

## American Institute of Constructors

### Constructor Certification Commission Policy and Procedures No. 5.9

#### **Selection, Training and Assessing Commission Members, Volunteers and Contractor Staff**

Policy – The Constructor Certification Commission is responsible to acquire, train and assess its members, volunteers and contractor staff.

Responsibility – Constructor Certification Commission

Reference Commission Documents –

1. Commission Document No. 1 – Commission Operating Procedures;
2. Commission Document No. 26 - Examination Site Application Form;
3. Commission Document No. 37 - Constructor Certification Training Session Participant Evaluation;
4. Commission Document No. 38 - Commission Chair Evaluation of Commission Members;
5. Commission Document No. 39 - Commission Chair Evaluation of Commission Committee, Subcommittee, Panel, and Task Force Chairs;
6. Commission Document No. 40 - Member Evaluation of Commission Committee, Subcommittee, Panel and Task Force Chairs;
7. Commission Document No. 41 - Chair Evaluation of Commission Committee, Subcommittee, Panel and Task Force Members ;
8. Commission Document No. 42 - Examinee Satisfaction Survey;
9. Commission Document No. 44 - AIC Constructor Certification Commission Member Evaluation of Talley Management Group;
10. Commission Document No. 46 - Talley Management Group Evaluation of the AIC Constructor Certification Commission;
11. Commission Document No. 50 - Examination Site Administrator and Proctor Satisfaction Survey;
12. Commission Document No. 57 - Examination Site Administrator and Proctor Training Verification Form;
13. Commission Document No. 60 - Training for Commission Members, Officers, Committee Chairs and Contractor Employees;
14. Commission Document No. 61 - Training for Examination Committee Members;
15. Commission Document No. 62 - Training for Finance Committee Members;
16. Commission Document No. 63 - Training for Skills and Knowledge Committee Members;
17. Commission Document No. 64 - Training for Skills and Knowledge Committee Application Vetting Subcommittee Members;
18. Commission Document No. 65 - Training for Skills and Knowledge Committee Continuing Professional Development Audit Subcommittee Members;
19. Commission Document No. 66 - Training for Examination Committee Item Writing Subcommittee Members;

20. Commission Document No. 70 - Training for New Examination Site Administrators and Proctors;
21. Commission Document No. 71 - Commission Member, Officer, Committee Chair, and Contractor Employee Training Assessment;
22. Commission Document No. 72 - Commission Committee Member Training Assessment;
23. Commission Document No. 73 - Finance Committee Member Training Assessment;
24. Commission Document No. 74 - Skills and Knowledge Committee Member Training Assessment;
25. Commission Document No. 75 - Application Vetting Subcommittee Training Assessment;
26. Commission Document No. 76 - CPD Audit Subcommittee Member Training Assessment;
27. Commission Document No. 77 - Item Writing Subcommittee Member Training Assessment;
28. Commission Policy No. 3.1 – Identification, Selection and Maintenance of Certification Examination Sites;
29. Commission Policy No. 5.1 - Commission Board, Committee, Subcommittee, Panel and Task Force Responsibilities and Member Selection and Required Qualifications;
30. Commission Policy No. 5.3 - Commission Contractor Responsibilities and their Employee Position Descriptions;
31. Commission Policy 5.18 – Constructor Certification Commission Annual Planning Activities and Calendar

Definitions: The following definitions of personnel categories are pertinent to this policy:

Employee – an individual who is hired directly by the Commission and paid in accordance with all prevailing state and federal regulations.

Contractor – an organization having its own employees that is contracted to perform and paid for designated services for the Commission in accordance with a signed contract and in compliance with all prevailing state and federal regulations.

Volunteer – an individual who has agreed to perform specific activities for the Commission and receive no payment for doing so.

Staff – Commission Employees and/or Contractor Employees

As of the date of the approval of this policy, the Commission has no employees and no plans to hire any in the foreseeable future. The Commission has one contractor – Talley Management Group. Their responsibilities are contained in a signed contract and along with job descriptions of their employees contained in Commission Policy 5.3 – Commission Contractor Responsibilities and their Employee Position Descriptions. This Policy does not cover any vendors which the Contractor (s) may hire to fulfill any of their contractual responsibilities with the Commission. As for volunteers, the Commission utilizes individuals on all of its Boards, Committees, Subcommittees, Panels and Task Forces as well as examination site administrators and proctors.

Procedures – The following procedures are followed in selecting, training and assessing Commission staff and volunteers.

### *Selecting Staff and Volunteers*

1. When a need is identified for a volunteer and/or staff person by any of the Commission's Boards, Committees, Subcommittees, Panels and/or Task Forces, the request is brought to the Commission.
2. If the need is to fill a volunteer position, the Commission Chair or any of its Committee Chairs, following the Commission Policies 3.1 – Identification, Selection and Maintenance of Certification Examination Sites and/or 5.1 – Commission Board, Committee, Subcommittee, Panel and Task Force Responsibilities and Member Selection and Required Qualifications, will identify a qualified individual and extend an invitation to him/her to fill the position. If he/she accepts, he/she will be formally approved by the Commission.
3. If the need is to create and fill a new employee position, the Commission will first develop a formal job description. Once approved, the Commission will conduct a formal search for a qualified individual adhering to all prevailing state and federal regulations. According to its Operating Procedures (Document No. 1), the Commission Board of Governors will make the final hiring decision. Finally, the Commission will make the needed revisions to Policy 5.1 to cover the qualifications and responsibilities of the newly created employee position.
4. If the need is to employ a new contractor, the Commission will first develop a list of responsibilities expected to be performed by the entity. Once approved, the responsibilities will be placed in a Request for Proposal along with other pertinent needed information. The Request for Proposal will be approved by the Commission and sent out by the Commission Chair to a list of qualified entities with an indicated due date for proposals. Upon receipt of the proposals, they will be sent out to all Commission members for review and comment within 30 days of receipt of the proposals. In addition, the Commission reserves the right to request a live presentation of all or some of the proposals by the respective parties. As the result of the proposal review process and/or presentations made by any proposing parties, all comments would be summarized and further needed information acquired by the Commission Chair. The Commission Chair will have 30 days in which to complete these activities. Once completed, the Commission Chair will send this information to the Commission members for review within 30 days of receipt of the materials. Following the 30 day review period and at their next regularly scheduled meeting or at a specially called meeting, the Board of Governors, in accordance with the Commission's Operating Procedures, will select the contractor and enter into a formal contract agreement. Finally, the Commission will revise its Policy 5.3 – Commission Contractor Responsibilities and their Employee Job Descriptions to include those of the newly employed contractor.
5. If the need is to fill an existing contractor role, the Commission will develop a Request for Proposal incorporating the appropriate responsibilities contained in its Policy 5.3 – Commission Contractor Responsibilities and their Employee Job Descriptions. The same procedure as described in item four (4) above will be followed in selecting the contractor.

6. Copies of all documents and related correspondence, generated in complying with this policy will be placed by the Certification Manager in the respective secured Commission file.

### *Training Staff and Volunteers*

1. All new volunteers and contractor staff are to participate in a Commission approved training program within 30 days of being appointed/hired to their position. In addition, all existing volunteers and contractor staff are to be formally notified of any changes in the Commission processes, Polices and/or Documents that affect their respective Commission assignments within 30 days after the change(s) have been approved by the Commission as the way of keeping them effective.
2. The content of the materials used to train volunteers, employees and contractor employees will differ dependent on the role they have in the Commission. For each major role, the Commission has developed a self-paced online training program in a Power Point format (Commission Documents 60 – 70).
3. Within 30 days of being placed in a new position in the Commission, the Certification Manager will inform the respective individual of the training requirement and schedule a one-hour time block to complete the online training program, assessment, evaluation and sign the required Commission forms. Participants will have 30 minutes to complete the respective program and the balance of the time to complete the assessment, evaluation and Commission forms. All training programs and associated documents are confidential.
4. Immediately after completing the program, the Certification Manager will remove access to it and immediately send the appropriate assessment (Commission Documents Nos 71 – 77) online to the individual and have them complete it within the 15 minute allowed time frame.
5. Once the completed assessment is received, the Certification Manager will score it and send the results to the individual by assessment question.
6. Finally, the Certification Manager will send an online training program evaluation (Commission Document No. 37) and other required Commission forms and ask that the individual to complete, sign and return them prior to the end of the allotted time.
7. The Certification Manager will retain the completed training program assessment and evaluation in the individual's folder along with the other required documents he or she are required to sign including their resume. The Certification Manger will also log all successful training of Examination Site Administrators and Proctors on Commission Document 57.
8. In addition, the Certification Manager will provide the results of any training assessments by the end of each month to the Chair of the Commission.
9. When changes are made to Commission Polices and/or Documents that affect the content of any of the training programs, it is the responsibility of the Commission Secretary or the Commission Chair designated person to make the needed revisions to the respective training program(s). This is to be done within 30 days of the respective change(s).

## *Assessing Staff and Volunteers*

1. The performance of all Commission volunteers and staff will be assessed on at least an annual basis by the dates noted in Commission Policy 5.18 – Constructor Certification Commission Annual Planning Activities and Calendar. The assessment procedures and documentation will vary depending on the role each individual has in the Commission.
  - a. Commission Members – The Commission Chair shall complete an assessment using Commission Document 38 – Commission Chair Evaluation of Commission Members. If the assessment indicates areas needing improvement, the Commission Chair will schedule a meeting with the respective Commission members to discuss the areas and develop a joint plan for improvement. Commission members receiving an overall positive evaluation can also schedule an appointment with the Commission Chair. A copy of the assessment including any Chair recommendations for improvement and plans to do so will be placed in each Commission member’s file. This document should be referred to in conducting the next annual evaluation when improvements in performance are recommended.
  - b. Committee, Subcommittee, Panel and Task Force Chairs
    - i. Committee Chairs and Chairs of Panels and Task Forces Reporting to the Commission - The Commission Chair shall complete an assessment of all Committee Chairs and Chairs of Panels and Task Forces reporting directly to the Commission using Commission Document 39 – Commission Chair Evaluation of Commission Committee, Subcommittee, Panel and Task Force Chairs. The completion of said evaluation document shall be based on the Commission Chair’s interaction with Committee, Panel and Task Force Chairs during the assessment period along with the results of the completion of a separate assessment by their respective group members using Commission Document 40 – Member Evaluation of Commission Committee, Subcommittee, Panel and Task Force Chairs. If the assessment indicates areas needing improvement, the Commission Chair will schedule a meeting with the respective Chair to discuss the areas and develop a joint plan for improvement. Chairs receiving an overall positive evaluation can also schedule an appointment with the Commission Chair. A copy of the assessment including any Chair recommendations for improvement and plans to do so will be placed in each Commission member’s file. This document should be referred to in conducting the next annual evaluation when improvements in performance are recommended.
    - ii. Subcommittee Chairs and Chairs of Panels and Task Forces Reporting to a Committee - Committee Chairs shall complete an assessment of all Chairs of Subcommittees, Panels and Task Forces reporting to their respective - Committee using Commission Document 39. The completion of said evaluation document shall be based on the respective Committee Commission Chair’s interaction with Subcommittee, Panel and Task Force Chairs during the assessment period along with the results of the completion of a separate assessment by their respective group members

using Commission Document 40. If the assessment indicates areas needing improvement, the respective Committee Chair will schedule a meeting with the respective Chair to discuss the areas and develop a joint plan for improvement. Chairs receiving an overall positive evaluation can also schedule an appointment with the respective Committee Chair. A copy of the assessment including any Chair recommendations for improvement and plans to do so will be placed in each Commission member's file. This document should be referred to in conducting the next annual evaluation when improvements in performance are recommended.

- c. Committee, Subcommittee, Panel and Task Force Members - The Chair of the respective body shall complete an assessment using Commission Document 41 – Chair Evaluation of Commission Committee, Subcommittee, Panel and Task Force Members. If the assessment indicates areas needing improvement, the Chair of the respective body will schedule a meeting with the respective member to discuss the areas and develop a joint plan for improvement. Members receiving an overall positive evaluation can also schedule an appointment with the respective Chair. A copy of the assessment including any Chair recommendations for improvement and plans to do so will be placed in each Commission member's file. This document should be referred to in conducting the next annual evaluation when improvements in performance are recommended.
- d. Examination Site Administrators and Proctors – In accordance with Commission Policy 3.1 – Identification, Selection and Maintenance of Certification Examination Sites – Items 5 and 6 – the Certification Manager will prepare an annual report to the Commission, based on feedback received from the results of the completion by examinees of the Examinee Satisfaction Survey – Commission Document 42. The Commission, at its annual meeting, will review and follow-up as needed in accordance with Policy 3.1. A copy of the assessments including any Commission recommendations for improvements and plans to do so relative to designated Administrators and/or Proctors will be placed in each individual's Commission file. This information should be referred to in conducting the next annual evaluation when improvements in performance are recommended.
- e. Employees and Contractors and their Employees – The Commission currently does not have any employees. The Commission has one Contractor as noted above and the Contractor has numerous employees who have duties associated with the work of the Commission.
  - i. Contractor Employees – Each Contractor is to provide signed documentation to the Commission Chair on an annual basis attesting that a formal assessment was conducted of those employees who have performed work for the Commission during the assessment period including any actions plans to make needed improvements identified by the Commission. This documentation including any action plans will be placed in the Commission's file for the respective Contractor and referred to in making subsequent assessments of the Contractor.
  - ii. Contractors – All Commission members shall complete an annual assessment of each Contractor using the appropriate evaluation

Commission form – Commission Document 44 – AIC Constructor Certification Commission Member Evaluation of Talley Management Group. At the same time, the Contractor will be requested to evaluate the Commission using the following assessment document - Commission Document 46 - Talley Management Group Evaluation of the AIC Constructor Certification Commission. In addition, the Commission Secretary will obtain the summaries of the (Proctor/Administrator Satisfaction Surveys) that are completed for each examination administration using Commission Document 50 – Examination Site Administrator and Proctor(s) Satisfaction Survey.

The Commission Secretary will summarize the results from the completed evaluations and other formal feedback received by the Commission and send them to the Commission Chair thirty days prior to the Commission’s annual meeting. The Commission Chair will present the results of the assessments to the designated Contractor representative and together they will develop a plan to make any needed improvements. In an Executive Session of a Commission meeting, the Chair will present the results of the Contractor assessments along with the plans to make needed improvements. Any further recommendations that result from the Chair presentation will be so communicated to the respective Contractor representative(s) and included in the final assessment letter sent to each Contractor by the Chair. All of the assessment related documentation including the final Commission assessment letter will be placed in the respective Contractors Commission’s file.

2. Copies of all documents and related correspondence, generated in complying with this policy will be placed by the Certification Manager in the respective trained individual’s secured Commission file.

**Revision History:**

Last Revision: 07/22/2022