

Prepared By: C. Hollenbeck

Approved By: _____

TITLE: Certificate Issuance and Authority

POLICY: A NEHA Certificate will only be issued upon successful completion of the NEHA Certificate course that applies to that specific certificate.

PURPOSE: To clarify the process for obtaining a NEHA Certificate

PROCEDURE:

1. Issuance Authority – NEHA’s Entrepreneurial Zone (EZ) issues all certificates in a responsible manner and informs certificate holders and stakeholders about proper use and interpretation of the certificates issued. The EZ develops all criteria for certificate issuance and is the sole authority for issuance of all NEHA Certificates (NEHA does not outsource this decision).
2. Certificate Requisites - Certificates are issued after all requisites are fulfilled by the learner and verified by the EZ. Seat time is required following assessment of the learning outcomes and creation of the course syllabuses, as the minimum amount of time needed to fully understand the learning outcomes. The EZ uses only the information gathered during the certificate program process as a basis for the decision to issue the certificate.
 - Successful completion of an instructor-led NEHA Certificate Course includes course seat time, as specified by the individual Certificate being awarded, as well as a score of 70% or higher on a NEHA Certificate Course assessment.
 - The Food Handler Certificate course requires a minimum of 2 hours seat time.
 - The Food Manager Certificate course requires a minimum of 8 hours of seat time except where specified otherwise in jurisdictional requirements.
 - The HACCP Handler Certificate requires a minimum of 2 hours of seat time.
 - The HACCP Manager Certificate Course requires a minimum of 15 hours of seat time.
 - Successful completion of an online NEHA Certificate Course is determined by the achievement of finishing the online course, including a 70% or greater score on the online assessments.
3. Non-Transferable - NEHA Certificates are only issued to individuals and are non-transferrable.
4. Term of validity – The NEHA Certificate will be valid for a period of 3 years or less, pursuant to FDA *Food Code* updates, allowing time for course adjustments. Local jurisdictional requirements may be less, and will then supersede NEHA’s term.
5. Issuance – In an instructor-led course, certificates will be signed by the instructor and issued to a student after the above requisites have been met.

HACCP online courses are divided into sections of study. At the completion of each section is an assessment. Passage of 70% or higher is required to move forward to the next section. If a score of less than 70%, the student is sent back to the body of text to review and attempt the assessment again. At

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the successful completion of the course, a certificate is downloadable and printable. The certificate of completion bears the student's name and date of completion of the HACCP online course.

6. Details on a Certificate - NEHA Certificates are signed by the Executive Director and include:
 - Name of the certificate holder
 - Title of the certificate program
 - NEHA name and logo
 - Certificate issue date
 - Term of validity
7. Invalidating a Certificate - NEHA certificates are invalidated for the following reasons. The EZ Program Administrator shall notify certificate holders and their employers, in writing, if a previously issued certificate is invalidated:
 - Determination is made that a certificate holder did not participate in the required course and post-assessment.
 - Determination is made that a certificate holder received the certificate by administrative or technical error.
8. Designations - NEHA does not grant designations or designation acronyms to certificate holders.
9. Continuing Education – Certificate holders do not need continuing education to maintain their standing as a NEHA Certificate Holder.
10. Complaints/Questions – Any questions or issues regarding the NEHA Certificate Issuance and Authority policy can be forwarded to: support@neha.org.
11. Certificate Information – The EZ Program Administrator should be contacted by phone (303-756-9090 ext. 306) or email (support@neha.org) for information regarding confirmation of certificate completion, term of validity, certificate date of issuance. The Program Administrator will reply to all requests within 5 business days.

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TITLE: Complaints and Appeals

POLICY: A review and appeals process is available to individuals seeking an amendment of a decision denying certificate from a NEHA Certificate Program. The EZ Program Administrator and the Board of Directors conduct review and appeals processes. The decision of the Boards is final. Failure of any NEHA certification assessment is not subject for an appeal.

PURPOSE: To outline the complaint and appeal process.

A **complaint** is defined as a cause or reason for dissatisfaction; a grievance.

An **appeal** is defined as a resort to a higher authority or greater power, as for sanction, corroboration, or a decision.

PROCEDURE:

1. Writing Complaints - All complaints and appeals shall be submitted, in writing, to support@neha.org. NEHA Board of Directors is responsible for final determination of complaints and appeals.
2. Submission and Review - These complaints and appeals shall be forwarded to the appropriate personnel assigned to monitor all complaints and appeal. This individual will conduct the appropriate review of the entry and elevate the issue according, ultimately making recommendations for action to the Board of Directors.
3. Tolerance - Complaints and appeals are resolved in an unbiased and timely manner.
4. Duration - Complaints and appeals shall be reviewed within five (5) business days from written receipt and recommendations for action are submitted to the Board of Directors within ten (10) business days from receipt.
5. Final Determination - Final determination and notification are made by the Board of Directors within fifteen (15) business days from BOD receipt; 30 days total.

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TITLE: Costs and Associated Fees

POLICY: NEHA Certificate Course costs will not exceed any price limitations as declared in state codes and/or laws.

PURPOSE: To outline costs and associated fees for NEHA Certificate Courses.

PROCEDURE:

1. NEHA will charge Certificate Course instructors a fair and reasonable cost for course materials based on production of materials and administrative time. It will be up to the Course instructors to abide by state and local regulations on the limitation of Course fees.
2. NEHA will audit instructor's fees at regular intervals based on instructor marketing materials and past violations.
3. If the instructor cancels the Course, a full refund will be given to all paid participants.
4. If a participant is unable to attend the Course after making payment, the instructor must be notified in writing, by mail or email, at least 7 business days prior to the Course date for a full refund. Within 7 business days of the Course, a refund to the participant is not required, although an individual instructor may return all or some of the Course fee at his/her discretion. This policy prevents an instructor from ordering and paying for training books and materials that will not be used.
5. In the case of an emergency or if a student has to leave the class after beginning the course, a refund will not be given, however, the student will have the opportunity to attend another session of the same course by the same instructor at another time.

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TITLE: Course Security

POLICY: NEHA makes all reasonable efforts to the extent possible to respect and maintain the privacy of certificate program participants.

PURPOSE: To demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices. NEHA reserves the right to change this policy at any time by notifying users of the existence of a new privacy statement.

PROCEDURE:

1. Confidentiality and Security

NEHA holds in confidence and handles in a secure manner any information of a confidential nature related to, or obtained from, its certificate programs. Such information includes:

- Participants (e.g., learners and certificate holders)
- Learning outcomes evaluation instruments (i.e., assessments)
- Keys
- Results
- Other related educational materials

NEHA ensures personal information is not to be disclosed without the explicit permission of the person concerned, strict personal information security is maintained, and proper safeguards are in place to protect against unauthorized disclosure of information.

2. Security

NEHA implements information security best business practices (e.g., access controls, encryption, etc.) to protect the confidentiality, integrity and availability of information of a confidential nature.

3. Collection of Data

NEHA does not collect personal data about individuals except when such individuals or stakeholders specifically provide such information on a voluntary basis. Certificate holders and stakeholders need to be aware that non-personal information and data may be automatically collected through the standard operation of NEHA's Internet servers or through the use of 'cookies.'

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4. Purpose of Processing

The personal data collected is used by NEHA and third parties acting on its behalf for customer administration and marketing related purposes including; to provide resources to and manage NEHA's relationship with all stakeholders, to process and respond to queries received from the public and to send marketing communications on NEHA's behalf and on behalf of other selected vendors.

In some cases, such as the program registration, NEHA requires the collection of home address and telephone numbers. It has been our experience that residential contact information is more constant than business contact information because of the mobility of professionals through their careers. This information is only used to contact individuals about upcoming certificate program and awareness information as well as the distribution of certificates.

NEHA occasionally performs statistical analyses of user behavior and characteristics in order to measure interest in and use of the various areas of the website. NEHA provides only aggregated data from analyses to affiliated third parties. NEHA also uses your IP address to help diagnose problems with our server and to administer the website.

As NEHA is an organization based in the United States, your personal data will be collected and processed in the United States by NEHA and third parties acting on its behalf in accordance with and for the purposes set out in this Privacy Policy. If you do not wish your personal data to be handled in this way, please inform us using the contact details below.

5. Individual Rights

NEHA is a certificate issuing organization and maintains information on those who possess its certificates or have expressed an interest in them. If you would like to see the information NEHA retains about you, please write to our marketing department at the address below.

For those who do not maintain their certificate, NEHA retains certificate records for a minimum of seven (7) years per NEHA standards. Additionally, at an individual's written request NEHA will update/correct personal information previously acquired which you believe to be inaccurate.

Requests may be sent to:

NEHA
Entrepreneurial Zone
720 South Colorado Blvd
Suite 1000N
Denver, CO 80246
USA

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6. Opt in and Opt out

NEHA is a certificate issuing organization and, as such, must maintain contact information on all inquiries to communicate relational or transactional information. NEHA also sends promotional material promoting its conferences, awareness opportunities, or other offerings. From time to time, NEHA collaborates with other security organizations and companies to promote other programs that may be of interest. In such cases, NEHA does not provide these organizations with any mailing information or otherwise disclose any contact information but distributes the organization's information on their behalf to those who have elected to receive such information. We will always obtain your prior permission before sending you marketing communications. If, at any time, you do not wish to receive marketing material, every marketing e-mail will include an opt-out link at the bottom or you may notify NEHA in writing at the address below.

7. Third Parties

Occasionally, NEHA outsources administration and other NEHA functions to contractors. In such cases, NEHA may provide these third parties with contact information for the sole purpose of performing NEHA -sanctioned tasks under the supervision of NEHA employees. These contractual relationships specifically address the manner in which they may use contact information and that they may not copy or disseminate that information or use it for any purpose other than that specified in the contract. Additionally, upon termination of the contract, they must return all information to NEHA and destroy any copies that they might possess.

8. Certificate Verification

As an organization that issues certificates, NEHA may be requested to verify whether an individual's assertion that they possess our certificate is accurate. It is an implied duty that NEHA identifies and attests to the certificate holder status of those individuals who do possess our certificates. As such, NEHA will verify whether an individual holds a certificated issued by NEHA or not upon receiving sufficient identifying information regarding the subject of the inquiry. However, under no circumstances is any contact or other information disclosed.

9. URL Links

NEHA's Web site contains links to other sites; NEHA is not responsible for any actions or policies of such third parties. Users should check the applicable privacy policy of such a party when providing personally identifiable information.

10. Signatures

Signatures from all staff, trainers, oversight committee members, and any contractors or subcontractors associated with the Certificate Program are required on the Affidavit of Nondisclosure and Confidentiality for NEHA Certificate Programs.

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Contact Us - If you have any comments on this Privacy Policy or wish to contact NEHA:

- You can send an email to – support@neha.org
- You may send mail to the following postal address:

NEHA
Entrepreneurial Zone
720 South Colorado Blvd
Suite 1000N
Denver, CO 80246
USA

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TITLE: Internal Department Audits

POLICY: It is the policy of the NEHA to support internal auditing on an annual basis as an independent appraisal function to examine and evaluate NEHA Entrepreneurial Zone programs, procedures, and administrative activities as a service to NEHA's stakeholders and to the Board of Trustees.

PURPOSE: To measure and evaluate the effectiveness of other EZ procedures and other controls, and when deficiencies are found, to put corrective actions into place.

PROCEDURE:

Specifically, the auditor will:

1. Evaluate the adequacy of the internal control structure within the EZ to manage risk
2. Assess the extent of compliance of each program with applicable laws, regulations, policies and procedures
3. Verify the existence of assets and proper safeguards for their protection
4. Evaluate the adequacy, reliability and effectiveness of financial and personnel reporting systems and procedures
5. Appraise the quality of management's performance in carrying out assigned duties, and accomplishing goals and objectives
6. Perform audits directed toward cost savings or revenue enhancement opportunities
7. Investigate management concerns relating to dishonest or fraudulent activities
8. Adjust policies and procedures necessary to correct any inadequate systems

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TITLE: Record and Document Control

POLICY: It is NEHA's policy that all individual records and documents pertaining to NEHA's Certificate programs are kept under secure conditions so that an individual applicant's information is not readily accessible to others.

PURPOSE: To show adequate control and security of certificate records and documents.

PROCEDURE:

1. NEHA provides learners and certificate holders with verification and documentation of:
 - The progress or completion of the program
 - The certificate issue date
 - The certificate term of validity
2. All individual records and documents pertaining to NEHA's Certificate programs are stored separately from other NEHA programs.
3. All NEHA records and documents are kept for a minimum of seven (7) years.
4. Documents are under the authority of the EZ Program Administrator and may only be inspected by someone outside of the organization with 2 weeks prior notice and just cause to do so. Examples of potential allowances are auditors, employers, and/or anyone with legal cause to review documentation.
5. Requests for validation or documentation must be made in writing and sent to support@neha.org. Requested information is provided by NEHA within 15 business days.
6. The Certificate Program documents kept under control are:
 - a. Trainer Information
 - i. Application
 - ii. Confirmation or Commitment and Release of Liability
 - iii. Course rosters
 - iv. Returned assessments and evaluations
 - b. Student Information
 - i. Course registrations
 - ii. All personal information
 - iii. Assessment scores
 - iv. Course evaluations

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c. Program Information

- i. Course surveys
- ii. Job task analyses

7. All records and documents listed in #6. are held securely under lock and key in the EZ office by the EZ Program Administrator.
8. All student information from #6(b) is also held securely per the Trainer Roles and Responsibilities, which includes Course Security, Nondisclosure and Confidentiality, by NEHA trainers for at least the 3-year term of validity.
9. Paper documents are disposed of by shredding the original and any copies made from that original. Online documents are disposed of by deleting the records from the online storage location. The EZ is responsible to disposing of the documents that are held by the EZ. The trainers are responsible for correctly disposing of the documents that are held by the trainers, per the Trainer Roles and Responsibilities policy, #7.
10. The Oversight Committee will assist in the development, monitoring, review and approval of the Certificate Program Plan, the Certificate Program Handbook, Certificate Course Design Guidelines, and the policies and procedures of NEHA's Entrepreneurial Zone, plus any other documents that the EZ Program Administrator might deem necessary, to fully understand the program and their duties. Any other documents created by the EZ, will be under the sole discretion and management of the EZ Program Administrator.
11. As new versions of existing course material, policies and procedures, and trainer or student forms become available, the prior versions must be thrown away and replaced by the new document(s). This is to ensure that everyone associated with the Certificate Course Programs have the same / updated information.

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TITLE: Non-Discrimination

POLICY: No individual is excluded from the NEHA credential program based on any attributes other than his/her eligibility to sit for the credential exam.

PURPOSE: Ensure fair practices in the certificate process.

PROCEDURE:

1. NEHA is committed to the principle of equal opportunity in its activities and programs and does not allow, condone, or support discrimination of any type (whether based on ethnic origin, nationality, religion, sex, race, gender, age or disability) within its organization, practices, procedures, or vendors. This policy also applies to NEHA employees, members, and supporters.
2. Whether participating in a certificate or certification program, whether as an employee, member or supporter, in the unlikely event the individual feels they have been discriminated against for whatever reason, they are directed to notify the NEHA at support@neha.org, or 303-756-9090 ext. 306 (US Mountain Time, Monday - Friday, 9:00 am – 6:00 pm), and in writing where possible, so that we may research the problem and correct it as soon as possible.

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TITLE: Compliance with the American Disabilities Act

POLICY: NEHA is committed to ensuring that no individual is deprived of the opportunity to take a certificate class solely by reason of a disability or impairment. All course facilities are fully accessible and compliant with the American with Disabilities Act.

PURPOSE: To comply with the American with Disabilities Act and provide equal opportunities to those with disabilities or impairments.

PROCEDURE:

1. NEHA's certificate and certification programs are compliant with ADA requirements. NEHA makes every effort to accommodate individuals with "a physical or mental impairment that substantially limits a major life activity", as defined by the current Act.
2. When an individual applies for special accommodations based on a disability or impairment, such requests will be forwarded to NEHA's trainers and/or course providers to make such arrangements.

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TITLE: Trainer Roles and Responsibilities

POLICY:

The HACCP Manager and Food Protection Manager courses are overseen by NEHA trainers at various sites around the country. These trainers must have, at minimum, a Certified Professional Food Manager (CPFM) certification by an ANSI-CFP accredited food protection manager program, or a Certified Professional of Food Safety (CP-FS) credential. The Food Handler and HACCP Handler courses may be run by the Food Handler's employer, manager, or local health department.

PURPOSE: To clarify the roles and responsibilities of a NEHA Trainer.

PROCEDURE:

1. The role of all NEHA course trainers is to provide a fair, professional environment conducive to maximum performance by all students. This can only be accomplished by maintaining standardized procedures and conditions while providing a comfortable environment.
2. Trainers will provide a confirmation email to all course participants. The confirmation will contain the participant's name, the course location, and the date of the course.
3. For an instructor-led course, organization of participants, distribution of course materials, and course instructions will begin promptly at the posted start time.
 - a. The Food Handler Certificate course requires a minimum of 2 hours seat time.
 - b. The Food Manager Certificate course requires a minimum of 8 hours of seat time except where specified otherwise in jurisdictional requirements.
 - c. The HACCP Handler Certificate requires a minimum of 2 hours of seat time.
 - d. The HACCP Manager Certificate Course requires a minimum of 15 hours of seat time.
4. Trainers must verify participant identity by requiring a government-issued photo ID (such as a valid driver's license) along with the participant's registration confirmation.
5. The Certificate Program Trainer is responsible for the following tasks:
 - Selecting and scheduling of course site
 - Procuring adequate staff based on registration counts
 - Accounting for and security of NEHA course materials
 - Supervising course day procedures
 - Delivering the appropriate course assessment and reading assessment instructions provided by NEHA
 - Providing NEHA course evaluations to each student
 - Maintaining professional standards

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- Shipping of course evaluations and assessment materials, including student scores, back to NEHA after course within 7 business days
6. Trainers must follow the NEHA Certificate Course syllabus and PowerPoint presentation for the course being taught to ensure consistency across all classes / trainers and ensure achievement of course learning outcomes.
 7. The Certificate Program Trainer agrees to abide by NEHA's Certificate Program Policies and Procedures referring to personnel associated with the Certificate Programs. This specifically relates to Course Security and Record and Document Control regarding:
 - Course materials
 - Course assessments
 - Student identification
 - Student scores
 8. The Certificate Program Trainer must sign the NEHA Certified Trainer Chartered Principles and Affidavit of Nondisclosure agreeing to the Trainer Roles and Responsibilities mentioned herein prior to training any of the NEHA Certificate Program Courses. One signature per Trainer means that the Trainer will follow the Chartered Principles for all NEHA Certificate Courses.

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TITLE: Oversight Committee Responsibilities

POLICY:

The oversight committee for the NEHA Certificate Programs is responsible for understanding the different Certificate Programs and approving all changes to program policies and procedures.

PURPOSE: To clarify the roles and responsibilities of a NEHA Certificate Program Oversight Committee member.

PROCEDURE:

1. The role of all NEHA Certificate Program Oversight Committee is to ensure a fair, professional certificate program. This can only be accomplished by maintaining standardized policies and procedures equitable to all students.
2. The Oversight Committee will assist in the development, monitoring, review and approval of the Certificate Program Plan, the Certificate Program Handbook, Certificate Course Design Guidelines, and the policies and procedures of NEHA's Entrepreneurial Zone, plus any other documents that the EZ Program Administrator might deem necessary, to fully understand the program and their duties.
3. The Oversight Committee will meet annually at the NEHA AEC to discuss current practices and proposed changes to the program, including updated state and jurisdictional laws.
4. The Oversight Committee will review Certificate course evaluations and assessment scores to determine quality and effectiveness of courses.
5. The Oversight Committee will review:
 - a. student evaluations, including their opinion of the course, knowledge gained, instructor, and assessment
 - b. scoring reports / assessment performance
 - c. trainer evaluations
 - d. employer evaluationsand other items as listed in the Program Audit Policy #3 to note any patterns or trends and develop and improve the program as necessary.
6. The Oversight Committee will assist in assigning, approving and scheduling auditors to monitor report on the Certificate Program Courses and Trainers.
7. As part of the regulatory, food safety education, and industry communities, the Oversight Committee will discuss value of Certificate courses from their own experiences within the various communities.
8. All updates/revisions to the NEHA Certificate Program must be approved by the Oversight Committee prior to implementation. Minor changes in dates and spelling do not need to be approved.

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9. Approval will be official only when 2/3 of the Oversight Committee is in agreement of the change(s) and/or update(s) by a vote. Opportunity for questions and discussions will be offered prior to the vote, and those Committee members not in agreement with the change(s) and/or update(s) will have the opportunity to express their reasoning following the vote.
10. Information on updates/revisions to state and jurisdictional laws or to the program itself will be distributed quarterly by email to all Committee members in order to prepare them for the annual meeting.
11. Should there be an immediate change needed in any of the certificate programs, an emergency meeting of the Oversight Committee will be called, and emails will be sent to all Committee members with details of the change(s). If there is not a sufficient number of members at the emergency meeting, a 2/3 agreement by email response will be sufficient to make any changes.
12. Members of the Oversight Committee are suggested by NEHA's EZ and approved by the current Committee. Members will not present a conflict of interest to the Certificate Programs and will abide all policies and procedures of the Program for confidentiality, specifically by the Course Security and Record and Document Control policies.
13. The Oversight Committee will serve a 4-year term in conjunction with the issuance of the FDA *Food Code*. Committee members will have the opportunity to remain on the committee for a second term of service provided there are no objections from other committee members.

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TITLE: Assessment Results

POLICY: Certificate Course assessment results will be communicated to the students by their trainer.

PURPOSE: To clarify communication of assessment results

PROCEDURE:

1. Assessment results may be communicated to the student directly following the Course, if the Course trainer has the scoring sheet available and the time to accurately score the assessment without student interruptions or other distractions.
2. Assessment results must be communicated to the student and NEHA within 2 weeks of the Certificate Course, by the Course trainer.
3. The Course trainer may choose to mail, fax, phone, or email the student's assessments results to him/her and NEHA.
4. When NEHA receives the assessment results, the EZ administrative assistant enters the results into the student's record in the NEHA database.

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TITLE: Jurisdictional Requirements

POLICY:

It is the policy of the NEHA to monitor jurisdictional requirements and update the certificate programs as required.

PURPOSE: To ensure NEHA Certificate Programs meet or exceed all jurisdictional requirements.

PROCEDURE:

1. EZ Administrative Assistant is responsible for updating jurisdictional requirements in NEHA's files.
2. Each state, and the corresponding counties and cities within that state, must be contacted annually for updates.
3. Any changes in food safety laws, certificate acceptance, and/or terms must be entered into the appropriate folder(s) on NEHA's server.
4. Each quarter, any changes or updates will be compiled into a spreadsheet and sent to NEHA Certificate Program oversight committee for discussion during the annual meeting.
5. Any changes / updates that are approved by the oversight committee will be incorporated into the appropriate certificate program by product development.

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TITLE: Commercial Support**POLICY:**

A NEHA Certificate Program will only accept commercial support from a business that supports NEHA's mission, and is, itself, dedicated to environmental health and safety.

PURPOSE: To characterize commercial support for NEHA Certificate Programs.

PROCEDURE:

1. NEHA will not actively seek out commercial support for its Certificate Programs.
2. Should a business entity contact NEHA with a desire to provide commercial support of any one, multiple, or all of NEHA's Certificate Programs, that business must provide:
 - a. A written statement detailing why such support is being offered
 - b. Proof of association with the Program(s) the business wishes to support
 - c. The business' company mission or statement of purpose as it relates to environmental health and protection
 - d. The amount of support being offered
 - e. Expectations of any goods or services as a result of the support
3. The company providing commercial support will in no way have any influence on any Certificate Course material development, learning outcomes, or course assessments. The Courses are designed based on the Certificate Program Plan per ANSI standards and will not be influenced by any amount or type of commercial support.
4. NEHA will disclose any commercial support of a Certificate Program through a separate page on nehatraining.org titled, "Thank you to our Supporters" and include a link to the supporter's web site if they so desire.

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TITLE: Program Audit

POLICY: The NEHA Certificate Programs will be audited on an annual basis.

PURPOSE: To determine audit procedures for NEHA Certificate Programs.

PROCEDURE:

1. The oversight committee will be conducting an audit of the Certificate Programs annually, eight (8) weeks prior to the committee's annual meeting at the NEHA AEC.
2. The oversight committee will assist EZ staff in assigning, approving and scheduling auditors to monitor the Certificate Program Courses and Trainers.
3. The audit will consist of reviewing:
 - a. Policies and procedures for any discrepancies or needed updates
 - b. Trainer records
 - c. Trainer courses, by sending out a "secret shopper" to ensure trainers are following all policies and procedures. Trainers to audit will be chosen randomly by pulling random files from the online storage system.
 - d. Stakeholder program assessments
 - e. Stakeholder assessment evaluations
 - f. Patterns / trends in assessment scores
 - g. Management records / handling of documents
 - h. Any complaints or appeals
 - i. Any changes needed to the Certificate Courses
4. The results of the audit will be discussed at the oversight committee annual meeting.
5. Program success and accomplishment of intended learning outcomes will be measured by the student assessments. An 80% Certificate issuance rate will qualify as success and accomplishment of intended learning outcomes.
6. Program success and accomplishment of stakeholder satisfaction will be measured by the student evaluations. From the student evaluation form, an overall score of 4 or higher for the trainer, self-assessment of knowledge, and the assessment will qualify as success and accomplishment of stakeholder satisfaction.
7. Program success and accomplishment of employer satisfaction of increased skills and competency will be measured by the employer evaluations. From the employer evaluation form, an average increase in evaluated knowledge and skill of at least 2 points will qualify as success and accomplishment of employer satisfaction of increased skills and competency.
8. The oversight committee will assign corrective actions to the EZ Program Administrator to be completed within 90 days of the audit.
9. The EZ Program Administrator will assign duties specific to implementation of the corrective actions to EZ staff.