

ISP Homeland Security
Critical Incident Series

INSTITUTE FOR SECURITY
PREPAREDNESS (ISP)
STUDENT HANDBOOK
2020-2021



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INTRODUCTION

Welcome to the Institute for Security Preparedness (ISP), Homeland Security Critical Incident Series. Our commitment is to provide credentials that are recognized and meet industry standards through quality online and in-person platforms. This handbook will provide you with important information about our certification policies and procedures to successfully obtain or recertify a credential.

CONTACT INFORMATION

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CONCERNS

For any concern regarding enrollment, certifications or staff, please contact the CEO or Certification Committee Chair

Anti-Discrimination

ISP and the Certification Board adhere to principles of fairness and due process and endorse the principles of equal opportunity. ISP is committed to an environment in which all individuals are treated with respect and dignity. Each individual, certificant, and candidate has the right to be in a professional atmosphere that promotes equal opportunities and prohibits unlawful discriminatory practices. Therefore, we expect that anyone associated with ISP regardless of their relationship with us will be business-like and free of bias, prejudice and harassment.

Any employee, certificant, or candidate who has questions or concerns about these policies should contact the Director of Certifications.

ISP and the Certification Board do not discriminate against any applicant/candidate for certification on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status or source of income, or any other status protected by law. All candidates for certification will be judged solely on the criteria determined by the ISP Certification Board.

Complaint Procedure

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should immediately email the Certification Committee Chairman. Please provide your name, address, email, and phone number. Provide the name of the person whom the allegation is against. Make sure to state if the complaint involves discrimination based on race, color, national origin, sex, disability, age, and a description of the alleged act. Please let us know what is your preferred contact method and what is the best time to contact you with follow up questions.

ISP encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

ISP will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

If a party to a complaint does not agree with its resolution, that party may appeal to ISP's CEO/Chairman of the Executive Board.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

STATEMENT OF IMPARTIALITY

ISP places the utmost importance on integrity, impartiality and potential conflicts of interest for our certifications. In order that all stakeholders can have confidence in our certifications, it is essential that ISP conducts its certification business in a fair and impartial manner, and with avoidance of undue influence arising from conflicts of interest.

ISP Certification Committee shall commit to acting impartially in relation to its applicants, candidates, and certified persons. Certification decisions shall be made in accordance with policies and procedures. Policies and procedures affecting applicants, candidates, and certified persons shall be made public and shall fairly and accurately convey information about the certification program.

ISP Certification Committee shall understand threats to impartiality that include, but are not limited to, self-interest, activities from related bodies, relationships of personnel, financial interests, favoritism, conflict of interest, familiarity, and intimidation.

ISP Certification Committee shall periodically conduct a threat analysis to determine the potential, both real and perceived, of an individual or an organization to influence certification.

ISP wants to instill confidence in its certifications to its certificants, candidates, and the public at large by:

- Being impartial
- Employing competent personnel
- Being responsive to complaints
- Being open
- Providing access to relevant information gathered
- Employing fairness
- Transparency of processes
- Maintaining confidentiality
- Carrying out impartiality audits annually

CODE OF ETHICS

All candidates prior to testing will sign and agree to abide by the following Code of Ethics as ISP professionals during the application process:

I will strive to remain current in my knowledge and skills by participating in continuing education related to Homeland Security.

I will solve issues that are within my capabilities, use knowledge to help others and to seek help when my skills or abilities are limited.

I will follow all safety rules for the well-being and protection of everyone around me in the workplace and beyond.

I will be honest in the performance of my responsibilities and interactions with customers, clients, and the public.

I will respect and obey all state, county, and federal laws during my professional association with ISP. My professional behavior must be beyond reproach and a model for all to follow.

I will promote integrity and professionalism, conform to established ethical principles, and show respect towards the public, organizations, and communities I serve.

I will protect the life, property, and confidentiality of those I serve and will use ethical principles above private or personal gain.

I will comply with the relevant provisions of the certification scheme

I will make claims regarding my certification only with respect to the scope for which certification has been granted

I will not use the certification in such a manner as to bring the certification body (ISP) into disrepute and not to make any statement regarding the certification which the certification body considers misleading or unauthorized

I will discontinue the use of all claims to certification that contain any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body

I will not to use the certification in a misleading manner.

I agree to inform ISP, without delay, of matters that can affect my capability to continue to fulfill the certification requirements.

In making this pledge, I agree to uphold high standards and professional behavior at all times for which I received certification and a professional designation by ISP. Any violation of the ISP Code of Ethics may be grounds for invalidating certification.

CONFIDENTIALITY

As a member, all information you share about yourself will be kept confidential. Only with your written permission will information be released to anyone outside of the ISP except as required by law. Legal exceptions include the following:

1. Clear and imminent danger to you or someone else.
2. If there is a reasonable expectation that you will engage in dangerous conduct as defined by state statute.
3. Reasonable suspicion that a child or elder is currently being abused.

Permissible released information will include:

- Name
- Member ID Number
- City, State, Zip
- Credentials
- Credential Status
- Date of Attainment and Expiration

While staff members may consult with one another, all staff members are ethically and legally bound to treat that information confidentially.

COMPLAINT PROCESS

Any number of situations may arise which may lead an ISP candidate or certificant to file a formal complaint with ISP. This may include a complaint regarding a perceived flaw in a question or exam process, or a complaint against an ISP certified individual, staff member, or volunteer. This process offers any individual the opportunity to have his or her concerns heard in a fair, objective forum. However, individuals will not be entitled to receive a copy of either the certification examination or the answers to any questions on the examination.

Such individuals may present written evidence of the basis for their complaint. Such evidence shall be reviewed and appropriate action is taken. No disciplinary action will be taken against the individual simply because he/she has filed a complaint. All complaints will be treated as confidential.

To ensure an impartial appeals process, a Complaint Review Panel consisting of three (3) ISP Board members is formed: the Executive Board Chairperson and two other voting members. The Chairperson of the panel will be the ISP Board Chairperson, who will appoint the other two voting members from the existing ISP Board. If the Chairperson chooses a Complaint Review Panel member who has a personal or financial conflict of interest, that Panel member will be excused from the Panel. If the Chairperson or any appointed person is the subject of the complaint, then the Certification Board Chairman of ISP will assume the lead role in this process.

The Complaint Review Panel reviews each case individually and then processes the results of the review directly with the individual filing the complaint. The ISP Board grants to the Complaint Review Panel full and final authority to institute corrective action (if any is required).

The chairperson of the Complaint Review Panel will chair all meetings of the Panel, which will be held, as needed, by conference call unless an in-person review is requested and paid for by the complainant. Dates and times for review will be determined by the Chairperson. Panel members and the complainant will be informed of the date at least one (1) month prior to the conference call. All materials available for the review will be provided in writing to the members in advance of the review.

Procedure

1. An individual must submit a written request for a complaint hearing, which must be signed by the individual and notarized, to the Chairman of the ISP Executive Board.
2. The ISP Executive Board Chairman shall appoint two members of the ISP Executive Board to serve as the Complaint Review Panel. If the complaint is credible, the Complaint Review Panel may seek consultation with ISP's legal counsel.
3. After receipt of a request for a formal complaint, and selection of the Complaint Review Panel, the Panel will consider the case as soon as practical.
4. In advance of the review, all supporting materials for the case will be sent to the Complaint Review Panel by ISP staff.

5. At the request of individual members of the Panel, the Chairperson may, but need not, submit additional questions in writing to the complainant. If an individual is the target of the complaint, questions may also be submitted to the subject of the complaint. The complainant and the subject will have the opportunity to respond in writing.
6. Panel members, the subject and the complainant will be informed of the date for the review at least one (1) month prior to the conference call or meeting.
7. If the complainant or the subject desires an opportunity to address the Panel in person or by conference call, the complainant may do so but must bear the cost of such in-person review. The complainant and/or subject can contact ISP for an estimate of such costs.
8. The subject of the complaint may be represented by legal counsel at any meeting at which the appellant addresses the Panel, whether in person or by conference call.
9. The voting members of the Panel will review each case and reach a majority decision. The decision of the Appeals Panel will be final.
10. The Chairperson of the Complaint Review Panel will send the complainant the Panel's decision in writing by certified mail as soon as practicable after the review.
11. Written materials considered in the Complaint Review Process and written decisions of the Complaint Review Panel will be securely stored and retained at ISP's HQ within the candidate's/certificant's file for three years.

RECORDS AND INFORMATION

Document Retention and Destruction Policy ¹

PURPOSE OF THIS TOOL: Certain federal laws prohibit the destruction of certain documents. ISP has adapted written, mandatory document retention and periodic destruction policy. Policies such as this will eliminate accidental or innocent destruction. In addition, it is important for administrative personnel to know the length of time records should be retained to be in compliance.

Document Destruction: The Document Retention and Destruction Policy identifies the record retention responsibilities of staff, volunteers, members of the board of directors, and outsiders for maintaining and documenting the storage and destruction of ISP documents and records.

ISP staff, volunteers, members of the board of directors, committee members and outsiders (independent contractors via agreements with them) are required to honor the following rules:

- a) Paper or electronic documents indicated under the terms for retention in the following section will be transferred and securely stored/maintained at ISP HQ;
- b) All other paper documents will be destroyed after three years;
- c) All other electronic documents will be deleted from all individual computers, databases, networks, and back-up storage after one year;
- d) No paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation. ISP management and/or legal counsel will be consulted for any current or foreseen litigation and affected parties will be notified.
- e) No paper or electronic documents will be destroyed or deleted as required to comply with government auditing standards (Single Audit Act).

Record Retention: The following table* indicates minimum requirements and is provided as guidance to customize in determining your organization's document retention policy. Because statutes of limitations and state and government agency requirements vary from state to state, each organization should carefully consider its requirements and consult with legal counsel before adopting a Document Retention and Destruction Policy. In addition, federal awards and other government grants may provide for a longer period than is required by other statutory requirements.

¹ * Adapted from the National Council of Nonprofits.

Table 1 – Document/Record Retention Schedule - Type of Document Minimum Requirement

Accounts payable ledgers and schedules	7 years
Audit reports	Permanently
Bank reconciliations	2 years
Bank statements	3 years
Checks (for important payments and purchases)	Permanently
Contracts, mortgages, notes, and leases (expired)	7 years
Contracts (still in effect)	Contract period
Correspondence (general)	2 years
Correspondence (legal and important matters)	Permanently
Correspondence (with customers and vendors)	2 years
Deeds, mortgages and bills of sale	Permanently
Depreciation schedules	Permanently
Duplicate deposit slips	2 years
Employment applications	3 years
Expense analyses/expense distribution schedules	7 years
Year-end financial statements	Permanently
Insurance records, current accident reports, claims, policies, etc.	Permanently
Internal audit reports	3 years
Inventory records for products, materials, and supplies	3 years
Invoices (to customers)	7 years
Minutes, bylaws and charter	Permanently
Patents and related papers	Permanently
Payroll records and summaries	7 years
Personnel files (terminated employees)	7 years
Retirement and pension records	Permanently
Tax returns and worksheets	Permanently
Timesheets	7 years
Trademark registrations and copyrights	Permanently
Withholding tax statements	7 years

Certification Programs

Critical Incident Series:

1. Certified Critical Incident Manager
2. Certified Public Information Officer
3. Certified Latent Print Examiner
4. Certified Crime Scene Management
5. Certified Domestic Terrorism
6. Certified Critical Incident Preparedness
7. Certified Critical Infrastructure
8. Certified Dispatching Professional
9. Certified Animal Decontamination
10. Certified Protection Officer*
11. Certified Protection Officer Instructor*
12. Certified Security Supervision Management*

*Denotes that this certification is offered through a partnership with the International Foundation for Protection Officers.

ISP is recognized by the industry as a global leader in education and training. Each certification is designed by subject matter experts who have industry experience. The advisory board and panels are involved in several areas of each certification during implementation, design, exam preparation, and certification requirements.

INDUSTRY OVERVIEW

The potential for violence in our communities, threats on our infrastructure and cyber systems, along with natural disasters demand a newly trained and skilled workforce. Organizations are looking for industry-specific certifications that enhance knowledge, skills, and abilities of their current staff or future employees.

MEMBERSHIP

ISP does not require membership to qualify for the certification process. It is our intention to focus on building a competent workforce through career readiness, advancement, or career change.

CERTIFICATION PROCESS

ISP evaluates current certifications annually to remain current with industry trends, technological advances, and industry-driven changes for training, hiring, and promotions. The evaluations look at job delineation through a job task analysis, which involves our advisory board and panels, and subject matter experts. ISP may seek information from global organizations that align with our certifications. Certifications are valid for two or three years and may be renewed through the recertification process. The recertification process is discussed below and is listed on the website.

CERTIFICATION ASSESSMENT

Certification assessments are based on candidate knowledge, skills, and current industry standards to show workplace readiness. Applicants may challenge the assessment for any program dependent upon their experience and knowledge. Applicants must meet the prerequisite before taking the exam. If a candidate meets the prerequisites and fails the assessment, they will not be refunded their fees.

SUBJECT MATTER EXPERT

ISP utilizes subject matter experts (SME) for assessment development and maintains certification exams. A subject matter expert, or SME, is a "person with bona fide expert knowledge about what it takes to do a particular job or career".

ASSESSMENT DESIGN

ISP tests are designed to measure work-related cognitive capacity; to ascertain whether or not a candidate has the intellectual capacity to perform in their field and binary variables. Psychometric testing refers to the process of measuring a candidate's relevant strengths and weaknesses. ISP utilizes the Kuder and Richardson Formula 20 for the psychometric paradigm in constructing, scoring, and analyzing assessments. Our assessments are dichotomous or multiple-choice, which are an effective and efficient way to assess learning outcomes from basic recall to application, analysis, and evaluation. Multiple-choice questions have reliability and validity. Reliability is defined as the degree to which a test consistently measures a learning outcome. Validity is the degree to which a test measures the learning outcomes it purports to measure. ISP subject matter experts (SMEs) are vital proponents developing and improving each assessment.

ACCOMMODATIONS

The Certification Board will provide reasonable and appropriate accommodations in accordance with the Americans with Disabilities Act (ADA) for individuals with documented disabilities who request and demonstrate the need for accommodation.

ADA regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities. Documentation is required to validate the type and severity of a disability to enable accommodations to be specifically matched with the identified functional limitation, in order to provide equal access to exam

functions for all examinees. Documentation of the requested accommodation must include documentation of need provided by an appropriate, licensed medical doctor, healthcare practitioner or another relevant professional on the professional's letterhead. The documentation must include the candidate's name and address as well as the diagnosis of the disability, history of previous accommodations and specific recommendations for accommodations.

Instructions for requesting special accommodations will be published in the Candidate Handbook. The application form will include the option for candidates to indicate the need for an accommodations request. Special accommodations must be requested in advance using the request for accommodations form in the Candidate Handbook.

Reasonable examination accommodations will be made at no extra charge to individuals with documented disabilities.

Accommodation Requests

The Certification Committee Chairman, in consultation with the Certification Board and/or psychometric consultant as needed, will review applications for accommodations and will communicate authorization. Permitted accommodations may include, but are not necessarily limited to:

- Additional time
- Adjusted/larger font on written materials
- Auxiliary aids or services

Upon receipt of a request for accommodation, the Certification Committee Chairman will review the information received and may contact the applicant, if needed, to obtain additional information. The Certification Committee Chairman will determine the feasibility of any accommodation, including the specific accommodation requested by the applicant/participant, taking into account all relevant circumstances including, but not limited to: the nature of the documented disability; the nature of the accommodation; and the accommodation's impact on the certification examination.

The Certification Committee Chairman will inform the applicant regarding the accommodation decision. If the accommodation request is denied, the applicant may appeal the decision by submitting a written statement to ISP explaining the reasons for the request. The appeal will be reviewed by the Certification Board within 30 days of receipt. The decision of the Certification Board is final.

CERTIFICATION PREREQUISITES

The goal of ISP certifications is to help individuals obtain industry-recognized certifications. The prerequisites were designed with an understanding that the criminal justice industry is broad and may have different requirements for each field. Knowing this, we have built into our process alternatives to meeting the prerequisites.

A waiver of the requirements below can be granted with a letter outlining the circumstance for your request. The letter shall be from a first-line supervisor or higher.

Certified Latent Print Examiner	Certified Crime Scene Management	Certified Domestic Terrorism	Certified Critical Incident Preparedness	Certified Critical Infrastructure
<p>*One or more years of service in criminal justice, security or similar capacity *At least 18 years of age *High school diploma or equivalent</p> <p>If in an approved CTE program the age and diploma are exempt for:</p> <ul style="list-style-type: none"> • Certified Crime Scene Management • Certified Critical Incident Preparedness <p>If your organization requires individuals to obtain certifications before you have one year in a criminal justice capacity, please contact ISP for alternatives.</p>				
<p>Certified Critical Incident Manager</p>			<p>Certified Public Information Officer</p>	
<p>*Must be at least 21 years of age *High school diploma or equivalent *Understanding of FEMA Incident Command Systems *Currently holding or has held the rank of sergeant or above, or *Three years of service in criminal justice, security, or similar capacity combined with 16 hours of college credits or certifications, or certificates pertaining to management, leadership, and supervision from other sources *Completion of two certifications in Homeland Security that hold certifications recognized by industry</p> <p style="text-align: center;">(continued on next page)</p> <p>A waiver of the above requirements can be granted with a letter outlining the circumstance for your request. The letter shall be from a first-line supervisor or higher. Please contact ISP for assistance.</p>			<p>*Two or more years of media communications or service in criminal justice, security, or similar capacity *Be at least 21 years of age *A minimum of a high school diploma or equivalent</p> <p>A waiver of the above requirements can be granted with a letter outlining the circumstance for your request. The letter shall be from a first-line supervisor or higher. Please contact ISP for assistance.</p>	

Certified Dispatching Professional	Certified Animal Decontamination
<p>*One or more years of service in criminal justice, security or similar capacity *At least 18 years of age *High school diploma or equivalent</p> <p>If in an approved CTE program the age and diploma requirements are exempt</p> <p>If your organization requires individuals to obtain certifications before you have one year in a criminal justice capacity, please contact ISP for alternatives.</p>	<p>*One or more years of service in criminal justice, security or similar capacity *At least 18 years of age *High school diploma or equivalent</p> <p>If in an approved CTE program the age and diploma requirements are exempt</p> <p>If your organization requires individuals to obtain certifications before you have one year in a criminal justice capacity, please contact ISP for alternatives.</p>

Certified Protection Officer	Certified Protection Officer Instructor	Certified Security Supervisor Management
<p>*One or more years of service in criminal justice, security or similar capacity *At least 18 years of age *High school diploma or equivalent</p> <p>If in an approved CTE program the age and diploma are exempt</p> <p>If your organization requires individuals to obtain certifications before you have one year in a criminal justice capacity, please contact ISP for alternatives.</p>	<p>*Current designation as a Certified Protection Officer (CPO).</p> <p>*Membership in the International Foundation for Protection Officers. Five years of teaching experience or equivalent</p> <p>* One-year full-time security experience (part-time requires two years). The experience listed by the candidate must indicate they were completely or primarily responsible for the protection of assets (Security, Crime Prevention or Loss Prevention). Law enforcement or investigative experience in and of itself will not suffice to fulfill this requirement. Candidate should specify job titles and responsibilities. All relevant experience should be listed on the application.</p> <p>*Post-secondary education at some level must be documented. This can be college courses or other substantial instruction in any subject given by a corporate, military, governmental or educational organization covering forty (40) or more hours. Courses in communications, supervision, leadership, etc. are all examples of post-secondary education.</p>	<p>*At least 18 years of age</p> <p>*High school diploma or equivalent</p> <p>Six months security experience or equivalent in supervision</p>

RECERTIFICATION

Recertification Process

Recertification

All recertification candidates are required to complete one of the three items listed below. Recertification must be completed before the certification cycle ends. Any certificant who is in jeopardy of completing their certification within the cycle year should contact ISP immediately and seek an extension. Extensions are only based on emergency circumstances such as medical issues, career change or transfer, military activation, or other extenuating circumstances.

Recertification Methods

The following are methods an individual may use to recertify. Certificants must complete numbers one (1.) two (2.) or three (3.) from the list below. The recertification fee is \$125.

1. Work Verification Method – Verification of employment, accomplished by submission of a Work Verification Form is available on the ISP website. You must document work in the area of certification in at least 12 of the prior 36 months after your certification. The information must include contact information of a knowledgeable authority (supervisor, manager, or human resources representative).

2. Continuing Education Method – Certificants must accumulate a minimum of six (6) CEUs (Continuing Education Units) for a two year certification or nine (9) CEUs for a three year certification period. Supporting documentation is required and will be subject to verification. CEU credits may be accumulated anytime during the two or three-year certification period by providing evidence of continued growth in the field as determined by the ISP Certification Committee Chairman or designee. Activities that increase knowledge in the field of certification such as professional development activities (seminars, continuing education courses, trade conferences or internal training) and certification activities with approved providers, or any combination thereof are eligible.

Continuing Education Units for Recertification

ISP utilizes the standard established by the International Association of Continuing Education and Training (IACET). One (1) Continuing Education Unit (CEU) equals ten (10) contact hours of learner interaction with the content of the learning activity, which includes classroom, self-paced instruction, pre-/post-assignments, and/or homework in support of a learning outcome. A certificate or letter of completion that includes the hours of classroom time is required. Classroom time is calculated by time doing course work including research, writing assessments, assignments, labs, and fieldwork.

CEU: 0.1 CEU = 1 Contact Unit

When calculating the number of CEUs for a course, the number of contact minutes must be totaled and divided by 60 to arrive at the number of contact hours.

Total contact hours must then be divided by 10 to obtain the number of CEUs. CEUs must be expressed in tenths of a CEU; that is, 17 contact hours equate to 1.7 CEU; a three-contact hour program equates to .3 CEU.

- 1 CEU unit per year can be awarded for membership in a professional association.
- 1 CEU unit per year for current employment or volunteering as first-responder or active duty military to include Reserve and National Guard (First-responders include security, law enforcement, armed forces, and corrections).
- Individuals from the Certified Public Information Officer program can substitute volunteer literacy programs for the youth, elderly, or disadvantaged.

Post-Secondary: Calculate CEU

Conference: Calculate CEU (Class time only)

In-Service Training: Calculate CEU (Class time only)

Association Training/course: Calculate CEU (Class time only)

Online offered training through websites such as Homeland Security list the CEU amount on the certificate of completion.

If your training has a major hands-on component, please submit your outline or syllabus for a review of potential CEUs. ISP realizes that hands-on training is important and valuable for learning new skills or material which may have changed in the industry.

Please contact ISP Certification Committee Chairman for a request for CEUs not listed.

3. Equivalent Knowledge Exam Method – Certification holders may sit for an equivalent knowledge exam. Complete the recertification application, and pay for the online assessment. You will be sent a verification to proceed to the assessment.

About the Recertification Examination

The recertification exam is a 50 multiple-choice question, internet-based examination that is designed to assess the knowledge of professionals in certification areas of concentration. Recertification questions have been developed by ISP specifically for the recertification examination. Like the initial certification exam, recertification questions are based on current practices, issues, and knowledge within a certification area. The content is similar to the one used for the initial certification examination. The questions developed are held to the same standards as the initial certification exam. Recertification candidates are supplied with study materials and current issues to research. The purpose of the recertification examination is to demonstrate continued knowledge, skills, and a constant cycle of ongoing career learning. Continuing competency is critical to reaffirm your commitment to your career.

CHANGE OF INFORMATION

The certificant must notify ISP with any changes to their home, telephone, or e-mail. Changes can be made to your contact information by contacting the ISP office via phone or email.

CERTIFICANT DATABASE

The database provides details of any certificants who have previously passed an ISP examination and have elected to be included. Certificants can choose to opt-out of this public listing if they wish. Successful certificants are updated on a regular basis. The database is provided for current or potential employers to check on the status of the employee's certification.

CANCELATION POLICY

ISP reserves the right to assess fees for all services, including the examination, recertification, challenging failed examination scores, duplicate certificates, and reciprocity.

1. Fees can be charged for not scheduling an examination without a valid reason within 90 days of payment, extensions, and other circumstances as deemed inappropriate.
2. Fees are subject to change and the candidate is responsible to submit the current and correct fee for any aspect of certification.
3. All fees shall be published on the website.
4. Refunds are granted at the discretion of the certification staff. Circumstances such as a family emergency or withdrawals from the examination process may qualify you if it is within the 90 days period.
5. Refunds are not granted to candidates who forfeit or fail the examination, who are deemed ineligible or who fail to meet the recertification requirements.
6. Group vouchers purchased by the military or organization wishing a refund are evaluated on a case by case basis.
7. All cancellations will be subject to a 10% handling fee.

FEES

All certification fees are listed individually on the website. Please refer to the certification for fees. ISP fees may vary depending on your certification.

PAYMENTS

ISP accepts PayPal (credit or debit) and vouchers. For payments, simply click on the certification, add it to your shopping cart and proceed to checkout. For group vouchers and pricing, please contact ISP.

LOGO USES AND GUIDELINES

These guidelines ensure that the ISP logo is used properly and consistently by all credential holders and ISP partners. Including the ISP logo on individual letterheads, business cards, and other marketing materials will enhance the recognition of any ISP certification and help convey their skills and competencies to prospective employers. The requirements for using the logo are as follows:

Logo Size, Color and Typeface Specifications

The ISP logo may be recolored from black but must retain the design and inscription.

The ISP logo should never be redrawn, modified, or otherwise distorted. When used in different sizes, the entire ISP logo must be scaled in proportion to its original measurements.

The ISP logo may be used as a stand-alone logo or may include specific text, according to its use. When used with approved text, the logo should not be scaled down to a size so small that the text is no longer legible. Text that may be used includes Times New Roman or Georgia, or any combination of the two for all ISP certifications. A standard font typeface allows users of ISP credentials to brand their material with a consistent look and feel.

Where and How the ISP Logo can be used

Only current certificants who have earned the ISP Credential by passing one or more of the ISP certification examinations may use the logo. Partnering organizations and companies employing anyone certified through ISP are approved to use the ISP Credential and logo in their resumes, advertisements, and related business materials.

If an ISP certificant or partnering organization terminates their participation or fails to maintain currency of certification, they may no longer use the ISP logo.

ISP certification is granted to individuals that show competency in a specific area. An ISP certified individual may use the ISP Credential in its proposal and marketing materials.

An individual who holds the ISP Credential qualifies to use the designation following their name. For example, members may use Herb Williams, CSM after their names. If you have questions regarding use of the ISP Credential after your name, please email us at ispcerts@gmail.com.

ISP Credential Holder Logo FAQs

How can the ISP logo be used?

Current ISP Credential holders are encouraged to use the logo to showcase their expertise and specialized knowledge on their resumes, name tags, personal websites, and business cards. Partners and companies hiring ISP certificants may use the ISP credential in their proposals, advertising, and promotional materials.

Is there a minimum print size for the logo?

No. To ensure the legibility of the logo, the minimum recommended size must be readable.

Are there restrictions on where the logos may be placed on resumes and business cards, etc?

No. You may place the desired logo anywhere you prefer on the resume, business cards, advertisements, and business materials to accurately identify yourself as a current ISP Credential holder.

Can I redraw or recreate the logo?

No. The logo must be used as it has been created and may not be redrawn or recreated. However, the logo may be resized as a whole but should not be elongated or made taller so as to be disproportionate.

May I run the logo in any color?

No. The logo must appear as presented on the website and match the original. To assure a correct logo is used, please request a copy by email to ISPcerts.com.

