

Certification Services Council

Governing Charter

I. Introduction

The Certification Services Council (CSC) is established as a standing committee of the Institute for Credentialing Excellence (I.C.E.). The CSC is empowered by the I.C.E. Board of Directors and I.C.E. Bylaws to provide oversight and governance for the I.C.E. certification program.

Through the CSC, I.C.E. offers the I.C.E. Certified Credentialing Professional certification program. The CSC is tasked with establishing policies related to the certification program as defined in this Charter.

This Governing Charter (Charter) establishes and defines the purpose, roles, and responsibilities of the CSC, and documents the operational framework that sustains the CSC. This Charter also establishes the CSC's place within the I.C.E. organizational structure, providing an appropriate level of autonomy to the CSC to prevent undue influence over, and preserve the integrity of, I.C.E.'s certification program.

II. Authority

A. Roles and Responsibilities

The CSC shall be the official body for establishing and enforcing all I.C.E. certification policies and procedures. The CSC is solely responsible for all essential decisions related to the development, administration, and ongoing maintenance of the certification program. While day-to-day program operations are managed by I.C.E. and may be delegated to employees, test development and administration vendors, and/or consultants as needed, the following areas of policy-level decision-making responsibility may not be delegated to any other organization or entity.

The decisions for which the CSC is responsible include:

- Development, ongoing review and maintenance of certification policies and procedures including:
 - Requirements for initial certification, including prerequisites, and recertification
 - Development, administration and scoring of examinations
 - Approval of examination content outlines, passing standards, and scoring and score reporting processes
 - Establishing and maintaining certification program policies pertaining to:
 - Criteria for processing applications for initial certification and recertification
 - Appointment of subject matter experts to support exam development
 - Special accommodations
 - Standards of conduct for certificants
 - Complaints and disciplinary policies
 - Review and appeals

- Confidentiality
 - Nondiscrimination
 - Conflict of interest
 - Security
 - Impartiality
 - Document management
 - Use of certification marks
 - Credential verification
 - Retesting
 - Quality assurance
 - Other policies as needed to directly support the certification program
- Development and monitoring of a plan for certification activities
- Appointment of CSC members
- Appointment of subject matter expert committees, panels, and working groups as needed to support examination development tasks
- Oversight of quality control measures

B. Standards of Conduct

The CSC members shall:

- Be guided by honest, good judgement in all decision-making.
- Follow the confidentiality policy and protect the confidentiality of certification examination content, certification candidate information and all issues that come before the CSC.
- Not misuse inside information.
- Act in good faith in decisions of risk and uncertainty.
- Follow the conflict of interest policy, including requirements for disclosure and recusal.
- Respect the qualifications and special expertise of other volunteers and staff.
- Exhibit exemplary ethical behavior.

III. Limitations

The CSC does not develop, approve, recommend, or endorse certificate programs, courses of study, education, or training leading to certification. The CSC does not require that candidates for certification complete education or training programs offered by I.C.E.

CSC members cannot develop or deliver training and/or exam preparation products that prepare individuals for any I.C.E. certification program during, and for 3 years following, their term(s) of service.

Members of the CSC may not take the certification examination while serving on the CSC and for two (2) years thereafter. CSC members who hold certification may recertify using options other than the examination.

The CSC does not determine pricing, fees, or marketing strategies.

IV. CSC Composition

A. Composition

The I.C.E. CSC shall be composed of a minimum of nine (9) and not more than eleven (11) voting members.

One member of the I.C.E. Board of Directors shall be appointed annually by the I.C.E. Board to serve on the CSC as a non-voting member.

B. Qualifications

Voting membership of the CSC shall be representative of the certification program constituency and shall be determined as follows:

- Certified Members:
 - At least two members who hold I.C.E. Certification* and whose role is primarily in the domain of governance and resources
 - At least two members who hold I.C.E. Certification* and whose role is primarily in the domain of credentialing program operations
 - At least two members who hold I.C.E. Certification* and whose role is primarily in the domain of assessment development and validation
 - At least one member who has experience working in or with NCCA accredited certification programs
 - At least one certified member who is not an I.C.E. member
- Public Member: At least one member who represents the public or non-employer consumer of certified services

Other stakeholder representatives may be included on the CSC according to current issues or projects.

* Certification is not required for inaugural members of the CSC.

C. Public Member

The Public Member's role is to champion the public or consumer interest, bring forward new ideas and goals, contribute an unbiased perspective, encourage consumer-oriented positions, and bring additional public accountability and responsiveness. The Public Member should have a track record of advocacy on behalf of the public interest, have a basic understanding of certification and accreditation, and have previous experience serving on the governing or advisory board of a business, religious or civic organization, or similar entity.

The Public Member will not be:

- A current or previous member of the certification profession including, but not limited to, any certification organization employee, certification organization Board member, or vendor/consultant to certification organizations
- A supervisor, manager, direct co-worker, or an employee or subordinate of individuals in the certification profession
- An employee of an individual certified by the certification program or of an employer of individuals in the profession encompassed by the certification program
- A person who currently receives or within the last five years has received income from the profession encompassed by the certification program

D. Officers

The CSC will annually elect a Chair and Vice-Chair as officers of the CSC. An individual may not hold more than one office on the CSC at a time.

Officers will be selected from among the voting members of the CSC and elected by majority vote of the CSC. Only voting CSC members who have served for one full year shall be eligible to hold office.

The Chair shall preside over each meeting, be the official spokesperson for the CSC and represent the CSC as needed. The Vice Chair shall assume the duties of the Chair when the Chair is unable to fulfill them. The Vice Chair shall oversee the CSC nominations and elections process. The Vice Chair shall ensure accurate minutes of each meeting are recorded and distributed by I.C.E. staff.

E. Terms

Voting members of the CSC shall serve three (3) year terms and may be re-elected to one consecutive term by majority vote of the CSC for a maximum of two (2) three (3) year terms.

The non-voting I.C.E. Board of Directors representative serves a one year term and may be re-appointed by the Board within the limits of the Board term.

Officers are elected for a term of one year and may serve additional terms within the limits of their CSC terms.

Terms of office shall follow the calendar year.

V. Selection Process

Voting members of the CSC shall be elected by majority vote of the sitting members of the CSC from a slate of candidates recommended by the I.C.E. Nominating Committee.

The I.C.E. Board representatives shall be appointed by majority vote of the I.C.E. Board of Directors.

The CSC will establish policies and procedures for the recruitment, nomination, and selection of appointed members. The process for recruitment, nomination, and selection of all Council members, whether appointed or elected, will be transparent and publicly available.

VI. Removal, Resignation and Vacancies

A. Removal

The CSC may remove, for cause, any member of the CSC upon 2/3 vote of the CSC at any meeting duly convened. Examples of actions that would constitute cause for removal include, but are not limited to:

- Failure to fulfill the requirements for serving on the CSC through attendance at, and participation in, meetings and conference calls with adequate advance preparation
- Failure to follow CSC policies
- Failure to act ethically
- Failure to follow the conflict of interest policy and/or disclose a conflict of interest prior to voting on related matters
- Failure to maintain confidentiality
- Conduct detrimental to the purpose and function of the CSC
- Neglect of duty
- Any other proper cause as determined by the CSC.

B. Resignation

A CSC member may resign at any time by providing written notice to the Chair (or the Vice-Chair in the case of the Chair's resignation). The written notice includes the effective date of the resignation. If no date is provided, the Chair determines the effective date.

C. Vacancies

A vacancy on the CSC shall be filled for the unexpired portion of the term in the same manner as specified for initial selection.

VII. Committees

The CSC shall appoint committees, working groups, panels, or task forces as needed to accomplish its purpose. All committees, working groups, panels, or task forces will act in an advisory capacity to the CSC.

VIII. Reporting and Transparency

The CSC will maintain open and transparent communication with the I.C.E. Board of including providing periodic activity reports.

IX. Meetings

The CSC shall meet at least two times per year and may meet more often as needed.

Meetings may be held in-person, by conference telephone, or by any means of communications by which all persons participating in the meeting are able to communicate with one another. A majority of CSC members is required for a quorum and a majority of votes is required to pass a motion at any meeting at which a quorum is present.

Voting by mail or electronic transmission is permitted where all CSC members participate and vote unanimously in favor of a matter.

Proxy voting is not permitted.

Attendance at meetings is mandatory for all CSC members, unless excused by the Chair. I.C.E. certification staff shall attend each meeting. Agenda items and supporting materials shall be submitted in advance and received by CSC members at least two weeks in advance of meetings. The Chair shall preside over all meetings. The Vice Chair shall ensure accurate minutes of each meeting are recorded and distributed.

X. Amendments

Amendments to this Charter may be recommended by the CSC and/or the I.C.E. Board of Directors. All amendments require input from the CSC and approval of the I.C.E. Board of Directors.