ISA Certified Tree Worker Climber Specialist®
Application Guide

ISA
International Society of Arboriculture

Revised May 2018

Contents

What is the Value in Becoming an ISA Certified Tree Worker Climber Specialist®? ***3***

Which Areas of Knowledge Will the ISA Certified Tree Worker Climber Specialist® Exam Cover? ***3***

What is the Purpose of the Tree Climbing Skills Exam in Addition to the Written Exam? ***3***

What Are the Objectives of the ISA Certification Program? ***3***

Who Is Eligible to Apply for the ISA Certified Tree Worker Climber Specialist® Exam? ***3***

What Is the Process to Apply for the Exam? ***4***

Exam Dates and Locations
Fees
Certification Agreement and Release Authorization
Application Submission
Enrollment Confirmation
Rescheduling Exam or Additional 90-Day Authorization Period Requests
Failure to Attend Examination or Schedule within a 90-Day Authorization Period

What is the Format of the ISA Certified Tree Worker Climber Specialist® Exam? ***5***

Pretesting of Exam Questions

How Should I Prepare for the Exam? ***5***

Written Exam Preparation
Skills Exam Preparation
Items to Bring with You

What Are the Onsite Rules and Conduct Expectations During the Exam? ***7***

Admission
Site Rules
Inappropriate Application and Examination Conduct

What Is the Process for Attaining Certification? ***8***

Completion Requirements
Exam Scoring
Examination Results and Notification of Certification
Request for Regrading Exam
Retaking the Examination

Additional Information About ISA Certification ***9***

What Does ISA Certification Represent and Require?
Expiration and Recertification
Denial, Revocation, and Decertification
Impartiality and Conflict of Interest
Nondiscrimination
Accommodations for Participants with Disabilities
Appeals and Complaints
Privacy

The following ISA chapters and associate organizations accept the ISA Tree Worker Climber Specialist® exam applications directly:

* Taiwan and Hong Kong (exams requested in Traditional Chinese)
* Japan (exams requested in Japanese)
* Malaysia and Singapore (all exam requests)

Please refer to the website links on the back page of this guide to request and submit the above exam applications.

What is the Value in Becoming an ISA Certified Tree Worker Climber Specialist®?

ISA Certification is a voluntary program that tests and certifies your achievement of a professional level of knowledge and skill in the field of arboriculture. When you become an ISA Certified Tree Worker Climber Specialist®, you are recognized by your peers, employers, and the public as a tree care professional who has attained a generally-accepted level of knowledge in areas such as safety, climbing, rigging, cabling, pruning, removal, and more.

Achieving ISA Certification also builds your self-image. By studying for and passing the certification exam, you demonstrate a dedication to your own professional development and the advancement of proper tree care practices. The process of becoming ISA Certified and maintaining the designation provides you with personal incentive to continue your arboricultural education and training. Presenting your ISA credential to potential employers makes you more competitive in the job market, and for employers, encouraging ISA Certification is a tool to assist in training their existing tree care personnel.

Which Areas of Knowledge Will the ISA Certified Tree Worker Climber Specialist® Exam Cover?

The certification examination was developed by a panel of industry experts representing all aspects of arboriculture. Questions were derived from a job task analysis survey filled out by arborists from around the world. Questions are continually analyzed by the ISA Certification Test Committee using the latest test statistics, and new questions are always being developed and tested for satisfactory performance. Updated examinations are created on a regular basis.

The written exam content is divided into eight areas of knowledge, and the percentage next to each area reflects the percentage of questions associated with that area. These are subject to change when a new job task analysis is completed for the exam.

1. Safety—18%
2. Removal—12%
3. Rigging—12%
4. Pruning—18%
5. Cabling—6%
6. Tree Sciences—10%
7. Tree Identification—10%
8. Electrical Hazard Awareness Program—14%

What is the Purpose of the Tree Climbing Skills Exam in Addition to the Written Exam?

The purpose of the tree climbing skills exam is to assess the applicant's ability to demonstrate the fundamental skills necessary to perform as a competent tree climber. The primary emphasis throughout the exam is safety.

What Are the Objectives of the ISA Certification Program?

ISA's objectives for offering professional credentials are to:

- Advance the knowledge and application of safe work practices in all arboricultural operations;
- Improve technical competency of personnel in the tree care industry;
- Create incentives for individuals to continue their professional development;
- Provide the public and those in government with a means to identify professionals who have demonstrated by passing a professionally-developed exam that they have thorough knowledge and skill in tree care practices.

Who Is Eligible to Apply for the ISA Certified Tree Worker Climber Specialist® Exam?

The ISA Credentialing Council requires a candidate to have a minimum of 18 months (1.5 years) of climbing experience in arboriculture. Documentation of work experience is required with submittal of your application. Letter(s) of reference from your current or previous employer(s) is acceptable.

If you are self-employed or own your own company, you will be required to submit three letters of reference with your application. References may be in the form of copies of invoices, contracts, and/or business licenses. The documentation provided must include the climbing experience and outline the dates of work required for eligibility. Please contact ISA for other possible forms of verification.

You must also show proof of valid hands-on training in CPR and first aid. Additionally, an exam candidate must include proof of a physical (practice) Aerial Rescue training within the past year. See the application section for acceptable verification options.

By submitting your application, you authorize ISA to contact the practical experience reference(s) named on your application to substantiate your eligibility.

What is the Process to Apply for the Exam?

Exam Dates and Locations

ISA Certified Tree Worker Climber Specialist® written exams are sponsored by an ISA chapter or associate organization or offered through a Pearson VUE testing center. The skills portion of the exam is held only as an event sponsored by an ISA chapter or associate organization. For information on dates and locations of certification exams in your area sponsored by an ISA chapter or associate organization, contact ISA or visit the ISA Events Calendar. To find out if a Pearson VUE testing center is close to you, visit http://www.pearsonvue.com/isa/locate/.

Fees

Candidates who are members of ISA and a chapter or associate organization receive an exam discount. If the exam is sponsored by an ISA chapter or associate organization, the fee is $135 USD for members and $195 USD for nonmembers. For those who elect the computer-based testing option, there is a computer-based testing administrative fee of $125 USD in addition to the exam fee. The administrative fee applies each time a computer-based exam is scheduled.

To be eligible for the discounted rate, a candidate must be a current member of ISA and a current member of an ISA chapter or associate organization. In the event that a local chapter or associate organization does not exist where you reside, you may receive member pricing by being a current member of ISA only. ISA certification fees are separate and distinct from ISA membership dues and from ISA chapter or associate organization dues.

Certification Agreement and Release Authorization

All applicants are required to review and accept the Certification Agreement and Release Authorization. Your signature confirming review and acceptance of these terms is required for certification.

Application Submission

Becoming ISA Certified is a two-step process through your online MyISA Dashboard.

1. First, apply online to sit for a certification exam.
2. When you receive notice that your application is approved, you may then enroll through your website account to take the exam.

If you do not have an ISA website account, you may create one at the MyISA Sign-In page.

A completed application must be submitted by going to MyISA Apply for an ISA Certification and then by selecting Create Application. Once your completed application has been reviewed, you will be notified by ISA of your application approval or denial by email. You may Review Application Status at any time to determine your status or Review Old Applications. If denied, you will not be able to enroll into an exam until you provide additional documentation demonstrating that you meet the eligibility criteria.

Once approved, you may enroll into the exam by selecting either the enrollment link within the approval email or go to the Enroll to Take Exam web page. Enrollment will include the processing of applicable exam fees. Enrollment and payment must be received on or before the deadline date. **ISA does not provide refunds for exam enrollments. There are no exceptions to this policy.**

There are no deadline dates for computer-based exams. For ISA exams sponsored by chapters or associate organizations, the deadline date is 12 US business days prior to the scheduled exam date.

If you have questions or difficulties with the application or enrollment process, contact ISA.

Due to the complexity of the application process, onsite registrations are not available for ISA exams.

ISA has the right to contact any person or organization as part of the review of your application. By applying, you authorize the release of any information requested by ISA for the purpose of reviewing your application. ISA has the right to notify appropriate organizations if your application contains false information.

Enrollment Confirmation

You will be notified when your enrollment has been processed. After you have been successfully enrolled, you will receive a confirmation packet with a letter containing the location, date, time of the exam, and the name of the appropriate contact person. For computer-based exams held through Pearson VUE, you will receive instructions via email on how to schedule a date and time with the computer-based testing vendor. The vendor will then send you a confirmation including the location, date, and time of the exam. You are provided a 90-day authorization period to schedule and take the exam.

Rescheduling Exam or Additional 90-Day Authorization Period Requests

If circumstances change after you have applied for the examination, you may be able to reschedule your exam or request an additional 90-day computer-based authorization period. If your request is approved by ISA, a fee of $50 USD will apply to make the change. If you are requesting to reschedule a computer-based exam within your current 90-day authorization period, you will not be subject to the fee.

Requests to reschedule exams sponsored by ISA chapters or associate organizations must be received prior to the 12-business-day deadline. Additional 90-day computer-based authorization requests must be received within the candidate's current 90-day, authorization period. If the request does not reach ISA before the ISA chapter's or associate organization's exam deadline date, or is beyond the 90-day authorization period, or the candidate fails to schedule an exam within the 90-day authorization period, the candidate will be considered a no-show and all exam fees will be forfeited. If the scheduled date you missed was your free retake, your free retake will be forfeited.

If you need to reschedule an exam date within your current 90-day authorization period with the computer-based testing vendor, you may do so by contacting Pearson VUE via phone or through the Pearson VUE website. If rescheduling during the weekend, you must do so directly through the website. Requests must be received no later than one business day prior to the scheduled exam date. If contact is less than one business day, you will be considered a no-show and all exam fees will be forfeited. Registrations are not transferrable to another person.

Failure to Attend Examination or Schedule within a 90-Day Authorization Period

No refunds or discounts will be issued if you do not attend the examination. There are no exceptions. If you do not reschedule your appointment or request an additional 90-day authorization period, and you do not show up to take the exam at your scheduled time and location, you will be considered a no-show and the exam will be surrendered. This will result in forfeiting any exam fees and/or computer-based administrative fees associated with the exam you missed. If this happens, you will have to re-enroll along with paying the required retake fees and, if elected, the computer-based administrative fee of $125 USD.

You will have only one year from the first scheduled exam date to retake the exam at the retake fee of $75 USD or utilize your free retake. Once you have exceeded the one year, you will be required to pay the full exam fee, along with the $125 USD computer-based administrative fee if you elected the computer-based option.

What is the Format of the ISA Certified Tree Worker Climber Specialist® Exam?

The examination consists of two parts:

- The written portion is made up of 65 multiple-choice questions. Each question has four possible answers listed, only one of which is correct. You will have 1.5 hours (90 minutes) to complete the written exam.
- The skills-based part of the exam is an outdoor practicum. You will have 30 minutes to safely and successfully complete it.

You must pass both parts to obtain the certification.

If you have been a participant in an ISA chapter, associate organization, or regional tree climbing championship or the International Tree Climbing Championship, you may waive the work climb portion of the skills exam provided you satisfy all of the other requirements and complete all requirements noted on the Skills Exam Waiver Form. (Form included with online application.)

You will need to specify on your application either that you are taking the entire exam or which part of the exam you wish to take.

Pretesting of Exam Questions

Within the written exam, there will be 15 new questions that have not been used on previous exams. Inclusion of these questions allows for collection of meaningful data about development of new exam questions. Responses to these questions are not used in determining individual exam scores. These 15 questions are not identified and are scattered throughout the exam so that candidates will answer them with the same care as the questions that make up the scored portion of the exam. This methodology assures candidates that their scores are the result of sound measurement practices and that scored questions reflect current practice.

How Should I Prepare for the Exam?

Written Exam Preparation

The most current edition of ISA's *Tree Climber's Guide* is intended to serve as a recommended program of study.

Other recommended study materials include:

- ANSI A300 *Standard for Tree Care Operations (Part 1) – Pruning.*
- ANSI Z133 *Standard for Arboricultural Operations – Safety Requirements.*
- ArborMaster® Training Series DVDs
- ISA Learning Center online courses
- *The Tree Climber's Companion* – Jeff Jepson
- *Knots at Work* – Jeff Jepson
- *Best Management Practices: Tree Pruning* (ISA, 2008)
- *Basic Training for Tree Climbers* DVD (ISA/TCIA, 1999)

Note: *Tree Climber's Guide,* published by ISA, should **NOT** be considered the sole source of information for the certification

examination. *Tree Climber's Guide* and the ISA Certified Tree Worker Climber Specialist® exam are written by separate entities. The exam tests a body of knowledge rather than knowledge obtained solely from a specific resource.

The publications referred to above can be purchased from ISA in the ISA webstore, by calling +1.217.355.9411, or by emailing isa@isa-arbor.com. You may also purchase these resources through your local ISA chapter or associate organization.

Skills Exam Preparation

The following informs the ISA Certified Tree Worker Climber Specialist® applicant of the requirements to pass the tree climbing skills test. It outlines in detail what you need to know and which skills must be demonstrated during the test.

Understanding the Evaluation Form

The evaluation form that is used to assess the applicant's skills 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. View the skills form.

Each evaluator judges the candidate's performance of each task to be either satisfactory or unsatisfactory. Candidates begin with 505 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 404 points.

Certain tasks, determined to be skills that are critical to a tree climber's competency, carry a point value of 102 points. That means if a candidate fails to satisfactorily complete any critical tasks, he/she will fail the skills test. One example of a critical task is the ability to tie a climber's hitch (tautline hitch or Blake's hitch) successfully.

Pre-Climb: Inspection of Equipment

The applicant must demonstrate a pre-climb inspection of his or her equipment. This includes a manual and visual inspection of the rope, safety lanyard, and climbing saddle for any defects which could pose a safety hazard. Defective equipment must not be used.

Pre-Climb: Proper Tie-In

The applicant must demonstrate a proper tie-in. The applicant will tie a recognized friction hitch [tautline hitch, Blake's hitch, Distel, Schwabisch, or French Prusik (VT)].

Pre-Climb: Tying a Figure-8

The applicant must demonstrate tying a figure-8 in running end.

Pre-Climb: On Rope Test

The applicant demonstrates on rope test for body thrust OR secured footlock. He/she must be tied in, both feet on the tree, and hands off of rope.

Pre-Climb: Knots and Hitches

The applicant must demonstrate the tying of six additional knots within a one-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. The candidate 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. Cow hitch with a better half OR timber hitch
2. Buntline hitch, anchor hitch, OR double fisherman's bend (double fisherman's knot)
3. End-of-line: clove hitch OR bowline
4. Sheet bend OR quick hitch
5. Secured footlock ascending knot: Kleimheist OR English Prusik
6. Midline knot: clove hitch OR butterfly knot

The candidate must have one or more points remaining to proceed to the main skills test.

Rope Throw: Tree and Site Inspection

The climber must perform a tree and site inspection. The purpose is to check for:

- The location of utilities and wires
- In-ground targets
- Above-ground targets
- Tree structure and stability

Rope Throw: Climbing Line Installation

The climber must install the climbing rope at a predetermined position [20 to 25 feet (6 to 8 meters) above the ground]. The use of a throw weight is permitted, but the climber must successfully install the climbing line. Five attempts is the maximum permitted. If this task is not completed satisfactorily, the climber may not continue.

Secured Entry: Secured Entry into Tree

The climbing rope must be installed in a manner that will permit a secured entry into the tree by tying a recognized friction hitch. Recognized friction hitches include: tautline hitch, Blake's hitch, Distel, Schwabisch, or French Prusik (VT). Candidates must then enter the tree using the body-thrust OR secured footlock technique.

Rope Advancement: Tree Inspection

The climber should provide a verbal tree inspection by identifying potential hazards, if present. The climber must advance the climbing rope to the final tie-in position and may throw the rope as many times as necessary in this task. The use of a pole to reset the climbing line is permitted. The climber is also permitted to climb the tree using safety lanyards. He/she must then ascend to the final, predetermined tie-in point using safe and accepted climbing techniques. The climber must remain tied in or secured at all times. If at any time the climber is not safely secured, he/she shall be instructed to tie in immediately and come down. This offense will constitute failure.

Rope Advancement: Ascend to Final, Predetermined Tie-In Point

The climber must tie in using a safe and appropriate manner within the maximum time limit set for the skills test. This time limit must be determined in advance by the raters. The purpose is not to introduce an element of speed into the exam, but rather to eliminate any candidate who is clearly not competent or prepared. The climber chooses the technique. The climber remains tied in at all times with a lanyard, the other end of a climbing rope, or a second climbing line.

Tie-In: Final Tie-In

The climber should tie in with a recognized friction hitch and stopper knot in the bitter end (running end) of the climbing line. Recognized friction hitches include: tautline hitch, Blake's hitch, Distel, Schwabisch, or French Prusik (VT). The climber must be secured at all times. Failure to do so will result in termination of the exam.

Tie-In: Time Limit on Tying In

The climber demonstrates tying the knot within the maximum time allowed. If time is greater than the maximum time limit of 20 minutes, it will result in failure of the exam.

Hand Contact Station: First Designated Work Station

The climber must assess the first designated work station, demonstrating the controlled use of the climbing line. Climbers must never put themselves in a position in which falling (unchecked) more than 3 feet (0.91 meters) could occur. The climber must be secured at all times and maintain balance, control, and posture while contacting the flag OR bell by hand.

Pole Saw/Pruner Work Station: Second Designated Work Station

The climber must move to the second designated work station where he/she must contact the flag or bell with a pole saw or pole pruner while demonstrating controlled use of the climbing line. Climbers must never put themselves in a position in which falling (unchecked) more than 3 feet (0.91 meters) could occur. An uncontrolled swing or slip may lead to an unsatisfactory mark and may not constitute failure. The pole must be requested and sent up from the ground. The climber should maintain balance and confident posture, the climber should be secured, and the pole should be used with both hands while contacting the target. The climber must also demonstrate the safe setting of the pole saw/pruner in the tree before sending the pole down safely with an approved knot. The pole saw/pruner cannot be dropped.

Descent: Descend to Ground

The climber must ensure sufficient rope to reach the ground. The climber pulls up the running end of the climbing rope OR shows a figure-8 stopper knot. The climber should descend and land in a controlled manner at a safe speed without damaging the rope.

Skills Exam Time Limit

The entire exam must be completed within 30 minutes.

Items to Bring with You

For the skills exam, each climber candidate should bring a full set of climbing gear that meets all pertinent safety standards and is in good repair.

This includes:

- Climbing-style helmet
- Eye protection
- Work boots
- Climbing line
- Arborist saddle
- Self-closing, self-double-locking carabiners that meet the minimum standards of rope snaps with a gate-lock mechanism that requires at least two consecutive, deliberate actions to unlock Work-positioning lanyard
- Handsaw and scabbard

All personal protective equipment, fall protection, and the aerial lift device shall, at a minimum, satisfy the Department of Transportation, OSHA, and ANSI (for U.S.), CSA (for Canada), or other relevant standards that apply in your jurisdiction. Rope snaps should be of the locking type. Carabiners used as part of the climber's primary fall protection system must meet the minimum standards of rope snaps and be of a design such that they cannot unintentionally be opened during work operations. Failure to abide by these rules may result in the applicant's failure of the skills examination.

What Are the Onsite Rules and Conduct Expectations During the Exam?

Admission

- Arrive at the testing site 30 minutes before the start of the exam and have your identity confirmed by providing two forms of valid identification—a valid photo identification card and an identification card displaying your signature. (See your exam confirmation packet for exact time, date, and location of the exam.)
- The exam host will check your photo ID. If you do not have a photo ID with you at the check-in time of the exam, you will not be allowed to sit for the exam and will be considered a no-show.
- There will be audio and video taping at the testing centers. If you are not prepared to be taped, you will not be allowed to test at the facility.

Site Rules

- Dress appropriately. While every attempt is made to provide a comfortable classroom atmosphere, indoor temperatures and outdoor weather conditions may vary.
- Visitors are not permitted into the exam.
- Books, papers, and other reference material will not be allowed in the testing area.
- No cell phones or other mobile devices will be allowed in testing area.
- No food or beverages may be taken into the exam.
- No smoking will be allowed in the testing area.
- You will be permitted to take restroom breaks on an individual basis. Time spent on breaks will come out of the time permitted for completing the exam.
- Writing on the test booklet is not allowed during the exam.
- If you are caught looking at another individual's exam or talking during the exam, scores may be invalidated or exam materials confiscated.
- Applicants who are impaired by the use of alcoholic beverages or illegal drugs, or use them at the examination site, will be immediately disqualified from taking the examination. It is of utmost importance that you carefully follow all directions and regulations. Listen carefully to all instructions given by the exam administrator, and follow the directions completely.
- Applicants and evaluators are expected to comply with all relevant OSHA, ANSI, CSA, or other safety standards and requirements that apply in the relevant jurisdiction. The skills examination is designed to simulate actual working conditions. Equipment used by climbers must provide adequate protection for use in working conditions.

Inappropriate Application and Examination Conduct

ISA intends that participation in its certification programs will be a professionally relevant, informative, and rewarding experience for all candidates. All participants in ISA certification exams are expected to conduct themselves in an appropriate and professional manner and to refrain from any objectionable, improper, or unprofessional conduct. To ensure fairness in an examination environment, the following policy and rules apply:

- When an ISA or ISA-designated representative finds that a candidate has engaged in inappropriate conduct or behavior, ISA reserves the right to respond with actions including, but not limited to:
  - o Rejecting an application for certification
  - o Preventing or precluding a person from participating in an examination, including removing a person from the testing site
  - o Invalidating or nullifying examination results
  - o Issuing and enforcing 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 examination; failure to pay fees in a timely manner; and any other objectionable, improper, or unprofessional actions by a person participating in the ISA certification process.
- By submitting an application for certification, each participant acknowledges that he/she understands and agrees to the terms of this policy.

What is the Process for Attaining Certification?

Completion Requirements

The ISA Certified Tree Worker Climber Specialist® exam includes both written and skill-based components. To obtain ISA certification, you must achieve the required passing scores for both parts of the examination. The current passing scores are 70 percent for the written component and 80 percent for the skill-based component. Please note that when a job task analysis of the exam is performed, the passing scores are subject to change.

When you receive your written exam results, please remember that the domains are weighted, and the average of the domains will not be equal to the overall score. If you do not achieve an overall passing score on both components, you must retake the component that you did not pass until an overall passing score is achieved.

Once certified, you will receive the designation of ISA Certified Tree Worker Climber Specialist®. Your certification is personal to you and may not be transferred or assigned to any other individual, organization, or entity. When publicizing your credential, you must comply with the requirements in the *ISA Branding and Style Guide.*

Exam Scoring

The computer-based exams are graded by Pearson VUE, the testing vendor. Written exams sponsored by ISA chapters or associate organizations are graded at ISA Headquarters. The skill-based exam is scored on site by the instructor administering the exam and sent to ISA Headquarters. ISA will notify you of your detailed results. You may access a brief overview of your results by logging into "MyISA" on the ISA website and selecting "Exam Results" under "My Profile."

Examination Results and Notification of Certification

Computer-based exams provide result notification immediately upon completion of the exam. Your formal results will be sent approximately six weeks after your exam date. You will be notified of your pass/fail result. Percentage scores will be provided for each domain for your information and a pass/fail result will be provided on the skills exam. Those who pass will receive a congratulatory letter, score sheet, certificate, identification card, hard-hat decal, and patch. Your results are confidential.

If you have questions concerning your exam results, direct them in writing to the ISA Credentialing Department at isa@isa-arbor.com. Because of the need to maintain test security, exam questions and answers cannot be made available for review, and the ISA Credentialing Department does not provide a list of questions that were answered correctly or incorrectly. The only

information available regarding your performance on the exam is provided on your score report.

Request for Regrading Exam

If you believe that an error was made in the grading of your exam, you may request to have your exam regraded. A fee of $35 USD applies for each hand-graded score report. Requests for re-grading may take up to six weeks for completion. If you request to have your exam regraded, you may not schedule another exam until after you receive the regrading results. If you wish to have your exam regraded after receiving your initial score report, please contact isa@isa-arbor.com.

Retaking the Examination

If you do not pass the exam, you will receive a failure notification and details for retaking the exam. You may re-enroll by logging into MyISA on the ISA website and returning to the Enroll to Take Exam web page. You are allowed one free retake and then will be charged a $75 USD fee per retake up to one year from the original date that you took the exam. If you do not attain a passing score within one year of the original exam date, you will be required to pay the full fee amount. Each time a computer-based exam is selected, the $125 USD administrative fee applies.

Photo: Alex Groenewold

Additional Information About ISA Certification

What Does ISA Certification Represent and Require?

By passing the exam, holders of ISA certifications have demonstrated a broad knowledge base in the area in which they are certified. No other conclusions may be drawn concerning certification holders. ISA certifications do not represent licensure, registration, or other authorization to practice or to conduct business activities for a fee or otherwise.

The ISA Certified Tree Worker Climber Specialist® credential is subject to ongoing requirements, such as participation in continuing education activities and terms of the Certification Agreement and Release Authorization.

Expiration and Recertification

ISA Certified Tree Worker Climber Specialist® certification is valid for three years. To retain certification after each three-year period, an ISA Certified Tree Worker Climber Specialist® must recertify. Notify ISA promptly if your contact information changes. We are not responsible for undeliverable recertification notices.

The ISA Certification Program offers two methods of recertification. The first method is to retake and pass the certification exam again. The second option is to accumulate at least 15 continuing education units (CEUs) over the three-year certification period that relate to the eight tested domains on the exam; provide current proof of training in cardiopulmonary resuscitation (CPR), first aid, and completion of a physical (practice) aerial rescue; and pay the recertification fee. Candidates who are members of both ISA and their local chapters or associate organizations receive a discount on their recertification fees. The non-member recertification fee is $90 USD. For members, the recertification fee is $65 USD.

You have the option of checking your CEUs online via the ISA website. To obtain a username and password, to access your CEU report, please email ISA at isa@isa-arbor.com. CEUs, current proof of training, and proper payment must be received in the ISA office in a timely manner. Allow four to six weeks for processing and posting to your account.

Please visit the ISA website for detailed information on maintaining your credential. You may contact ISA at isa@isa-arbor.com if you need further clarification.

Denial, Revocation, and Decertification

Your certification may be denied or revoked for any of the following reasons:

- Falsification of application
- Violation of testing procedures
- Misrepresentation of your identity or other information

In the event that your ISA certification is denied or revoked or you otherwise become decertified, you

must immediately stop using and/or displaying the ISA certification mark, credential, and any other designation indicating an affiliation with the ISA Certification Program. You must comply with any additional directives of the ISA Certification Program.

Impartiality and Conflict of Interest

ISA commits itself to impartiality in its certification activities and understands how critical impartiality is to carrying out its certification activities. ISA manages conflict of interest and ensures the objectivity of all certification activities. All persons involved in certification activities, including ISA Headquarters staff and member volunteers, accomplish this through compliance with ISA's structure, policies, and procedures related to certification activities.

Nondiscrimination

The ISA Certification Program does not discriminate in determining eligibility on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Accommodations for Participants with Disabilities

It is the intent of ISA to provide accessibility to ISA exams to any qualified participant with a documented disability upon reasonable notice and without requiring ISA to take action which would result in a fundamental alteration in the nature of the exam or an undue financial burden to ISA.

If you have a special need and require an accommodation for an exam, please complete the Special Accommodations Request Form and submit it with each enrollment request. Your request will be reviewed and you will be notified of a determination. Approved accommodations are provided through our computer-based vendor at no additional charge to you.

Appeals and Complaints

Appeals and complaints are accepted and resolved in accordance with the ISA Credentialing Appeals and Complaints policy.

Privacy

By applying for an ISA certification, you authorize ISA to make your contact information available to your local chapter or associate organization and our professional affiliates so they can share information with you about educational seminars and other events. ISA shares your contact information, pass/fail exam result, expiration date, and other relevant details with your ISA chapter or associate organization so that they may monitor your credential status and administer credential-related services. Your name, location, and credential will be available to the public on the ISA and TreesAreGood™ websites.

Some credential holders do not wish their names to be distributed to the public or to other interested parties (vendors, potential employers, etc.). If you do not wish to have your name included on the ISA and TreesAreGood™ websites or on distribution lists, contact the ISA Credentialing Department at isa@isa-arbor.com. ISA maintains the right and responsibility to verify a credential holder's certification status to the public or to other interested parties.

You will be notified of whether or not you passed the certification examination, but your score will not be disclosed to any third party except as noted above. Your status as a certification holder, past or present, and dates of certification may be disclosed to third parties.

Reference Links:

ISA Events Calendar *https://wwv.isa-arbor.com/certification/becomeCertified/examDatesAndLocations?mode=exams*
Certification Agreement and Release Authorization *https://www.isa-arbor.com/Portals/0/Assets/PDF/Certification/TWCS-Certification-Agrmnt-and-Release-Auth.pdf*
Create an ISA Website Account *https://wwv.isa-arbor.com/MyAccount/createAccount*
Apply for an ISA Certification *https://wwv.isa-arbor.com/myaccount/myprofile/CAPS*
MyISA Sign-In/Dashboard *https://wwv.isa-arbor.com/mydashboard/*
Review Application Status *https://wwv.isa-arbor.com/Credentials/Apply-Now/Review-Application-Status*
Enroll to Take an Exam *https://wwv.isa-arbor.com/Credentials/Apply-Now/Enroll-to-Take-Exam*
Pearson Vue Testing Center *http://www.pearsonvue.com/isa/locate/ or http://www.pearsonvue.com/isa/contact/*
ISA Web Store *https://wwv.isa-arbor.com/store*
Skills Test Evaluation Form *https://www.isa-arbor.com/Portals/0/Assets/PDF/Certification/Cert-Climber-Skills-Test-Evaluation-Form.pdf*
ISA Branding and Style Guide *http://www.isa-arbor.com/BrandingGuide*
Maintaining Your Credentials *https://www.isa-arbor.com/Credentials/Maintaining-Credentials*
Special Accommodations Request Form *http://www.isa-arbor.com/Accommodations*
ISA Credentialing Appeals and Complaints *http://www.isa-arbor.com/Credential-Appeals*
Verify an ISA Credential *https://www.treesaregood.org/findanarborist/verify*
Paper Application *https://www.isa-arbor.com/Portals/0/Assets/PDF/Certification-Applications/cert-Application-ClimberSpecialist-F.pdf*

For exams requested in these languages:

* **Traditional Chinese** (Taiwan Arboriculture Society) *http://www.twas.org.tw/*
* **Traditional Chinese** (ISA Hong Kong) *http://www.isahongkong.org/*
* **Japanese** (Japan Arborists Association) *http://jaa-arbor.com/*

For exam requests for these countries:

* **Malaysia** *http://malaysianarboriculture.blogspot.com/*
* **Singapore** *https://www1.nparks.gov.sg/cuge/programmes-and-schemes/programmes/professional-programmes/isa-certified-arborist-preparatory-programme*

Learn more about educational opportunities at www.isa-arbor.com

International Society of **Arboriculture**
www.isa-arbor.com • p. +1 217.355.9411 • isa@isa-arbor.com