



CETP CERTIFICATION PROGRAM

POLICY MANUAL

Users of this program should consult the law of their individual jurisdictions for codes, standards and legal requirements applicable to them. This program is not intended to be an exhaustive treatment of the subject, and should not be interpreted as precluding other procedures that would enhance safe LP-gas operations. This program merely suggests methods the user may find useful in implementing applicable codes, standards, and legal requirements. This program is not intended nor should it be construed to (1) set forth procedures which are the general custom or practice in the propane industry; (2) to establish the legal standards of care owed by propane distributors to their customers; or (3) to prevent the user from using different methods to implement applicable codes, standards or legal requirements. This program was designed to be used as a resource only to assist expert and experienced supervisors and managers in training personnel in their organizations and does not replace federal, state, local, or company safety rules. The user of this material is solely responsible for the method of implementation. The Propane Education and Research Council, the National Propane Gas Association and Industrial Training Services, Inc. assume no liability for reliance on the contents of this program material.

Issuance of this program is not intended to nor should it be construed as an undertaking to perform services on behalf of any party either for their protection or for the protection of third parties.



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Background of CETP Certification Program: The National Propane Gas Association's (NPGA) Certified Employee Training Program (CETP) started in 1987. The NPGA currently sponsors and administers a Knowledge Examination and Skills Assessment for Initial Certification of Candidates. There is also an ongoing educational component within the NPGA CETP certification program for certification holders to remain current with code changes, new safety programs and new technology and equipment that relate to the propane industry. Each certification holder must review, accept, and agree to the terms of this program to maintain NPGA certification. Inquiries or questions concerning this program should be directed to the NPGA Director of Safety & Certification.

Purpose of CETP Certification Program: The purpose of the program is to provide a systematic and verifiable methodology for demonstrating that NPGA CETP certification holders have been educated in safety and operational methods and are familiar with applicable codes and regulations within the United States propane industry, as well as providing accepted documentation methods for knowledge evaluation, skills assessment and Refresher Training.

Basis of the Certification Program: The CETP Certification Knowledge Examination, Skills Assessment and Refresher Training are based on job task analyses, subject matter expert review and instructional design expertise relevant to each Certification Area within the CETP certification program. The CETP certification program is based on current United States codes, regulations and standards as they apply to propane operations. Some of the codes, regulations and standards referenced in the program are promulgated by the National Fire Protection Association (NFPA), Department of Transportation (DOT) and the Occupational Safety and Health Administration (OSHA). The Propane Education and Research Council (PERC) produces training/educational materials that can be used to prepare Candidates for Knowledge Examinations.

Definitions:

- a. **Candidate:** Individual seeking or who has attained CETP certification within the certification program.
- b. **Certification Area:** A specific group of related skills within the certification program, based on tasks within a general job classification in the propane industry.
- c. **Initial Certification:** The successful completion of both the Knowledge Examination and Skills Assessment and any required Prerequisites in a given Certification Area.
- d. **Knowledge Examination:** An examination consisting of a series of questions and answers that is designed to demonstrate a Candidate's mastery of concepts and information within a given Certification Area. Knowledge

Examinations are available in either a paper based or an on-line format and are administered by an NPGA Registered Proctor.

- e. Prerequisite: Achievement of CETP Certification in one area that must be completed before certification can be obtained in another Certification Area. (Note that certification in *Basic Principles and Practices* is the only Prerequisite that must be completed before any other Certification Areas.)
- f. Program Administrator: The CETP Certification Program Administrator or organization designated by NPGA to provide support and oversee the daily operations of the CETP certification program.
- g. Refresher Training: A training program produced by PERC that is designed to keep certification holders current with safety procedures, technology, equipment and code changes. Refresher Training does not fulfill any requirements for initial CETP certification.
- h. Registered Proctor: A person who has successfully completed the NPGA CETP Certification Registered Proctor training course and whose primary responsibility is for the security and administration of all NPGA CETP certification Knowledge Examinations. An NPGA Registered Proctor is required for every CETP certification Knowledge Examination.
- i. Registered Skills Evaluator: A Registered Skills Evaluator must be a qualified person who has completed CETP certification or is familiar with the subject matter being evaluated and has successfully completed skills evaluator training per NPGA requirements.
- j. Remaining Current: An element of the CETP certification program that utilizes Refresher Training to augment a Candidate's Initial Certification to remain current within the program.
- k. Skills Assessment: A process where the Candidate demonstrates proficiency in various skills within a Certification Area to a Registered Skills Evaluator.
- l. Stakeholder: A person or organization, such as an employer, designated within the Certification Program that may access a Candidate's transcript and training records.
- m. Virtual Knowledge Examinations: Proctored CETP Certification Knowledge Examinations performed utilizing technology in lieu of an on-site Proctor that maintains compliance with NPGA CETP certification policy.
- n. Voucher: A method of payment where an organization purchases one or more Knowledge Examinations or Remaining Current programs for use online.

Development of Certification Program Components:

A. Knowledge Examination Development

1. In order to strengthen the validity of the Knowledge Examinations, NPGA utilizes accepted procedures for developing reliable and content valid Knowledge Examinations.
2. Knowledge Examinations are based on a role delineation or job task analysis study along with input from industry subject matter experts and instructional designers, which determines the knowledge needed by a competent professional in a given Certification Area
3. Knowledge Examination items are monitored to assure their validity. In addition, aggregate Knowledge Examination group scores and field feedback are monitored to assure there are no irregularities in the testing environment

B. Skills Assessment Development

1. In order to ensure that Candidates have functional capabilities to perform tasks in a safe and efficient manner, the Skills Assessments have been developed.
2. Skills Assessments are matched to the Knowledge Examination and are based on a role delineation or job task analysis study, along with input from industry subject matter experts and instructional designers, which determines the skills needed by a competent professional in the Certification Area being evaluated.
3. Skill Assessment items are monitored to assure their validity. In addition, subject matter experts and field feedback are utilized to assure that Skills Assessments reflect accepted operating practices and that there are no irregularities in the Skills Assessments.

C. Refresher Training Development

1. To provide a method for certification holders to remain current and knowledgeable with regard to safety procedures, technology, equipment and code changes, a Refresher Training component is part of the NPGA CETP certification program.
2. Refresher Training is produced by PERC using the job task analysis study, industry subject matter experts and instructional design expertise.
3. Refresher Training is derived from the CETP training program which is produced to the most current codes and standards at the time of release and is updated and reviewed by industry subject matter experts.

Overview of Certification Process:

A. Certification Requirements

1. The NPGA has established CETP certification requirements. All Candidates must meet the following requirements for each Certification Area:
 - a) Pass the Certification Area Knowledge Examination by scoring at the designated mastery level score or higher, and
 - b) Documentation of completion of the corresponding performance-based Skills Assessment, and
 - c) Completion of any required Prerequisites
2. Candidates must complete all Prerequisites and the corresponding Skills Assessments within 12 months of passing the Knowledge Examination in order to be eligible for certification.
3. Candidates may re-take one or more certification Knowledge Examinations without any required waiting period between attempts. A regular Knowledge Examination fee is charged for each attempt, and a Registered Proctor is required for each attempt.
4. Upon successful completion of the certification Knowledge Examination, Skills Assessment, and any required Prerequisites, each Candidate is issued an NPGA CETP Certification certificate, a uniform patch and a wallet card. An electronic record (transcript) is kept on file in the CETP Certification database.
5. CETP Certification Areas – See Attachment #1 for current listing of NPGA CETP Certification Area descriptions.

Knowledge Examination Policies

- A. **Knowledge Examination Security** – The integrity of Knowledge Examination questions and Knowledge Examination answers are paramount to this certification program. It is the responsibility of all Stakeholders (Registered Proctors, Candidates, administration and/or Program Administrators) involved in the certification program to keep Knowledge Examination information confidential and to see that Knowledge Examination questions and answers are never made available to anyone other than persons authorized by NPGA to have access to them.
 1. Any Stakeholder that is aware of or has reason to believe there has been a breach of Knowledge Examination material security should immediately notify the NPGA Director of Safety and Certification.

2. Anyone found to have copied, distributed, shared or otherwise compromised Knowledge Examination materials in any way may, at the discretion of NPGA, have some or all privileges under the certification program suspended or revoked and may have legal action brought against them.

B. Knowledge Examination Administration – Candidates

1. Candidates shall present a government issued photo ID, for identification purposes.
2. The Knowledge Examination must be administered as a closed-book examination. The only reference materials available to the Candidate while taking the test are NFPA pamphlets 54 and/or 58 to be used as references for technical data that may be required to answer particular questions.
3. Candidates shall follow instructions provided by the CETP Certification Program Administrator at all times.
4. Any paper answer sheet returned without the Knowledge Examination booklet will not be scored and the Candidate may not be allowed to re-test.
5. Candidates shall be expelled from the testing session for attempting to take the Knowledge Examination for someone else, giving or receiving assistance of any kind, using books (except NFPA 54 and 58), notes, papers, or recording devices of any kind, creating a disturbance, attempting to remove Knowledge Examination materials or scratch paper from the testing room, or failing to follow the Knowledge Examination administrator's (Registered Proctor's) directions.

C. Knowledge Examination Purchasing Procedures

1. NPGA Knowledge Examinations can only be ordered by Registered Proctors or by a state propane gas association or company ordering Knowledge Examinations on behalf of a Registered Proctor. Knowledge Examinations must remain secured at all times and can only be released to the Registered Proctor. The Registered Proctor is responsible for the security of the Knowledge Examinations and the return of all Knowledge Examinations and Knowledge Examination booklets in accordance with CETP return policies.
2. NPGA CETP certification on-line Knowledge Examinations are purchased through the Candidate homepage of the NPGA CETP Certification website: www.cetpcertification.org
3. Paper Knowledge Examinations
 - a) NPGA CETP Certification written Knowledge Examinations are ordered using the appropriate Knowledge Examination order form from the NPGA CETP Certification Program Administrator.
 - b) At the time the Knowledge Examination order is placed, the NPGA CETP Certification Program Administrator will assign an identifying group number, which will be indicated on the Registered Proctor's

instructions. This number is used for tracking purposes; is recorded on each Candidate's answer sheet; and must not be changed.

- c) Registered Proctors are permitted to order more than one Knowledge Examination group (defined as all Knowledge Examinations ordered on one order form).
 - 1. Registered Proctors must return each Knowledge Examination group within 60 days of the order date.
 - 2. Full refunds will be issued for unused, sealed Knowledge Examinations that are returned.
 - 3. If an entity (Registered Proctor, state propane gas association or company) returns more than 10% of paper Knowledge Examinations ordered over a calendar year, NPGA can seek reimbursement from that entity for the number of Knowledge Examinations ordered above the 10% threshold to cover expenses.
- d) If all Knowledge Examinations ordered are not returned within 60 days of the order date, the Registered Proctor/organization that ordered the Knowledge Examinations will have their Knowledge Examination ordering privileges suspended until all ordered Knowledge Examinations are returned or have been otherwise accounted for.
- e) Registered Proctors, including those whose privileges have been suspended, will be allowed one "add-on" order for additional Knowledge Examinations to accommodate last minute registrations per Knowledge Examination group.
- f) Registered Proctors may not participate as students in the same class where they are proctoring or administering a Knowledge Examination.
- g) Under no circumstance may a Registered Proctor, proctor themselves if taking a NPGA CETP Knowledge Examination.

D. Knowledge Examination Fees

- 1. Knowledge Examination fees are reviewed on an annual basis and are approved by the NPGA board of directors. Fee information is available on the CETP Certification website: www.cetpcertification.org
- 2. NPGA Registered Proctors, as well as state propane gas associations and individual companies acting on behalf of Registered Proctors can order NPGA CETP Certification Knowledge Examinations.
- 3. Except as provided below, Knowledge Examination fees must be remitted at the time of ordering the Knowledge Examination, utilizing CETP Certification Program Administrator accepted practices.
- 4. In certain situations, companies or state propane gas associations can be billed. In order for this to occur, the organization must have prior NPGA approval and must adhere to the billing policy that the CETP Certification Program Administrator has in place.

5. Vouchers are available for purchase for on-line Knowledge Examinations by an organization for distribution to their employees. Vouchers remain valid for a period of 12 months from the date of purchase. Vouchers not used within the 12-month period will become invalid and a refund will NOT be given.
6. Refunds are available for returned Knowledge Examination paper tests per C3 above. On-line Knowledge Examinations will be refunded provided the test was not started and the refund is requested within 30 days of purchase.

E. Knowledge Examination Irregularities

1. The Registered Proctor is responsible for ensuring the Candidate places all Knowledge Examination materials in their Knowledge Examination packets and returning all such materials to the NPGA CETP Certification Program Administrator. Only complete Knowledge Examination packets, comprised of the Knowledge Examination booklet and the Scantron© answer sheet, will be processed for certification.
2. Completed Knowledge Examination packets and Knowledge Examination results will be monitored by the NPGA CETP Certification Program Administrator. Any irregularity must be immediately reported to the CETP Certification Program Administrator or NPGA staff for further investigation.
3. Reports of any irregularity from Candidates, employers or other witnesses should be addressed to the CETP Certification Program Administrator or NPGA staff.
4. The CETP Certification Program Administrator or NPGA staff will investigate reports of irregularity and NPGA staff will assign penalties at their discretion.
5. Examples of Knowledge Examination irregularities include, but are not limited to the following:
 - attempting to take the Knowledge Examination for someone else;
 - giving or receiving assistance of any kind;
 - using books (except NFPA 54 and 58), notes, papers, or recording devices of any kind;
 - creating a disturbance;
 - attempting to remove Knowledge Examination materials;
 - failing to follow the Knowledge Examination administrator's (Registered Proctor's) directions; and
 - Registered Proctor misconduct such as providing information or Knowledge Examination answers, suspending and restarting a Knowledge Examination, or unsealing Knowledge Examination packets prior to distributing the materials to all Candidates.

F. Knowledge Examination Appeals and Hand-scoring

1. Any Candidate who does not meet the mastery level score may submit a written appeal to the NPGA Director of Safety and Certification.
2. Appeals must be received within 90 days of the Knowledge Examination date.
3. Appeals may be based on subject matter, clarity of questions, or irregularities with the Scantron© answer sheet.
4. A Candidate may request to have their Scantron© answer sheet hand-scored within 90 days of the Knowledge Examination date.
5. Decisions made on appeal by the NPGA Director of Safety and Certification are final and are not subject to further review.

Skills Assessment Policies

- A. Skills Assessment overview-Skills Assessments are typically performed in the field or in a simulated environment. Skills Assessments must be completed with a Registered Skills Evaluator present to observe and evaluate each of the tasks listed on the Skills Assessment form.
- B. Skills Assessment forms -The Skills Assessment must be completed using the most current edition of the Skills Assessment form. Current Skills Assessment forms can be obtained on the website: www.cetpcertification.org. **All tasks specified on the Skills Assessment form must be completed unless otherwise indicated on the form.**
- C. Skills Assessment Completion-The Candidate has 12 months from the date of successfully passing the CETP Certification Knowledge Examination to successfully complete the tasks within the Skills Assessment. The completed affidavit page and final checklist must be fully completed, including the Registered Skills Evaluator number, and signed by both the Candidate and Registered Skills Evaluator. Completed Skills Assessment affidavits must be received by the CETP Certification Program Administrator within 12 months after the Candidate passes the Knowledge Examination. Skills Assessments that are not completely filled out will be returned to the Skills Evaluator and will not be processed until all of the required information is received.
- D. Candidates Performing Tasks within the Skills Assessments– Candidates may practice the operations as many times as needed to become confident and proficient with the documents and/or equipment necessary to complete each task within the Skills Assessment. The Registered Skills Evaluator will check and observe performance ensuring that the Candidate is proficient in each skill being evaluated.
- E. Skills Assessment Safety - The Candidate must adhere to all safety precautions. If a safety precaution is violated, the demonstration shall be

stopped and the Registered Skills Evaluator must instruct the Candidate on the applicable safety procedures before allowing the Candidate to continue.

Remaining Current Policy

Overview: The Remaining Current program is designed to assist CETP certification holders in remaining current with new safety procedures, technology, equipment and code changes. Many of the codes and standards that are referenced in the CETP training courses (NFPA, OSHA & DOT) require recurrent or Refresher Training. This program assists in complying with some of those requirements. It is the sole responsibility of the user of this program to determine if this program fulfills any local, state or federal requirements for recurrent or Refresher Training pertaining to their needs or operations.

- A. Program requirements: The process for Remaining Current for each applicable Certification Area within the NPGA certification program is outlined below:
1. The Candidate must have achieved initial CETP certification for the applicable Certification Area as prescribed by the policies and procedures of the NPGA CETP certification program in order for the Candidate's transcript to reflect completion of the refresher training for a specific Certification Area.
 2. The PERC produced "Refresher Training" for each Certification Area has been developed within accepted educational standards that include job task analysis, instructional design input, subject matter expert review, and adult educational expertise. These programs are the only accepted Refresher Training program for each Certification Area.
 3. The Remaining Current program is based on the Candidate completing the PERC produced Refresher Training program for each Certification Area for which the Candidate has achieved Initial Certification within the time interval outlined in (C) below.
 4. Training programs can be completed in a classroom setting or on-line.
 5. There is no requirement for a Knowledge Examination or Skill Assessment to be completed.
 6. All CETP Remaining Current programs must be administered in accordance with NPGA policies and procedures, as well as state and local codes.
 7. NPGA Registered Proctors or Registered Skills Evaluators are responsible for verifying the identity of Candidates attending classroom style Remaining Current programs by using a government-issued photo identification.
 8. NPGA Registered Proctors or Registered Skills Evaluators are responsible for providing a safe and comfortable training environment.

9. It is the responsibility of the Candidate to confirm that they have achieved initial CETP Certification before taking any Refresher Training as refunds will not be issued for the Remaining Current program once payment is made.
 10. An NPGA Registered Proctor or Registered Skills Evaluator is required to fill out an electronic affidavit verifying that the Candidate attended the entire Refresher Training class.
 11. Refresher Training programs that are completed on-line will update the Candidate's training records within the system, utilizing the Candidate's unique log-in credentials.
 12. Remaining Current in no way affects the status of a Candidate's Initial Certification.
- B. Affidavits: All affidavits for classroom training must be submitted by a Registered Proctor or Registered Skills Evaluator via electronic format per the requirements of the program. All affidavits must be submitted within 14 calendar days of the completion of the applicable training program.
- C. Time Interval: The program requirements (outlined in "A" above) for Remaining Current with the CETP certification program shall be completed at a minimum of three-year intervals.
1. If the 3 -year interval is exceeded, a Candidate will be considered current once the applicable Refresher Training is completed per the Remaining Current policy.
 2. In order to allow a phase-in period for existing certification holders to comply with this section, all Candidates with Initial Certification(s) prior to the implementation of the Remaining Current program will have 3 years from the implementation date of the program to complete the Refresher Training in each Certification Area that they currently hold.
- D. Notification to Candidates: NPGA will contact the certification holder and/or Stakeholders via e-mail prior to the 3-year time interval requirement, advising the propane professional and/or their Stakeholder that the applicable CETP Certification will not be current if they have not taken the corresponding Refresher Training within said time periods specified in this policy.
- E. Implementation Date: The implementation date of the Remaining Current program is June, 2017.
- F. Program Fees: Remaining Current fees are reviewed on an annual basis and are approved by the NPGA Board of Directors. Fee information is available on the program provider's web site: www.cetpcertification.org

Candidate Policies

Non-Discrimination.

1. NPGA shall not discriminate against any Candidate based on age, gender, race, religion, national origin or sexual orientation.
2. Knowledge Examinations and courses related to NPGA CETP Certification are subject to the Americans with Disabilities Act (ADA).
3. A disabled individual must have an equal opportunity to obtain the same result as any other applicant, i.e., an equal opportunity to demonstrate the skills, knowledge and achievement that the certification Knowledge Examination is intended to measure.
4. Candidates may request a reasonable accommodation (such as additional time or an orally administered Knowledge Examination) due to a lack of reading skills or other difficulty. Upon prior and reasonable notice to NPGA staff, arrangements and authorization for an orally administered Knowledge Examination will be made.
5. It is the responsibility of the Candidate to ensure that the contact information in the CETP Certification record keeping system is current and accurate. The Candidate must ensure that their log-on information is kept confidential and is not shared with anyone. NPGA will utilize e-mail as the primary contact method for Candidates and shall not be responsible if notifications are not received by a Candidate due to inaccurate or outdated contact information.
6. Candidates that attempt to, or are found to have copied Knowledge Examination questions, cheat on Knowledge Examinations, circumvent Skills Assessment policy, or fail to adhere to any of the CETP Certification policies referenced herein may be expelled from testing, have Knowledge Examination results nullified, or have their NPGA CETP certification(s) suspended or revoked.

A. Record/Reprint Requests

1. Candidates may obtain copies of their transcript or a reprint of their certificate(s) by accessing the CETP record keeping system using their user name and unique password.

Registered Proctor Policies

A. Non-Discrimination

1. NPGA shall not discriminate against any applicant for the Registered Proctor Training Program or any Registered Proctor based on age, gender, race, religion, national origin or sexual orientation.

B. Registered Proctor Training and Registration

1. All Registered Proctors must complete training and registration on-line through the NPGA CETP Certification website at (www.cetpcertification.org). A fee is charged prior to registration and training, and the training remains valid for three (3) years.
2. Registered Proctors are informed of NPGA CETP policy changes through their CETP Certification Database contact information, and shall keep their contact information up-to-date at all times.

C. Registered Proctor Knowledge Examination Administration

1. The Registered Proctor is responsible for preventing unauthorized use or reproduction of Knowledge Examination materials, including the NPGA CETP Certification Knowledge Examinations and NFPA code books.
2. All CETP Certification Knowledge Examinations must be administered as closed-book examinations with the exception of NFPA 54 and/or 58 as appropriate.
3. All CETP Certification Knowledge Examinations must be administered in accordance with NPGA policies and procedures, as well as state and local codes.
4. State and/or local codes may require an independent Registered Proctor that is not an employee of the same company.
5. Registered Proctors are responsible for verifying the identity of Candidates prior to testing and ensuring that the name submitted on the Knowledge Examination answer sheet or on-line Knowledge Examination record matches the name listed on the Candidate's government-issued photo identification.
6. Registered Proctors are responsible for providing a safe and comfortable testing environment.
7. Registered Proctors must supervise Candidates continuously during testing.
8. Registered Proctors must not show favoritism, discrimination or inappropriate behavior toward any Candidate participating in the testing process.
9. Registered Proctors may identify Candidates who require a reasonable accommodation in the administration of an Knowledge Examination (such as an orally administered certification Knowledge Examination) made to compensate for the qualified disability without altering the content or purpose of the Knowledge Examination. Upon prior and reasonable notice to the CETP Certification Program Administrator or NPGA staff, arrangements and authorization for an orally administered certification Knowledge Examination will be made. It is recommended that instructors or course sponsors provide an opportunity for Candidates to indicate whether such accommodations are necessary.
10. Registered Proctors shall expel Candidates from the testing session for attempting to take the Knowledge Examination for someone else, giving or receiving assistance of any kind, using books (except NFPA

54 and 58), notes, papers, or recording devices of any kind, creating a disturbance, attempting to remove Knowledge Examination materials from the testing room, or failing to follow Registered Proctor's directions.

11. The Registered Proctor should explain to the Candidates that the Knowledge Examination results will only be communicated to the Candidate, the Candidate's employer, or the Registered Proctor.
12. Registered Proctors who do not adhere to the prescribed Knowledge Examination administration policy outlined above may, at the discretion of the NPGA, receive a written reprimand or have their Registered Proctor privileges suspend or revoked. CETP Certification Program Administrator(s) may *temporarily* suspend proctor privileges for non-return of Knowledge Examinations (i.e.: until Knowledge Examinations are returned),

D. Registered Proctor Knowledge Examination Security

Registered Proctors must protect their Registered Proctor number and Registered Proctor password to prevent unauthorized access to NPGA CETP Certification Knowledge Examinations.

1. Registered Proctor privileges may be suspended/revoked immediately if unauthorized access to a Registered Proctor number and password are shared.
2. Registered Proctors are responsible for the security of NPGA CETP Certification at all times. Knowledge Examinations will be shipped to the Registered Proctor administering the Knowledge Examination at the address provided on the order form. Registered Proctors shall immediately report any missing Knowledge Examinations or abnormalities discovered during shipment to the Program Administrator. Registered Proctor privileges may be suspended immediately, and may be revoked, if unauthorized access is granted to NPGA CETP Certification Knowledge Examinations.
3. All Knowledge Examinations must be returned to the NPGA CETP Certification Program Administrator within 10 days of the Knowledge Examination administration.

E. Registered Proctor Suspension / Missing Knowledge Examinations

1. Registered Proctor privileges for ordering written Knowledge Examinations will be suspended immediately if any Knowledge Examination group (defined as all Knowledge Examinations ordered on one order form) is not returned within 60 days of the order date.
2. Registered Proctor privileges will be re-instated immediately upon return of all Knowledge Examinations.
3. Registered Proctors, including those whose privileges have been suspended, will be allowed one "add-on" order for additional

Knowledge Examinations to accommodate last minute registrations per Knowledge Examination group.

4. If a Registered Proctor determines that there are missing Knowledge Examination(s), the Registered Proctor must submit an affidavit that they no longer possess the Knowledge Examination(s) and indicate how the Knowledge Examination(s) left their possession, including as appropriate, shipping documents or other documentation that would support an investigation by NPGA into whether the Knowledge Examination(s) were compromised.
- F. Virtual Knowledge Examinations – Knowledge Examinations performed by a Registered Proctor using virtual technology may be accepted if the Registered Proctor implements procedures that address Knowledge Examination integrity, insures Candidate identity, addresses observation of the Knowledge Examination environment and complies with all the CETP Certification polices contained herein.

Registered Skills Evaluator Policy

- A. Non-Discrimination - NPGA shall not discriminate against any Registered Skills Evaluator based on age, gender, race, religion, national origin or sexual orientation.
- B. Purpose - The Skills Assessments serve an important function in the certification process as they demonstrate functional capabilities of the Candidate to perform job functions based on learning objectives. They also allow Candidates to demonstrate required skills performance criteria.
- C. Registration of Registered Skills Evaluators - All Registered Skills Evaluators must complete online training and registration through the NPGA CETP Certification website at(www.cetpcertification.org). A fee is charged prior to training and the training remains valid for a three (3) year period.
 1. Registered Skills Evaluators are informed of NPGA CETP policy changes through their CETP Certification Database contact information, and shall keep their contact information up-to-date at all times.
 2. Registered Skills Evaluators must protect their Registered Skills Evaluator number to prevent unauthorized use of Registered Skills Evaluator credentials.
 3. Registered Skill Evaluator privileges may be suspended immediately, or may be revoked, if unauthorized access to their Registered Skills Evaluator number is shared.
 4. Under no circumstance may a Registered Skills Evaluator complete or sign a Skills Assessment or affidavit for themselves.

- D. Registered Skills Evaluator responsibilities – Registered Skills Evaluators must be familiar with the CETP instructional materials they are evaluating. They also must be familiar with the proper procedures for performing the tasks listed in the Skills Assessment and meet the following qualifications:
1. Be familiar with the propane company's policies and procedures.
 2. Direct the Candidate to describe each task as it is performed.
 3. Registered Skills Evaluators should ask Candidates questions involving difficult operating conditions or abnormal scenarios, and use methods to ensure the Candidate can demonstrate required skills and applied knowledge criteria on the job.
 4. Ensure that the Candidate properly applies company-required safety measures while performing the skills.
 5. Registered Skills Evaluators should know which of the skills designated as optional are not required under the Candidate's job description and duties.
 6. Complete the documentation of Skills Assessment, including the affidavit form and final checklist. After the documentation is complete, the Skills Evaluator should supply the designated pages to the Candidate and forward the original copy of the completed affidavit to the NPGA CETP Certification Program Administrator.
 7. The Skills Assessment process must be completed within 12 months of the Candidate's Knowledge Examination. The Skills Assessment must be received by the NPGA designated CETP Certification Program Administrator before the expiration of the 12-month qualifying period.
 8. If a complaint is made or irregularity found in regard to a Registered Skills Evaluator not following established NPGA CETP policy and procedures, NPGA may, at the discretion of NPGA staff, issue a written reprimand or suspend or terminate the Registered Skills Evaluator's privileges.
- E. Instructions. A separate page of basic instructions for the Registered Skills Evaluator is sent with each Skills Assessment packet. Instructions for Performance-Based Skills Assessments are not included in this Policy Manual.
1. The entire assessment packet should be provided to Candidates for retention by the Candidate or their employer.
 2. Follow all instructions contained in the assessment packet.

Stakeholder Policies

- A. All Stakeholders will comply with the CETP Certification policy regarding Candidate records.
- B. Potential Stakeholders must make a request to the NPGA CETP Certification Program Administrator in order to obtain Stakeholder status within the CETP Certification program.

- C. Stakeholder access to Candidate training records is restricted to employees or individuals who have provided the Stakeholder with specific identification information identifying them within the Certification program.
- D. Stakeholders may only use Candidate information internally as part of their training or compliance programs.
- E. Stakeholders are prohibited from publicly sharing any Candidate information unless expressly authorized to do so by a Candidate or required to do so as a matter of law.
- F. Stakeholders that do not adhere to the NPGA Certification policy regarding Stakeholders and the release of Candidate information policy outlined above may, at the discretion of the NPGA, receive a written reprimand or have their Stakeholder privileges suspended or revoked.

Record Retention

- A. Paper Based Knowledge Examinations: A hard-copy of the Scantron® answer sheet must be maintained for 90 days after the Knowledge Examination is completed to allow for Candidate appeals or requests for hand scoring. After 90 days, the Scantron answer sheet shall be destroyed.
- B. Electronic Knowledge Examination: The electronic record of the Knowledge Examination (including answers as submitted by the Candidate) shall be purged once statistical information has been gathered. The policy is retroactive for all records still existing prior to adoption of this policy.
- C. Skills Assessment Affidavit: The skills assessment affidavit shall be maintained for a period of 3 years from the certification date. The skills assessment affidavit may be stored electronically or by hard copy.

CETP Certification Program Oversight

- A. General - Oversight of the CETP Certification Program is the responsibility of the NPGA CETP Certification Committee. These responsibilities include, but are not limited to the following:
 1. establishing the scope of each Certification Area;
 2. determining requirements for Certification Area;
 3. reviewing Knowledge Examination content for clarity, accuracy and adherence to codes and standards;
 4. establishing the mastery level score for each Certification Area; and
 5. providing support to the NPGA Vice President of Regulatory and Compliance and the NPGA Director of Safety and Certification as needed to resolve appeals, disputes, or Registered Proctor and Registered Skills Evaluator irregularities.

Privacy Policy / Release of Records and Knowledge Examination Information.

- A. General- NPGA may, at its sole discretion, release certification status upon request, unless the certification holder notifies NPGA or the CETP Certification Program Administrator that they do not wish a release of information to any person or organization, except as required by law.

- B. Knowledge Examination Improvement -
 - 1. In order for NPGA to maintain and improve the quality of the Knowledge Examination questions and answers, NPGA may gather Knowledge Examination data based on Knowledge Examination groups. Only authorized NPGA staff or committee members will have access to this data.
 - 2. In order to provide relevant information for the improvement of Candidate safety and training, NPGA, at its sole discretion, may release information on select Knowledge Examination areas or questions in a given Knowledge Examination group to relevant Stakeholders.

- C. Knowledge Examination Reports Available to Stakeholders-
 - 1. Records can be shared within the NPGA CETP Program Administrator's system to registered Stakeholders unless the Candidate expressly requests that the records not be shared.
 - 2. Training records are set up to be shared with employers who are registered Stakeholders.
 - 3. Upon request, NPGA will release Knowledge Examination group results to a Stakeholder or instructor or Registered Proctor as applicable. The group results will indicate only the number of Candidates who pass and the number who fail the Knowledge Examination.
 - 4. NPGA will not release individual numerical Knowledge Examination scores.

Attachment #1 - Certification Areas

- 1.0 Basic Principles and Practices
- 2.2 Bobtail Delivery Operations
 - 2.2-2.4 Bobtail/Cylinder Delivery COMBO
- 2.4 PDO and Cylinder Delivery Operations
- 3.0 Basic Plant Operations
 - 3.6 Railcar Transfers
 - 3.7 DOT Intermodal Tank Maintenance
- 4.1 Design and Install Exterior VDS
- 4.2 Placing VDS into Operation
- 4.3 Install Appliances and Interior VDS
- 4.4 Basic Electricity for Propane Appliance
- 4.5 Basic Propane Appliance Service and Troubleshooting
- 4.6 Advanced Propane Appliance Service and Troubleshooting
- 5.1 Design and Install Dispenser Systems