

# ISA CERTIFIED ARBORIST HANDBOOK/APPLICATION



**International Society of Arboriculture**

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## I. THE PROGRAM

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Certification is a voluntary program providing recognition of one's professional knowledge by one's peers. INTERNATIONAL SOCIETY OF ARBORICULTURE (ISA) Certified Arborist recognition is given by ISA to those who (1) meet the eligibility requirements for admission to the examination as set forth in this application, (2) successfully complete the examination, (3) maintain the necessary number of continuing education units (CEUs) to recertify after three years, and (4) pay the necessary recertification fees every three years.

### **The objectives of the Certification Program are**

- to be an educational program that will improve technical competency of personnel in the tree care industry.
- to create incentives for these individuals to continue their professional development.
- to provide the public and those in government with a means to identify those professionals who have demonstrated, through a professionally developed exam and education program, that they have a thorough knowledge of tree care practices.

### **The benefits of the Certification Program include the following:**

- Certification builds an individual's self-image. By studying for and passing the exam, individuals reaffirm to themselves and their peers a thorough knowledge and dedication to arboriculture.
- Certification affords the public and those in government the opportunity to make an informed selection of services based on the knowledge that is represented by the certification designation.
- The process of becoming certified and maintaining the designation provides incentives to the individual to continue his or her ongoing professional development.
- Certification is a tool to help employers both in training their personnel and selecting new employees.

## II. THE CONTENT OF THE CERTIFICATION EXAMINATION

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### **The certification examination is weighted in the following manner:**

I.	Tree Nutrition and Fertilization .....	5.5%
II.	Identification and Selection .....	9.5%
III.	Installation and Establishment .....	9.0%
IV.	Safe Work Practices .....	11.5%
V.	Tree Biology .....	13.0%
VI.	Pruning .....	12.0%
VII.	Tree, Soil and Water Relations .....	6.5%
VIII.	Diagnosis and Treatment .....	11.0%
IX.	Trees, People and Ecology .....	3.0%
X.	Cabling, Bracing and Lightning Protection .....	4.5%
XI.	Construction Preservation .....	7.0%
XII.	Tree Risk Assessment .....	7.5%

## Recommended Study Materials

The *Arborists' Certification Study Guide* is intended to serve as a recommended program of study. Each chapter in the study guide lists additional references that should be considered for review, such as: *ANSI Z133.1 Safety Standard for Tree Care Operations, Horticultura Arborist Edition and other resources.*

The *Arborists' Certification Study Guide*, published by ISA, should **NOT** be considered the sole source of information for preparing for the certification examination.

## How the Examination Was Developed

The certification examination was developed by a panel of industry experts representing all aspects of arboriculture. Questions were derived from a job analysis survey filled out by arborists from around the United States and Canada. Questions are constantly analyzed by the Certification Test Committee using the latest test statistics, and new questions are always being developed. Questions that do not perform satisfactorily are removed from the question bank. New examinations are created on a regular basis.

## The Format of the Examination

The certification examination consists of 200 multiple-choice questions. One-hundred-ninety questions are drawn from the question bank, and ten digital photos are used for the tree ID. Each question has four choices listed, only one of which is correct. The answer to each question can be derived independently of the answer to any other question.

Whenever trees are referred to on the exam, both scientific and common names are given.

You will have 3-1/2 hours to complete the examination. It is always advisable to first answer the questions that are easy for you, skipping over those questions to which you will need to return to give more thought. Working in such a manner, you should feel no time pressure because 3-1/2 hours will be more than enough time to complete the examination.

## Attainment of Certification

If you achieve both the overall passing score and the domain passing scores, you will receive the designation of ISA Certified Arborist and will be sent a certificate, an ID card, an advertising logo sheet, a hard-hat decal, and a patch.

You must achieve an overall score of at least 70% and a minimum score of 60% in each of the twelve domains. When you receive your results, please remember that the domains are weighted and the average of the twelve domains **WILL NOT** be equal to the overall score.

If you achieve an overall passing score but do **NOT** score the minimum or above on any of the testing domains, you must retake and score a passing level in those area(s) not passed. If you do **NOT** achieve an overall passing score, you must retake the entire exam. You will be allowed to retake the exam **one time for free within one year**. If you do not show up for the scheduled retake exam, **you will forfeit your free retake**. After that, each time you retake for up to one year, there will be a charge of \$65 USD. If you do not attain certification within one year from the original test date, you must repay the full exam fee of \$125 USD for members of ISA and your local chapter or \$225 USD for nonmembers.

## Denial and Revocation of Certification

Certification will be denied or revoked for any of the following reasons:

- falsification of application
- violation of testing procedures
- misrepresentation
- failure to pass the examination

Denials or revocations of certification may be appealed to the Certification Board in writing.

### III. APPLYING FOR YOUR EXAMINATION

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#### **Examination Eligibility Requirement**

The ISA Certification Board requires candidates to have a minimum of three years of full-time experience in arboriculture. Acceptable experience includes the practical use of knowledge involved in pruning, fertilization, installation and establishment, diagnosis and treatment of tree problems, cabling and bracing, climbing, or other services that directly relate to arboriculture. Examples of experience sources include, but are not limited to,

- tree care companies
- nursery personnel
- landscape personnel
- municipalities
- state forestry personnel
- utility personnel
- instructors of arboriculture/horticulture
- horticultural/Extension advisors
- consulting arborists
- pest control advisors/applicators

The eligibility requirement also may be satisfied with a two-year degree in arboriculture and two years of practical experience or a four-year degree in a related field and one year of practical experience.

If you are self-employed or own your own company, you will be required to submit three letters of reference with your application.

By submitting your application, you authorize ISA certification staff to contact the practical experience reference named on your application to substantiate your eligibility.

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.

#### **Recertification**

The ISA Certified Arborist designation is valid for three years. To maintain the certification, you must have accumulated the necessary 30 continuing education units (CEUs) by the end of that three-year period **and** pay the renewal fee.

Renewal dates always occur on June 30 or December 31, depending on the date you took your exam. You will be notified one month before it is time to renew your certification.

If you do not achieve the necessary number of CEUs and make your recertification payment, you will be required to retake the examination. You will need to pay the full fees required to take the examination.

**You are responsible for keeping records of all CEUs sent to ISA.**

#### **Test Dates and Application Deadlines**

Certification exams are offered at ISA chapter meetings and at educational seminars. For more information on location and dates of certification exams in your area, contact either your local ISA chapter or the ISA Certification Department. Exam dates also can be found the ARBORIST NEWS, or by visiting the ISA Web site (<http://www.isa-arbor.com>).

Applications and proper payment must be received in the ISA office no later than **12 (twelve) working days** before a scheduled exam. **No exceptions.**

#### **Special Accommodations for Candidates with Disabilities**

All test sites are accessible to all examinees. However, some individuals with disabilities may need special accommodations, such as extra time or assistance with writing or reading.

Oral exams are available by request. If you need such arrangements, please contact ISA before submitting your application. You will be informed how to proceed with your application submission. Arrangements, if approved by the certification staff, will be provided at no additional charge.

#### IV. INSTRUCTIONS FOR COMPLETING AND SUBMITTING YOUR APPLICATION

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1. Print your first name, your middle initial, and your last name.
2. Print your address. **The address you indicate will be used for all future correspondence by ISA.**
3. Print your phone number, cell/alternate number, fax number, and e-mail address.
4. Write the date of the desired scheduled exam. **Do not submit application without choosing an exam date.**
5. Write the location of the scheduled exam.
6. Check the box for the language in which you wish to take the test, English or Spanish.
7. Check the box if you do **NOT** want your listing to appear in Certified Arborists lists.
- 8A. Check yes if you are a member of ISA. It is important to write in your ISA member ID number.
- 8B. Check yes if you are a member of an ISA chapter. Be sure to write in the appropriate chapter.  
**Note: You may check yes if you enclose an ISA membership application and all of the necessary fees for membership to ISA and the chapter.**
9. **If you are requesting special accommodations, be sure to contact the Certification Department prior to submitting your application and before the exam deadline date.**
10. Completely fill out the educational experience section. Be sure to fill out the degree, major, and total time because the information you provide can apply to your overall experience requirement, if applicable.
11. **Complete all of the practical experience section, including employment dates. If this section is not completed correctly, your application will not be accepted.**
12. Include the appropriate fees with your application. **If you are applying for ISA and chapter membership, you may pay the member rate, but a membership application must accompany the certification application.** You may pay both fees with one check or credit card. Please note: the ISA certification fee is separate and distinct from ISA and ISA chapter dues.

Note: MasterCard/VISA/AmEx may be used to pay for membership and/or certification fees.

Please be sure that you sign and date the Certification Agreement on page 8.

If you have further questions while you are filling out the application, please contact the ISA Certification Department at **(217) 355-9411**.

If you desire further information on ISA or ISA certification, you may access the ISA Web site at [www.isa-arbor.com](http://www.isa-arbor.com).

**KEEP THIS BOOKLET FOR FUTURE REFERENCE.**



**11) Practical Experience (this information is required for application approval)**

**Current or Most Recent Employer (Company)** \_\_\_\_\_

Your Position \_\_\_\_\_

Contact Person \_\_\_\_\_ Phone Number \_\_\_\_\_

His/Her Title \_\_\_\_\_

Company Address \_\_\_\_\_

NUMBER AND STREET

CITY

STATE (PROVINCE)

POSTAL CODE

Date of Employment \_\_\_\_\_

FROM:

MONTH

YEAR

TO:

MONTH

YEAR

TOTAL TIME IN YEARS

**Responsibilities of Your Position (this information is required for application approval)**

\_\_\_\_\_  
\_\_\_\_\_

**Previous Employer** \_\_\_\_\_

Your Position \_\_\_\_\_

Contact Person \_\_\_\_\_ Phone Number \_\_\_\_\_

His/Her Title \_\_\_\_\_

Company Address \_\_\_\_\_

NUMBER AND STREET

CITY

STATE (PROVINCE)

POSTAL CODE

Date of Employment \_\_\_\_\_

FROM:

MONTH

YEAR

TO:

MONTH

YEAR

TOTAL TIME IN YEARS

**Responsibilities of Your Position (this information is required for application approval)**

\_\_\_\_\_  
\_\_\_\_\_

*If there is not enough space to list the required 3 years experience with your current and previous employers, please attach an additional sheet.*

**12) Fees**

\$125.00 – ISA and chapter member (Must be BOTH a member of ISA and a chapter)

\$225.00 – ISA member only, chapter member only, or nonmember

Make check payable in U.S. funds to the INTERNATIONAL SOCIETY OF ARBORICULTURE

If paying by  VISA  MasterCard  AmEx:

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name of Cardholder/Business \_\_\_\_\_

**Only applications with VISA/MasterCard/AmEx payment may be faxed.**

I have completed both sides of the application:

**SIGNATURE** \_\_\_\_\_

DATE

*Mail or fax application with payment to:*

**INTERNATIONAL SOCIETY OF ARBORICULTURE**

Post Office Box 3129, Champaign, IL 61826-3129

Phone (217) 355-9411, Fax (217) 355-9516

E-mail cert@isa-arbor.com, Web site www.isa-arbor.com

For **overnight delivery only**, send to: 1400 West Anthony Drive, Champaign, IL 61821

# CERTIFICATION AGREEMENT

For and in consideration of \$125 for both ISA and chapter membership (nonmember fee \$225) and the mutual covenants contained herein, the International Society of Arboriculture (ISA) agrees that the undersigned applicant, upon receiving written notice of successful completion of the ISA Certified Arborist examination, shall become certified under the ISA Professional Certification Program as described in the ISA professional certification booklet attached hereto and made a part hereof, and applicant agrees that he or she has reviewed and understands the provisions of the program, and further agrees to adhere to all the terms and provisions of this agreement and the program procedures.

The applicant and ISA further agree that certification under this program is for an initial term of three years and may be renewed for additional terms upon (1) accumulation of required continuing education units, (2) payment of applicable recertification fees, as provided in the program, and (3) execution of such recertification agreements and the fulfillment of such other requirements as may from time to time be required by the ISA under the program.

Applicant understands that the ISA Professional Certification Program is totally separate from ISA membership and all other ISA programs, and that certification under this program does not create in the certified party any ISA membership rights nor any rights in any other ISA program including, but not limited to, the rights to use any other ISA mark. The applicant also agrees that he or she will immediately cease any use of any ISA certification mark or other reference to the ISA Professional Certification Program upon notice from ISA that his or her rights have been revoked or suspended.

Applicant understands and agrees that the certification will be personal to the applicant and may not be transferred or assigned to any other individual or entity. Applicant agrees that use of the certification and related mark by an employer must be in accordance with ISA certification procedures and guidelines.

Applicant agrees to indemnify and hold harmless ISA, its directors, officers, staff, Certification Program Board of Directors, agents, and employers from and against all claims, damages, losses, and expenses, including reasonable attorney's fees, arising out of applicant's participation in the ISA Professional Certification Program and use of the ISA certification emblem or other reference to the ISA Professional Certification Program.

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_



# MEMBERSHIP APPLICATION

The ISA membership mailing list will be made available to chapter and professional affiliations. Other "green" nonprofits and educational institutions may also request access to this list for a fee. May we include your name on this list?  Yes  No

Dues are for calendar year (January 1 through December 31) and not pro-rated for any portion thereof. Memberships are non-transferable.

G

Name  Mr.  Ms.  Mrs. \_\_\_\_\_ Title \_\_\_\_\_  
 Company \_\_\_\_\_ Daytime Phone \_\_\_\_\_  
 E-mail \_\_\_\_\_ Fax \_\_\_\_\_  
 Street Address \_\_\_\_\_  Home /  Work  
 City \_\_\_\_\_ State/Province \_\_\_\_\_  
 Country \_\_\_\_\_ Postal/Zip Code \_\_\_\_\_

### Member Classification (Check one):

#### Professional:

Individuals ..... \$105 \_\_\_\_\_

#### Sustaining:

Organizations ..... \$500 \_\_\_\_\_

#### Student: Full-time student.

Must be signed by faculty advisor ..... \$25 \_\_\_\_\_

A copy of your student ID and class schedule must accompany this application. Student membership includes one chapter of your choice.

#### Senior:

Retired and 10 years of ISA membership ..... \$25 \_\_\_\_\_

#### Life:

One-time payment for individuals ..... \$1,050 \_\_\_\_\_

### Students: Please complete the four lines below:

Name of School \_\_\_\_\_  
 Faculty Advisor Name (please print) \_\_\_\_\_  
 Faculty Advisor Signature \_\_\_\_\_  
 Faculty Advisor E-mail \_\_\_\_\_

ISA is growing member services! The ISA Membership Directory will be available both online and in print. One copy of the printed version will be sent only to those who request it.

Please check this box if you want a printed version of the Membership Directory.

### Optional Dues

#### CHAPTER DUES

(optional; see below) ..... \_\_\_\_\_

#### PROFESSIONAL AFFILIATION

(optional; see below) ..... \_\_\_\_\_

#### TOTAL ENCLOSED in US Dollars

..... \_\_\_\_\_

ISA will forward Chapter and Professional Affiliation dues to the appropriate institutions.

### Are you a(n) ...? (Check one)

- Owner
- Director/VP
- Division Manager
- Supervisor of Multiple Crews
- Supervisor of One Crew
- Tree Worker/Climber
- Sales/Marketing Representative
- Researcher
- Municipal/Urban Forester
- Consultant
- Other: \_\_\_\_\_

Signature \_\_\_\_\_

For Credit Card Payment: Complete information below and fax form to (217) 355-9516:

Visa  Mastercard  AMEX Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

For Checks: Send completed form with your check (U.S. funds drawn on U.S. bank) to: ISA, P.O. Box 3129, Champaign, IL 61821-3129

### Regional Chapters (Check all that apply. Enter total on "CHAPTER DUES" line above.) PRICES SUBJECT TO CHANGE WITHOUT NOTICE.

- |                                                                                  |                                                                                       |                                                                                                 |                                                                         |
|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Austria* ..... \$141                                    | <input type="checkbox"/> Kentucky ..... \$25                                          | <input type="checkbox"/> Ohio ..... \$30                                                        | <input type="checkbox"/> Sweden ..... \$73                              |
| <input type="checkbox"/> Atlantic* ..... \$143<br><i>(NB, NF, NS, PE-Canada)</i> | <input type="checkbox"/> Michigan ..... \$75                                          | <input type="checkbox"/> Ontario ..... \$75                                                     | <input type="checkbox"/> Texas* ..... \$40                              |
| <input type="checkbox"/> Australia ..... \$77                                    | <input type="checkbox"/> Mid-Atlantic* ..... \$40<br><i>(DC, MD, VA, WV)</i>          | <input type="checkbox"/> Pacific Northwest* ..... \$40<br><i>(AK, BC, ID, OR, WA)</i>           | <input type="checkbox"/> United Kingdom* ..... \$173                    |
| <input type="checkbox"/> Brazil ..... \$20                                       | <input type="checkbox"/> Midwestern ..... \$30<br><i>(IA, KS, MO, NE, ND, OK, SD)</i> | <input type="checkbox"/> Pennsylvania-Delaware .... \$35                                        | <input type="checkbox"/> Utah ..... \$40                                |
| <input type="checkbox"/> Czech Republic ..... \$30                               | <input type="checkbox"/> Minnesota ..... \$30                                         | <input type="checkbox"/> Prairie ..... \$75<br><i>(AB, MB, SK-Canada)</i>                       | <input type="checkbox"/> Western* ..... \$40<br><i>(AZ, CA, HI, NV)</i> |
| <input type="checkbox"/> Denmark ..... \$81                                      | <input type="checkbox"/> New England ..... \$35<br><i>(CT, ME, MA, NH, RI, VT)</i>    | <input type="checkbox"/> Quebec ..... \$86                                                      | <input type="checkbox"/> Wisconsin ..... \$40                           |
| <input type="checkbox"/> Dutch ..... \$42                                        | <input type="checkbox"/> New Jersey ..... \$35                                        | <input type="checkbox"/> Rocky Mountain* ..... \$35<br><i>(CO, MT, NM, WY)</i>                  | * Chapter AND International membership package.                         |
| <input type="checkbox"/> Florida ..... \$30                                      | <input type="checkbox"/> New York ..... \$65                                          | <input type="checkbox"/> Southern ..... \$30<br><i>(AL, AR, GA, LA, MS, NC, PR, SC, TN, VI)</i> | * Add \$10 for Chapter-only memberships.                                |
| <input type="checkbox"/> Germany* ..... \$180                                    | <input type="checkbox"/> New Zealand ..... \$78                                       | <input type="checkbox"/> Spain ..... \$49                                                       | Non-US Chapter dues are quoted in approximate US Dollars.               |
| <input type="checkbox"/> Illinois ..... \$45                                     | <input type="checkbox"/> Norway ..... \$52                                            |                                                                                                 |                                                                         |
| <input type="checkbox"/> Indiana ..... \$35                                      |                                                                                       |                                                                                                 |                                                                         |
| <input type="checkbox"/> Italy ..... \$81                                        |                                                                                       |                                                                                                 |                                                                         |

### Professional Affiliations (Check all that apply. Enter total on "PROFESSIONAL AFFILIATION" line above.)

- Society of Municipal Arborists \$60
- Utility Arborist Association \$25
- Arboriculture Research and Education Academy \$10
- Society of Commercial Arboriculture \$25

Fax completed form to 217-355-9516. FOR MORE INFORMATION [www.isa-arbor.com](http://www.isa-arbor.com) or 217-355-9411

08-30-05-pe

## V. FEES

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	ISA AND Chapter Member	ISA Member Only	Chapter Member Only	Nonmember
Certification Exam Fee	\$125	\$225	\$225	\$225
Recertification Fee	\$100	\$200	\$200	\$200

To be eligible for the discount rate, you **MUST** be a current member of ISA **AND** a current member of an ISA chapter. Please note: ISA certification fees are separate and distinct from ISA and ISA chapter dues.

## VI. AFTER APPLYING FOR THE EXAMINATION

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After your application is received in the ISA office, you will receive a confirmation letter with the date and time of the exam, a tree list for the ID portion of the exam, directions to the exam site, and the name of the appropriate contact person.

If there is a problem with the application and/or fees, ISA certification staff will contact you. If the problem is **NOT** corrected, you will not be allowed to sit for the exam.

### Rescheduling Exams

If circumstances change after you have applied for the examination, you must request in writing to have your exam rescheduled. If your request does not reach ISA headquarters before the exam deadline date, you will be considered a no-show. If the scheduled date was to be your free retake, it will be forfeited. Send your written request to the ISA certification staff before the 12-working-day deadline.

### Refunds

**ISA does not provide refunds for certification exam fees, nor do we permit the transfer of exam fees to other individuals. No Exceptions.**

## VII. AT THE TESTING SITE

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### Admission for Testing

To be admitted for testing, you must arrive at the testing site on time and have your identity confirmed by presentation of an ID. The best ID is a government-issued ID such as a driver's license with photo, military photo ID, or a passport.

### Testing Site Rules

- You should report to the testing site at least 30 minutes before the exam starting time. The exact reporting time, date, and location of the exam will be enclosed in your confirmation packet. You must be on time; the test administration will begin promptly.
- Dress appropriately. While every attempt is made to provide a comfortable atmosphere, heating or cooling may sometimes not function properly.
- You are permitted to use a calculator during the exam; however, it is not required. Only silent, nonprinting, battery- or solar-powered calculators without alpha characters will be allowed. Sharing of calculators is not permitted. All calculations can be completed without the use of a calculator.
- Books, papers, or other reference material must be placed on the floor or at the back of the room.
- No cell phone/pagers/PDAs allowed in testing room.

- Scratch paper will be provided on the back of the exam evaluation form. **DO NOT WRITE ON THE TEST BOOKLET.**
- No food or beverages may be taken into the testing room.
- No smoking will be allowed in the testing room.
- You may raise your hand if you have a question about the exam and the proctor will try to assist you.
- Visitors are not allowed in the testing room.
- You will be permitted to take restroom breaks on an individual basis.
- If you are caught looking at other individuals' exams or talking during the exam, scores may be invalidated or exam materials confiscated.
- It is of utmost importance that you carefully follow all directions and regulations. Listen carefully to all instructions given by the proctor and follow the directions completely.

### **Policy on Inappropriate Application and Examination Conduct**

The International Society of Arboriculture intends that participation in ISA Certification Programs and examinations be a professionally relevant, informative, and rewarding experience for all candidates. All candidates for ISA certification are expected to conduct themselves in an appropriate and professional manner and to refrain from any objectionable, improper, or unprofessional conduct. To ensure fairness and a sound examination environment, the ISA Certification Board of Directors issues the following policy and rules.

When the ISA Certification Board, the ISA Certification Program, or an ISA-designated representative finds that a candidate has engaged in inappropriate conduct or behavior, ISA reserves the right to take responsive actions, including, but not limited to, the following: (1) reject an application for certification; (2) prohibit or preclude a person from participating in an examination; (3) prevent or preclude a person from participating during an examination, including the removal of a person from the testing site; (4) invalidate or nullify a person's examination and test results; and, (5) issue and enforce 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 or certification process; failure to pay test 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 ISA certification candidate acknowledges that he or she understands and agrees to the terms of this policy.

## VIII. AFTER THE EXAMINATION

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### **Failure to Sit for Your Examination**

If you do not sit for the examination, you will receive your application back with a letter from the Certification Department explaining how to sign up for another exam.

### **How Your Exam Is Scored**

Answer sheets are electronically scanned and scored. The Certification Department understands the importance of your test results and uses many quality-control procedures, both computer and manual, during and after the scoring process to ensure the accuracy of score reports.

### **Your Score Report**

Your individual score report will be mailed approximately four to six weeks after your test date. It will give your overall test score as well as each of the domain scores in percentages. Please remember that because each domain is weighted, the overall score is **NOT** the arithmetic average of the domain scores.

### **Examination Results**

Your scores are strictly confidential. Therefore, results cannot be obtained over the phone, by fax, or via e-mail.

If you have questions concerning your test results, you should direct them in writing to the ISA Certification Program. However, because of the need to maintain test security, test booklets cannot be made available for review of the questions and answers, and the Certification Program does **NOT** provide a list of questions you answered incorrectly or correctly. The only information available regarding your performance on the test is provided on your score report.

### **Notification of Certification**

Upon successful completion of the exam, ISA certification staff will send, along with the score report, a congratulatory letter, recertification information, a press release for your local paper, a certificate, hard-hat decal, advertising logo sheet, patch, and wallet ID card.

### **Re-Examination**

If you do not pass the exam, you will receive your score sheet, a letter explaining the retake process, and a retake application. You may retake one time at no charge. If you fail to show, you will forfeit your free retake. There will then be a \$65 USD fee per retake up to one year. After one year, you will be required to pay the full amount. You **MUST** file the retake form prior to the deadline date, to be scheduled for the next exam.

### **Certification Renewal**

ISA Arborist Certification is valid for three years. To retain certification after each three-year period, Certified Arborists must recertify. The ISA Certification Program offers two methods of recertification. The first method is to retake and repass the certification exam. The second option is to accumulate at least 30 continuing education units (CEUs) over the three-year period **and** pay the recertification fee.

You will receive a more detailed explanation of CEUs when you receive your certification packet. You may also call the ISA certification staff if you need further clarification.

You have the option of checking your CEUs on-line via the ISA Web site.