Aerial Lift Specialist® Evaluator Confidentiality Agreement



c) List professional/practical experience in arboriculture and explain specific experience with tree work and aerial

rescue: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RECOMMENDED BY: (PLEASE PRINT)**

1. Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone (business/home): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

2. Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone (business/home): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

3. Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone (business/home): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your Chapter Liaison **MUST** sign and date here for approval.

Chapter Liaison Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return this form to:  
ISA Certification Department  
PO Box 3129, Champaign, IL 61826  
or Fax to: 217-355-9516**

# ISA Certified Tree Worker Aerial Lift Specialist® Evaluator

## Training Procedures

### New Evaluators

Chapter selection of evaluators is based on the following criteria:

1. Evaluator candidates must have aerial lift experience
2. Evaluator candidates must have thorough knowledge of all applicable safety standards, aerial lift operation and knots.
3. A willingness to make the required commitment of time on an on-going basis.

New evaluator applicants must complete each of the following to obtain full ISA Certified Tree Worker Aerial Lift Specialist® Evaluator status:

1. Application completed and approved by the Chapter and ISA.

Date Sent: to ISA: \_\_\_\_\_

Date Approved: \_\_\_\_\_

2. Must read the evaluator manual and sign off as completed.

Date Completed: \_\_\_\_\_

Sign Off Sent to ISA: \_\_\_\_\_

## **Verification of ISA Certified Tree Worker Aerial Lift Specialist® Evaluator**

### **Manual Receipt and Review**

#### **Evaluator**

I affirm that I have received the ISA Certified Tree Worker Aerial Lift Specialist® Evaluator Manual. Further, I have read and understand the policies and procedures in this manual.

I understand that this manual is not a contract. In addition, I understand that this manual will be revised from time to time. Any such revision will be presented to me in writing. I will be responsible for keeping my personal copy of the manual up to date by inserting such revisions.

**Evaluator Name** (please print): \_\_\_\_\_

**Evaluator Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Please keep one copy of your records and send the other copy to:

Certification Department  
International Society of Arboriculture  
P.O. Box 3129  
Champaign, IL 61826 -3129

Or fax a copy to: 217-355-9516 Attn: Certification Department

# ISA CERTIFICATION AGREEMENT TO ABIDE BY THE ISA TEST SECURITY, CONFIDENTIALITY, AND NON-DISCLOSURE RULES AND POLICIES

The undersigned individual to the International Society of Arboriculture (ISA) understands and agrees to the following statements:

1. ISA has determined that there is a continuing and critical need to control, limit, and protect ISA test and examination related information and materials from unauthorized or improper disclosure. Accordingly, ISA has developed and implemented its ISA Certification Test Security Policy 0011 of the ISA Certification Policy & Procedures Manual, including Confidentiality, Non-Disclosure, and similar rules in order to effectively and fairly address these important interests.
2. Accept the responsibility for maintaining strict test security, and keeping confidential and secure all certification test information, including all material protected by the ISA Certification Test Security Policy 0011 of the ISA Certification Policy & Procedures Manual.
3. During the course of appointment and service, an ISA individual may become aware of, know, or possess ISA certification test information and material, with or without appropriate authorization.

Therefore, I AGREE TO THE FOLLOWING TERMS AND CONDITIONS RELATED TO MY ISA APPOINTMENT AND SERVICE.

1. I agree to abide by and be bound by all terms, conditions, and restrictions set forth in the ISA Certification Policy & Procedures Manual with particular attention to ISA Certification Test Security Policy 0011, the ISA Corporate Policy & Procedures Manual with particular attention to ISA Corporate Conflict of Interest Policy CPP0206A, and this Agreement.
2. I understand and agree that the ISA Certification Policy & Procedures Manual with particular attention to ISA Certification Test Security Policy 0011, the ISA Corporate Policy & Procedures Manual with particular attention to ISA Corporate Conflict of Interest Policy CPP0206A, and this Agreement are terms and conditions related to my term of service.
3. I understand and agree that under no circumstances will I release, or cause to be released, ISA certification test information to persons not specifically and appropriately authorized to receive the information, as set forth in, and required by, the ISA Certification Test Security Policy 0011 of the ISA Certification Policy & Procedures Manual.
4. I accept and enter into this Agreement voluntarily and understand that my failure to comply with the terms of the ISA Certification Policy & Procedures Manual with particular attention to ISA Certification Test Security Policy 0011, the ISA Corporate Policy & Procedures Manual with particular attention to ISA Corporate Conflict of Interest Policy CPP0206A, and this Agreement may result in discipline or sanction by ISA. I acknowledge, understand, and agree that ISA has the right to enforce the ISA Certification Policy & Procedures Manual with particular attention to ISA Certification Test Security Policy 0011, the ISA Corporate Policy & Procedures Manual with particular attention to ISA Corporate Conflict of Interest Policy CPP0206A, and this Agreement by any and all appropriate legal and equitable means.

5. I acknowledge that I have read and understand all terms of the ISA Certification Policy & Procedures Manual with particular attention to ISA Certification Test Security Policy 0011, the ISA Corporate Policy & Procedures Manual with particular attention to ISA Corporate Conflict of Interest Policy CPP0206A, and this Agreement. I have had the opportunity to discuss and review all terms and provisions of the ISA Certification Policy & Procedures Manual with particular attention to ISA Certification Test Security Policy 0011, the ISA Corporate Policy & Procedures Manual with particular attention to ISA Corporate Conflict of Interest Policy CPP0206A, and this Agreement with ISA management and/or an attorney, if I so choose, prior to making this Agreement.

**Subcontractors Only**

I agree to maintain confidentiality with test materials. I verify that services are limited to \_\_\_\_\_  
(Please Print Specified Services)  
and have no influence over content of exam or educational materials.

By signing below, the parties represent that they are authorized to enter into this Agreement by, and on behalf of, themselves and, if appropriate, their respective organization or company.

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
(Please Print)

Chapter: \_\_\_\_\_  
(Please Print)

Signature: \_\_\_\_\_

\*\*\*\*\*  
(ISA Office use)

\_\_\_\_\_  
Signed By (Name and Title)  
International Society of Arboriculture

\_\_\_\_\_  
Date

DIRECTOR/OFFICER/COUNCIL/COMMITTEE/STAFF ANNUAL CONFLICT OF INTEREST AND FIDUCIARY DUTY  
DISCLOSURE AGREEMENT

**TO:                           ISA President and Executive Director**

**By signing below, I hereby agree to abide by all ISA policies and requirements related to conflict of interest, confidentiality, and fiduciary duty, including Conflict of Interest Policies CPP0206 (pertains to ISA Board of Directors) and CPP0206A. In addition, I understand and agree that I will provide the information required by this Agreement to the ISA President and Executive Director in a complete and accurate manner.**

- 1. I will identify and disclose all organizations and businesses, other than ISA, with which I am affiliated. Please provide the required information on the attached Director Disclosure Statement, as part of this Agreement.**
- 2. I will identify and disclose, in a timely manner, my direct or indirect participation in any arrangement, agreement, investment, relationship, or other activity with any other party doing business with the ISA that has resulted in, or could result in, personal benefit to me, my business, or my family (Required Disclosure Activity). Please provide the Required Disclosure Activity information on the attached Director Disclosure Statement, as part of this Agreement.**
- 3. I will identify and disclose, in a timely manner, my direct or indirect receipt of any payments, loans, gifts, services, discounts, or other benefit, or any promise of such benefit, of any kind, from, or on behalf of, any person or organization engaged in any transaction, activity or other relationship with the ISA (Required Disclosure Benefits). Please provide the Required Disclosure Benefits information on the attached Director Disclosure Statement, as part of this Agreement**
- 4. I will identify and disclose, in a timely manner, any other activities, circumstances, or positions held with other organizations not otherwise disclosed, which may be considered to be a potential conflict of interest or may otherwise create an appearance of impropriety (Other Required Disclosure Circumstances). Please provide the Other Required Disclosure Circumstances information on the attached Director Disclosure Statement, as part of this Agreement**
- 5. I will not disclose or reveal any confidential, privileged, or otherwise private information related to ISA, except as expressly permitted by the ISA Board of Directors, Executive Committee, President or Executive Director, or as required by law.**

**In the event that any disclosure of information is required by the ISA Bylaws, ISA policies and rules, or this Agreement, I will immediately notify the ISA President and Executive Director, who will determine whether any action(s) by ISA are appropriate under the relevant law, Bylaws, and/or policy terms.**

Sincerely,

\_\_\_\_\_  
Signature

\_\_\_\_\_  
PRINT Name

\_\_\_\_\_  
Date

**DISCLOSURE STATEMENT**

1. Organizations and businesses with which I am affiliated. If none, please state "None" below.

Organizations/Businesses

Position

2. Please identify all Required Disclosure Activities. If none, please state "None" below.

3. Please identify all Required Disclosure Benefits. If none, please state "None" below.

4. Please identify all Other Required Disclosure Circumstances. If none, please state "None" below.

\_\_\_\_\_  
**Signature**  
**ISA Board Director/Officer/Council/Committee/Staff**  
**/Volunteer**

\_\_\_\_\_  
**PRINT Name**

\_\_\_\_\_  
**Date**

Date Approved by Board: \_\_\_\_\_  
-or-  
Executive Director signature: \_\_\_\_\_

Date  
issued/revised:  
**February 16, 2011**

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