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CERTIFICATION HANDBOOK INFORMATION (VERSION 6) 2023

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Handbook Information

Please review this entire handbook to become familiar with important information related to IBFCSM certification procedures. This handbook contains Blueprints for all IBFCSM exams.

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OVERVIEW

IBFCSM is an independent 501(c)(6), nonprofit certification organization. This handbook uses the terms “IBFCSM” and “Board” interchangeably. The handbook provides an overview of certification processes and policies. IBFCSM has received no discrimination complaints during the past 10 years. The Board adheres to all requirements published in *ISO/IEC Standard 17024:12, Conformity Assessment—General Requirements for Bodies Operating Certification of Persons*. IBFCSM holds no affiliations with any other membership group, trade association, or lobbying interest. Our mission of “Upgrading Professions” has not changed since our founding in July 1976. The Board operates all certification processes in a fair, impartial, and nondiscriminatory manner. The Board never mandates any specific education or training to qualify for certification. IBFCSM personnel make all certification decisions and never delegates any responsibility to an outside entity. Board policies and procedures ensure the proper management of impartiality, ensuring equal opportunity, and preventing conflicts of interest in all certification processes. IBFCSM does not restrict certification opportunities by charging high fees and never permits commercial, financial, or other pressures to compromise certification integrity or impartiality. IBFCSM continually addresses all threats impacting certification activities. IBFCSM certifications never hold reciprocity with any other credentials. The Board ensures that credentialing processes remain conflict free. The following terms can help individuals help to better understand our certification process:

- **Appeal:** Request by applicant, candidate, or certificant to reconsider a decision
- **Assessment:** Evaluation that person fulfilled certification scheme requirements
- **Candidate:** Applicant met prerequisites for admission to certification process
- **Certificate:** A document indicating a person met certification requirements
- **Certification Requirements:** Meeting objectives to attain/maintain certification
- **Certification Scheme:** Described competence related to scope of certification
- **Examination:** Assessment process to measure competence defined in scheme
- **Fairness:** Equal opportunity for access or success to certification opportunities
- **Impartiality:** Objectivity ensuring conflicts never impact certification activities
- **Proctor:** Authorized to administer an exam, but does not evaluate competence
- **Reliability:** Exam score consistency across multiple administrations or forms
- **Validity:** Assessment processes defined by a certification scheme

CERTIFICATION ELIGIBILITY

Applicant for certification must document six (6) years of experience and college education combined. Each thirty (30) semester hours of college credit equals one year. Applicants must provide all requested information and agree to adhere to all published requirements and certification agreements. Applicants must provide contact information for two persons recommending their certification. Candidates must pass a multiple choice proctored closed book certification exam. Note: All candidates must document a minimum of two (2) years of relevant work experience regardless of educational level.

Board Fees: Non Refundable Application Fee: \$145.00 Examination Fee: \$250.00 Exam Retake Fee: \$145.00

COLLECTING & USING CERTIFICATION RELATED INFORMATION

IBFCSM only uses information collected during the credentialing process to make certification decisions related to: (1) initial certification award, (2) recertification, (3) certification suspension, and (4) certification revocation. The Board never shares any collected information with unauthorized entities. Board personnel confine all decisions to matters specifically related to a certification scheme. IBFCSM schemes address certification award and recertification requirements, ethics adherence, and disciplinary procedures. IBFCSM makes certification information readily available to all applicants, candidates, and certificants in this Certification Handbook at: www.ibfcsm.com. Board personnel must disclose any activities or relationships that could compromise integrity or judgment independence. Staff members report any conflicts or perceived conflicts of interest to the Executive Director or Operations Director. Senior leadership determines if a conflict exists and provides guidance on resolution. IBFCSM never grants certification until a candidate meets all requirements. The Board provides each certified person with an electronically generated Digital Certificate issued through the Certemy Credentialing Management Platform. IBFCSM owns all images of our Digital Certificates including any copy or facsimile images. Certificates contain a statement that IBFCSM can suspend or revoke any certification for cause.

IMPARTIALITY, EQUAL OPPORTUNITY, CONFLICTS OF INTEREST & NEPOTISM

IBFCSM never permits commercial, financial, or other pressures to impact the certification process or compromise impartiality. Board personnel act impartially toward applicants, candidates, and certificants. Persons involved in certification related activities sign agreements pledging to act impartially and to avoid conflicts of interest. IBFCSM complies with applicable laws regarding nondiscrimination, affirmative action, and antiharassment. The Board ensures equal opportunity and never discriminates in the areas of age, disability, race, national origin, ethnicity, political affiliation, religion, sex, gender, veteran status, parental status, or marital status in both employment and certification activities. Volunteers and contractors sign agreements that they will avoid any conflicts of interest. IBFCSM makes a public statement of commitment to impartiality in at: www.ibfcsm.com. IBFCSM develops fair and equitable application and exam processes that focus on published schemes, certification scope descriptions, and job tasks analyses. IBFCSM offers certification opportunities for any person meeting eligibility criteria. Our certificants come from a variety of backgrounds and organizations with no single interest dominating. The Board conducts annual reviews to eliminate any potential threats to impartiality. Senior leaders annually review the Conflict of Interest Policy with all staff and documents this action. The Board prohibits nepotism in all certification processes. The Board prohibits certification of current employees and contractors. The Executive Director can approve submission of applications by family members of Board personnel, directors, volunteers, and contractors. However, submission requires oversight by Executive Director or Operations Director to ensure the certification process remains conflict free, fair, and impartial.

ORGANIZATIONAL STRUCTURE

The Board employs a competent staff to manage all certification functions. Staff members possess experience in areas of responsibilities as documented by job descriptions. Personnel understand the complexity of certification processes, possess excellent skills, and demonstrate dedication to the mission. IBFCSM ensures competency of all staff and provides direction for all job related tasks as indicated in job descriptions. The Executive Director or Operations Director supervises all employees daily. IBFCSM assumes responsibility for performance of personnel involved in the certification process. TesTrac provides electronic online exam delivery and remote proctoring services for exam administration. TesTrac or other vendors/contractors make no decisions related to any certification processes. IBFCSM maintains adequate premises of 1,800 square feet of Class B office space. The Board maintains all necessary office space and equipment to carry out all certification activities in prompt and professional manner. The Board safeguards impartiality to ensure a balanced involvement of all interested parties. The Board never permits corporate representation on any panels or boards. Senior management involvement and board operational independence safeguards impartiality. The diversity of boards and panels ensure no single interest dominates. The Board of Directors delegates approval authority for all policies and procedures to Executive Director and/or Operations Director. The Executive Director and/or Operations Director oversees all certification processes, supervises staff, and makes all certification decisions. IBFCSM uses a simple organizational structure to ensure effective oversight of all certification processes. Oversight includes:

- Implementing policies/procedures (Executive Director/Operations Director)
- Finances of certification body (Operations Director/Executive Director)
- Resources for certification activities (Executive Director/Operations Director)
- Development/maintenance of certification schemes (Executive Director)
- Assessment activities (Executive Director/Operations Director)
- Certification related decisions such as granting, recertifying, suspending/revoking (Executive Director/Operations Director)
- Contract arrangements (Executive Director/Operations Director)
- Examination oversight (Executive Director)

RECORDS

IBFCSM uses the online Certemy platform to manage and retain records for all applications, initial certifications, and recertification actions. The Board maintains such records for a minimum of the five-year certification cycle. Certificants must notify IBFCSM without delay about any matters affecting their inability to continue fulfilling certification requirements. The Board makes public at: www.ibfcsm.com current information about scopes, eligibility criteria, application information, certification schemes, and applicable fees. The Board ensures accuracy of all publicly displayed certification information. IBFCSM uses enforceable agreements to safeguard confidential information obtained during the certification process. IBFCSM never discloses personal information obtained during a certification process to any unauthorized party without written consent of the individual. When required by law, the Board informs the person concerned of information released. The Board maintains security of all personal information. Certemy can provide the certification status of all credential holders in real time. The Certemy platform provides an audit trail for certification processes including granting, annual renewing, reinstating, recertifying, suspending, and revoking certification. Electronic recordkeeping documents every step of a process.

CERTIFICATION & EDUCATION/TRAINING

IBFCSM maintains a “firewall” between training/education and examination processes. The Board never requires specific education/training as an element of any certification scheme. The Board never states or implies certification as simpler, easier, or less expensive if candidates use any education/training resources or services. The Board never permits education and training to compromise impartiality or threaten the integrity of the exam process. The Executive Director identifies and resolves any threats to impartiality or the certification mission. Certification threats can relate to governance, management, conflicts, education or training, human bias, misplaced trust, and personal intimidation. IBFCSM never mandates that applicants must attend specific training sessions or purchase mandatory study materials to qualify for certification. Board promotional material or information never states or implies that attending training or obtaining study resources increases the exam pass rate. The Board uses strict procedures to prevent compromise of exam content and administration security. Individuals involved in training activities can never access or view any exam items or materials. No one with direct access to exam materials or content may provide preparation training or assistance to any candidates. The Executive Director oversees and manages all exam functions including testing materials, item banks, exam development, scoring, and psychometric analysis. IBFCSM never sponsors, accredits, requires attendance at, or endorses any exam prep resources, or training courses. Trainers or other educational entities never represent the Board in any way. Training entities and individuals hold all responsibility for their operations including curriculum, materials, teaching methods, session locations, and costs related to training attendance. IBFCSM does not evaluate instruction or content of any training presentations or education provided by outside entities. The Board uses strict security measures to ensure that proctors can never access any examination content. Trainers or instructors for any individual or group cannot proctor the exam. IBFCSM does not endorse any person, product, resource, or service as a means of exam preparation. Candidates must decide how to prepare for an exam. IBFCSM does offer voluntary self-study directed study materials that addresses core concepts. Purchasing books and study materials or attending a review workshop does not guarantee a passing score on a certification exam. As a convenience to candidates, the Board does post on its website dates and locations of training sessions provided by independent outside entities when such information is provided. Listing of such sessions does not reflect any endorsement by the Board.

PUBLIC INFORMATION

IBFCSM ensures accuracy of all public information and never intentionally misleads. The Board never discloses any confidential information without written consent. When required by law to release information, IBFCSM informs individuals about information released. The Board makes public information about certification scopes, eligibility, applications, schemes, and fees available without request at: www.ibfcsm.com. The Board accepts complaints about certification processes and procedures. Individuals filing a complaint must follow the process described in this handbook. Applicants, candidates, and certificants may appeal negative certification decision using the appeal process described in this handbook. Procedures require certificants to notify IBFCSM about situations impacting capability to fulfill certification requirements. IBFCSM maintains on its website a real time publicly accessible certificant directory that provides current certification status for all credential holders. The Board conducts periodic reviews of all public information under its management review system to address and correct any identified deficiencies.

IBFCSM MAKES THE FOLLOWING INFORMATION AVAILABLE WITHOUT REQUEST

- Application Process & Eligibility
- Certificant Ongoing Responsibilities
- Certificates, Titles, & Marks Use
- Certification Fees & Certification Process Overview
- Ethics Code & Certification Agreements
- Eligibility Requirements & Examination Blueprints
- Exam Scheduling & Related Information
- Five-Year Recertification
- Examination Accommodation
- Certification Suspension & Revocation
- Voluntary Training & Education Opportunities

CERTIFICANT PUBLIC DIRECTORY

IBFCSM maintains a public online directory of certificants at: www.ibfcsm.com. You can search for certificants by state, name, or certification scope number. The directory displays current status as expired or not expired. Releasing status of applicant progress during the credentialing process requires written permission by the individual. IBFCSM never reveals status of any unsuccessful candidate.

CONFIDENTIAL & PROTECTED INFORMATION

- Ideas for the research and development of certification programs
- Information obtained in investigations of complaints or ethics cases
- Computer records and related software
- Information and records/documents related to certification processes
- Exam related technologies, information, and components
- Exam item content and all aspects of exam development/administration
- Personal information obtained from certificants, applicants, and contractors
- Email or mailing listings used in the conduct of Board operations
- Personal information about employees, volunteers, and certificants
- Costs, expenses, and other financial records or data

CONFIDENTIALITY

IBFCSM uses enforceable agreements and policies to safeguard confidentiality of information obtained or created during certification activities. IBFCSM never discloses information obtained from sources other than applicants, candidates, or certificants without written consent. When required by law to release confidential information, IBFCSM contacts persons of concern to notify them of the information provided. The Board uses signed agreements to ensure that confidential information obtained during certification processes remain confidential. These agreements address contractors, volunteers, and Board personnel. Using signed agreements ensures activities of related entities such as contractors or volunteers never compromise confidentiality. Confidentiality extends to all certification activities at all structural levels to include Board panels, external entities, or individuals acting on behalf of the Board.

IBFCSM never discloses information obtained from sources other than applicants, candidates, or

certificants to unauthorized parties without the written consent of the individual except as required by law. IBFCSM maintains records of any legal requests. IBFCSM informs individuals about the release of confidential information. IBFCSM limits release of information to name, certification scope and number, and active or expired status. IBFCSM never releases to outside entities individual mail or email addresses, phone numbers, or any other information collected during certification processes to outside parties. The Board takes measures to safeguard individual privacy and securely maintain all information obtained during certification processes. Privacy occurs at all operational and organizational. Board personnel, volunteers, and contractors never disclose confidential information to any third party without prior written consent. Employees, volunteers, and contractors sign agreements to protect confidentiality, impartiality, conflicts of interest, nepotism, and ethical conduct. The Board does not provide other entities access to any confidential information collected during the certification process. The Board ensures contractors agree to protect the confidentiality of any information obtained during completion of any contracted work. Contractors sign agreements to protect confidentiality of all certification related information. Employee violations of confidentiality agreements can serve as grounds for termination. The Board can remove volunteers or contractors for violating personal confidentiality. Should the Board receive a legal request to disclose any information, IBFCSM notifies individuals to inform them of the information provided. IBFCSM only releases the following information: name, mailing address, phone number, email address, and certification scope/number. IBFCSM maintains signed confidentiality agreements from all personnel including volunteers and contractors. Agreement signatures document their understanding of responsibility to maintain confidentiality of information obtained during the information collection process.

SECURITY MANAGEMENT

The Board maintains security of all certification related processes. IBFCSM requires all candidates to schedule and take their certification exam online unless a special paper and pencil session has been approved. Online exams may be taken on a 24/7/365 basis through TesTrac which provides the Board electronic exam services. A Remote Online Live (ROL) proctor oversees the entire electronic exam session. Candidates must acknowledge and sign their application which ensure candidates adherence to all Certification Agreements including exam content nondisclosure. The Board uses in-person live remote proctoring for all online exam sessions. Proctors verify candidate identity prior to any exam administration. The Board uses exam scoring software that can identify potential cheating. During the application and examination processes individuals must provide the same government issued ID card. The Board ensures security of exams, item pools, and answer keys using password protections for electronically stored materials and online technical security measures. Board policy prohibits candidates from referring to any outside resources including written, verbal, or electronic devices during an exam session. The Board protects all exams under Copyright Law. Exam administration security violations can result in termination of an exam session or cancelling of scores. IBFCSM maintains a firewall between exams and education and training. The Board prohibits any group, company, trainer, or association from soliciting specific information from any candidate taking an exam. The Board prohibits candidates from completing course surveys or feedback forms that ask about exam related content. The TesTrac online exam platform securely maintains candidate exam registration information and all online test forms. TesTrac ensures security for all live online proctored exams through strict security protocols, frequent data backups, firewall protection, and data encryption transmission.

IBFCSM protects all exam content through use of passwords and/or pins that restrict access to authorized personnel only. Internet and social media platforms can pose threats to exam item security. Board personnel conduct periodic searches of the internet and social media for evidence of exam security breaches. IBFCSM security efforts focus on the following: (1) location of materials, (2) electronic and paper formats, (3) exam process development, administration, and results reporting, and (4) threats arising from repeated use of exam items. Exam sessions provide consistent and fair processes for all candidates. Environmental criteria for exam administration considers lighting, working space, seating, noise, personal safety, and security. IBFCSM takes immediate corrective actions to address all security breaches after collecting and verifying evidence. IBFCSM investigates each breach to determine scope. The Board takes immediate steps to remedy causes and notifies all persons impacted. IBFCSM exam candidates should review the appropriate exam blueprint included in this Certification Handbook before proceeding with test preparation. The Board uses proven psychometric principles to ensure exam performance and reliability over multiple administrations. Candidates not passing their exam, may retest at any time after receiving their exam results. IBFCSM never releases names of any failing candidates. Retest candidates must pay a reduced retest fee and take actions to reschedule their exam. A candidate can only retest twice during any 12-month period.

ONLINE EXAM SECURITY

IBFCSM provides exam candidates with information about registering and scheduling their proctored online exam. Candidates must take exams in the same room that was scanned during the pre-exam setup session. Rooms must have floor to ceiling walls with a closeable door. Exams cannot be taken in a public area. Only the person taking the exam can be present in the room. Room lighting must be bright enough to be considered as daylight quality. Overhead lighting is preferred. If not overhead lighting, the source of light must never be behind the candidate. Exam requirements include clean desk or table without any books, paper, pens, calculators, phones, etc. Candidates may not communicate with anyone during the exam session. You may not leave the room during the exam. Ensure the exam room has no other running computers. You may not wear headphones or ear buds during the exam period. Exam requirements prohibits music or other sounds from televisions or other devices. The exam computer must not have more than a single display or monitor. Close all programs other than the exam software on the testing computer before the proctor begins the exam session. Exams require a dependable broadband internet access, a webcam, and microphone. Exam session policies address issues such as test interruptions, technical problems, and Board approved extended time limits for accommodation. Online proctors observe testing environment and can communicate with candidate throughout the entire session. Online proctors can observe a work areas, desk surface, and keyboard. The online proctoring system also permits observation of a candidate's head, torso, arms, and hands. Proctors may ask candidates to move the camera to show any area of the testing room. The online proctoring system enables proctors to monitoring sounds in the test environment. Online proctors can communicate with and collect information from candidate prior to and during the testing session. Candidates make seek help or assistance prior to starting the exam and anytime during the administration period. Online proctors control the entire exam session including pausing, unpausing, suspending, or canceling the exam based on established examination rules. Online proctors can guide candidates through a restart of the exam if the session is interrupted by technical difficulties. Online proctoring provides exam sessions and interactions between a candidate and an online proctor. Video and audio evidence of security incidents are recorded and stored. Such evidence includes interactions between a candidate and the online proctor. Other evidence includes system logs, proctor actions, and testing incidents.

ONLINE TECHNICAL SECURITY

IBFCSM works with TesTrac to ensure online exam delivery and remote proctoring meet ISO/IEC Standard 17024:12, Clause 7.4 requirements. Application programming and interfacing meet design, deployment, and performance requirements of OWASP Web Applications and SEI CMM Standards. Remote live proctoring meets applicable legal, statutory, and regulatory compliance requirements. TesTrac access authorizations includes defining roles, providing access levels, controlling access purposes, determining length of access, and requiring written consent from the Board's dedicated contact person. TesTrac data security features adhere to industry standards for the secure handling, transmitting, and storing of confidential data in all formats. IBFCSM and TesTrac only share data for lawful and appropriate purposes that supports secure online exam delivery and remote proctoring. IBFCSM and TesTrac personnel understand obligations to handle information responsibly to prevent data breaches. IBFCSM and TesTrac conduct ongoing data security education and training. IBFCSM and TesTrac coordinate all required processes necessary to prevent breaches or near miss incidents that could compromise data security. IBFCSM and TesTrac stay vigilant to identify and respond to any cyber-attacks. TesTrac reports data breaches or near miss incidents to IBFCSM within 12 hours of detection. TesTrac protects exam platform security using a contingency approach. TesTrac never permits use unsupported operating systems, software, or internet browsers. TesTrac protects all systems from cyber threats utilizing a proven security framework. TesTrac procedures restrict installation of unauthorized software on user end-point devices such as workstations, laptops, or other mobile devices. TesTrac ensure security of cryptographic keys in the servicing cryptosystem. Security focuses on (1) life cycle management from key generation to revocation or replacement, (2) public key infrastructure, (3) cryptographic protocol design and algorithms, (4) access controls for secure key generation, and (5) exchange or storage of keys used for encrypted data. TesTrac uses proven processes to address all data transmissions including interfaces and electronic messaging. All processes adhere all legal, statutory, and regulatory compliance obligations. TesTrac uses data appropriate encryption to ensure key security. TesTrac technology prevents execution of malware on all end-point devices such as workstations, laptops, mobile devices, and IT infrastructure networks or systems.

CERTIFICATION SCHEMES

IBFCSM develops a scheme for each scope category. Schemes consists of certification scope, job task analysis, exam blueprint, prerequisites, application, certification agreements, code of conduct, exam assessment, and recertification requirements. Board schemes address the decision processes certification award, recertification approval, and suspending/revoking certification for failure to maintain standards. IBFCSM develops and reviews schemes by conducting surveys, referencing authoritative resources, and engaging subject matter experts. IBFCSM continually reviews and validates certification schemes and conducts a JTA every 5 to 7 years. IBFCSM owns all certification schemes. The Board uses job practice experience, educational achievement, and reliable exams to assess individual competences. Job task analysis identifies competence requirements for professional practice in a defined certification scope. JTA Technical Reports provide guidance for ensuring assessment mechanisms relate to exam content. The recertification process considers professional job practice and professional development achievement related to concepts and principles identified in the Exam Blueprints. IBFCSM periodically reviews and validates certification schemes for all scopes. The Board conducts surveys of certificants and involves advisory panels when assessing requirements defined by the job task analysis and published in JTA Technical Reports.

BOARD SCHEME ASSESSMENTS

- Application Decision (Meeting Eligibility Criteria)
- Certification Award (Assessment Based on Application Information/Exam Results)
- Recertification (Assessment Based on Application and Continued Competence)
- Suspending/Revoking Certification (Decision of Compliance/Noncompliance)

CERTIFICATION SCOPES OFFERED

Certified Healthcare Safety Professional (CHSP)
Certified Healthcare Emergency Professional (CHEP)
Certified Healthcare Fire Safety Professional (CHFSP)
Certified Patient Safety Officer (CPSO)
Certified Emergency & Disaster Professional (CEDP)
Certified Hazard Control Manager (CHCM)
Certified Hazard Manager (CHCM-Oil & Gas Safety)

JOB TASK ANALYSIS (JTA)

The Board develops exam blueprint from information published in JTA Technical Reports. Exam blueprints reflect professional practice and knowledge requirements including major domains with defined percentages within each domain. The Board posts Exam Blueprints at: www.ibfcsm.com. Board personnel make all certification decisions, never delegates that responsibility to any entity. Certification decision makers use only the information collected during a certification process. The JTA considers job knowledge, operational requirements, organizational consequences, tasks performance frequency, and job/task descriptions. Information/data collection provide direction for developing eligibility criteria, assessment decisions, exam content, and certification/recertification requirements. JTA processes seek to identify, define, and describe professional practice, job knowledge, ethics, task competency. JTA information comes from: (1) certificant surveys, (2) subject matter experts, (3) books/articles reviews, (4) online searches, (5) professional societies, (6) advisory panels, (7) government agencies, (8) previous exam results, and (9) standards/technological changes. JTA Technical Reports use coefficients to validate agreement with findings. In addition to the job safety analysis survey results, the Board refers to voluntary and compliance standard changes required for professional practice. The Board refers to appropriate authoritative resources including books, journals, publications, accreditation standards, professional societies, and other resources to validate the job tasks and domains of professional practice. Technical reports use statistical coefficients to document job/task agreements of participants. IBFCSM develops exam blueprints for each scope to reflect item percentages of main domains defined by JTA Technical Reports. The JTA helps determine: (1) tasks required for successful performance, (2) required level of competence, (3) eligibility criteria, (4) task frequency and importance, (5) organizational consequences, and (6) competencies that ensure exams provide for a reliable assessment. Schemes ensure applicants meet eligibility criteria, possess relevant experience, and/or education. Applicants must pledge adherence to the code of conduct and other certification agreements. Candidates must achieve a passing score on a closed book certification exam. Certificants must recertify every five years to validate continued competence.

ONLINE APPLICATIONS

IBFCSM uses the online Certemy Platform to document and track applications for initial certification and the five-year recertification process. Certemy provides an audit trail for certification and recertification applications. IBFCSM uses specific assessment methods defined in published schemes. When assessment or a scheme changes IBFCSM provides a website announcement to make information publicly available. Certification applicants must register in the Certemy online system to complete their application. Contact mary@ibfcsm.com or 205-623-8322 if you need assistance with your application completion. IBFCSM never restricts certification opportunities based mandatory association membership, unrealistic eligibility requirements, exorbitant costs, or completion of mandated education/training. The Board encourages all eligible persons to apply for certification. Competent personnel make all certification decisions impartially. Applicants must provide a valid email address and creating a personal password when registering with Certemy. Applicants must provide Government Issued Identification Card information along with a picture and date of birth. Applications require a legal online signature indicating all information is correct and provide consent to abide by all certification requirements, code of ethics, and other mandated certification agreements. The Certemy platform can provide feedback and directions during the process. Applicants must meet minimum eligibility requirements. Please contact IBFCSM for assistance in determining eligibility. Applicants may appeal a rejection decision, but applicant must provide a reason and documentation. File appeals using the IBFCSM process found in this Handbook. IBFCSM reviews all application information and requires a legal online signature to verify accuracy. Accepted applicants must decide how and when they wish to take their certification exam. Applicants must register by providing a valid email address and creating a personal password. Please contact mary@ibfcsm.com or 205-623-8322 for assistance. Applicants must complete the entire application by entering all requested information. Before submission the applicant must provide an online legal signature to verify information accuracy and adherence to all certification agreements.

Key Application Information

- Personal/Contact Information
- Government Issued Identification
- Employer and Relevant Experience
- Job Title/Key Responsibilities
- College Education Hours
- Applicant References Information
- Criminal Conviction Information

Application Consent Agreements

- Marks, Titles, & Logos Use
- Exam Confidentiality
- Certification Status Disclosure
- Ethics Code Adherence
- Application Affirmation and Online Signature
- Payment of Application Fee: \$145 & Examination Fee: \$250

EXAM ACCOMMODATION

Applicants with an ADA defined disability or medical condition should indicate their need for exam accommodations when completing their online application. IBFCSM can only provide reasonable accommodations for documented needs. Score reporting contains no indication that a candidate took an exam with accommodations. Reasonable accommodations can include:

- Extended testing time
- Additional rest/bathroom breaks
- Reader of exam items and/or a recorder/writer of answers
- Sign language interpreter for only for spoken directions
- Selectable background and foreground colors
- Alternate test formats such as larger font sizes

ACCOMMODATION DOCUMENTATION

IBFCSM may require professional documentation to support accommodation requests. Professionals providing documentation to support an accommodation request must provide the following minimum information.

- Name/Title
- Organization/Professional Practice
- Phone and Email
- Mailing Address
- Practice License Number (if applicable)
- Description, Documentation, or Evidence to Support Request
- Signature/Date

CERTIFICATION ASSESSMENTS

The Board makes all certification assessments in a fair, impartial, and valid manner. IBFCSM requires applicants to request exam accommodation during their initial application process. Accommodations meet ADA recognized disability or medical need requirements. The Board can consider information provided by another entity to verify if applicants meet requirements. IBFCSM provides oversight of all information provided by other entities. The Board makes assessment decisions using established scheme requirements. Decisions consider application information and candidate exam results. Exams meet reliability standards and adhere to scope JTA blueprint specifications. Certification requires an ongoing process to ensure continued competency. Continued certification consists of maintaining current contact information, adhering to code of conduct and other agreements, renewing annually by submitting an annual fee, and recertifying every five years by documenting continued job practice and professional development achievements. Failure to comply with requirements can result in certification suspension or revocation. When scheme requirements change the Board makes an announcement on its website. Each applicant must meet published scheme requirements in an objective and systematic manner. The Board continually analyzes exams to ensure reliability and performance based on recent JTA Technical Reports. The JTA provides guidance to ensure exams identify and evaluate knowledge, skills, and abilities necessary to demonstrate competency within the scope of certification. IBFCSM conducts job task analyses every five to seven years. IBFCSM completed major Job Task Analyses in 2017 and subsequently published Technical Reports for all scope areas. The Board develops exam blueprints based on the results of the reports.

The Board considers reliability agreement coefficients published in the JTA Technical Reports as validating concepts, principles, and practices relevant to developing each domain of an exam. The Board statistically analyzes exams to determine reliability. The exam cut score provides final information to make a pass or fail decision. IBFCSM uses an online application tracking system to validate all information submitted. IBFCSM reviews applications to ensure the individual meets all scheme requirements. The Board assesses: (1) prerequisite competency requirements (application information); (2) code of conduct and other certification agreements (acceptance by applicant); and (3) certification assessment decision (exam results). The Board can consider work performed or provided by others such as reports, data, or records to verify applicants meets requirements. IBFCSM ensures proper use of these resources such as recommendations or validating applicant information. The exam pass or fail decision assesses competence. Examinations meet required reliability standards and Job Task Analysis (JTA) Technical Report specifications. The Board uses equated exam forms and adheres to established exam development and maintenance guidelines. All exam items reflect the main topic weightings specified in the blueprint. The Board uses consistent exam administration to ensure fairness and equitability for all candidates. Candidates not passing an exam can request a diagnostic report outlining areas that need additional study before retesting. The diagnostic report never addresses any specific exam items. IBFCSM scores all exams electronically and notifies candidates of Pass/Fail status using the email address provided by applicants. Once awarded certification, candidates can access their certification credentials by going to their Digital Wallet in their Certemy account. IBFCSM reports exam results to the examinee using Standard Scaled Scores. The Board uses total points achieved on an exam and then converts the results to the Standard Scaled Score. A reliable certification exam reflects content based upon the scope of professional practice. Tasks relate to purposeful activities with the implication that assessments can measure individual abilities to perform. Task value indicates the importance or worth of necessary job knowledge of a person in a field of practice. Values also relate to ethics and attitudes needed to perform tasks effectively. Exams must fairly measure a candidate's abilities. Exams use test exam items that can range in difficulty from easy to hard. IBFCSM ensures exams discriminate between person who should pass the exam from those who should not pass. Statistical procedures determine reliability and how much error associated with each score across multiple administrations. IBFCSM uses systematic procedures for item development, exam building, test administration, and scoring to ensure consistency. JTA Technical Reports provide exam developers with validity information related to knowledge and practice requirements within a certification scope.

EXAM VALIDITY

The Board uses the validity definition published by the American Educational Research Association (AERA) in its 2014 Standards. *Validity refers to the degree to which evidence and theory support interpretations of test scores for proposed uses of tests. The process of validation involves accumulating relevant evidence to provide a sound scientific basis for the proposed score interpretations. The interpretations of test scores for proposed uses receives evaluation, not the test itself. Statements about validity should refer to interpretations for specified uses. It is incorrect to use the unqualified phrase, the validity of the test.*

ONLINE EXAM SCHEDULING

Once registered with TesTrac you can schedule your online exam using your exam voucher assigned specifically to you. Exam candidates must maintain security of their assigned voucher number. Do not reveal the number to anyone else. If an unauthorized person obtains and uses your voucher number, you remain responsible for paying the exam fee to IBFCSM. The Board emails specific instructions and appropriate links to exam candidates that instructs them how to set up account and schedule an exam. When establishing an account, use the same link but click LOG IN and enter the Voucher Number and select the proper examination. If you previously registered with TesTrac and have a username and password, you do not need to register again! You must log in for exam scheduling and online delivery. Use the link provided and follow online prompts to schedule the exam. Use the same link to make changes to the exam, upload your ID, answer security questions, and then receive your exam. You must download an application that runs security checks and delivers the exam. The online proctor will request to see a “search” of your personal workspace. Voucher numbers remain valid for one year and is valid for a single exam.

REMOTELY PROCTORED ONLINE EXAMS

IBFCSM requires candidates to take their certification exam online with a live remote proctor overseeing the entire session. Exam candidates can register and schedule exams with TesTrac through the IBFCSM access portal. Candidates must register with TesTrac and then take action to schedule their online exam time with PeopleCert. The Board provides an Exam Voucher Number for candidates to schedule an exam. Candidates should contact kristi@ibfcsm.org or call 205-664-8412 for information about Voucher use before registering and scheduling the exam. TesTrac can schedule online remote proctored exams on a 24/7/365 basis. However, desired times and dates depends on slot availability. Candidates should schedule exams as early as possible to obtain a preferred time/date. Remote online proctors ensure strict security and possess ability to capture any improper behaviors occurring during the session using screenshots, audio, and video images. Candidates must present a government issue photo ID that contains first, middle, and last names (in English), and date of birth. The ID presented must match the ID used during previous registration. Candidates must close all computer applications including browsers, chat capabilities, desktop sharing, and any mail/client applications before starting an exam. No other persons are permitted in the testing room or area during the entire exam session. Exam venues must provide candidates with proper lighting, however online proctors must ensure that no direct light interferes with web camera security. Candidates must clear their work area of all items. Candidates may not begin the exam until prompted by proctor. Candidates may go back to answer any missed or skipped test items during the session. The timer should appear on your screen during the exam period. Follow all proctor instructions for ending the exam session. IBFCSM reviews the exam and emails each candidate as soon as practicable of their pass or fail status. Applicants taking more than a single exam will need to obtain a separate Voucher Number for each certification test. Candidates take all exams with books closed and with 2 or 2.5 hour time limit. Proctors monitor all movements during exam and notes actions. Proctors possess the authority to terminate an exam if necessary. Recommend taking exams using a reliable home computer/laptop that is not attached to an internal network or a slow public Wi-Fi. Proctors take control of your workspace during the exam. When using a company computer please coordinate with your IT department for any security protocols. Exam results are not immediate, IBFCSM views each completed exam before releasing results via email to the candidate. Direct any concerns or questions to: kristi@ibfcsm.org.

ONLINE EXAM TECHNOLOGY REQUIREMENTS

- Windows® 10,® 8.1,® 8 and Internet Explorer 10 or greater
- Dual-Core 2.4GHz CPU or faster
- Recommend computers possess 2GB of RAM
- Broadband internet connection of 4 Mbps
- Minimum of 15-inch (16-bit) monitor with minimum screen resolution of 1024x768
- Single rotating 360 °web camera

EXAM MANAGEMENT, DEVELOPMENT, & ANALYSIS

Exam development and maintenance efforts focus on ensuring comparability of results from differing forms remain consistent in content, difficulty, and reliability. Exam science ensures items conform to domain percentages of the test blueprint developed from a Job Task Analysis (JTA) Technical Report. Some exams may contain test items worth more than the value of other items. IBFCSM determines the total points earned and reports results using Standard Scaled Scores. For example, one exam version may require a passing score of 68 points and another version may require a passing score of 72 points indicating a less difficult exam. Equating ensures a passing point remains fair regardless of exam difficulty. Exam candidates should review the appropriate Exam Blueprint before proceeding with their exam preparation. The Board determines the total points earned by a candidate and then reports results using a Standard Scaled Score. Exam candidates must achieve a Standard Scaled Score of 480 or higher to pass. The Board does not use the percentage questions answered correctly since test items worth can exceed a single point. For example, an exam with 125 questions may contain 145 possible points. Failing candidates receive a diagnostic exam analysis to identify weak areas needing further study before retesting. Failing candidates may retest at any time after receiving failure notification. Candidates cannot appeal a failing exam score but may appeal factors that hindered their exam administration. The Board never releases names of failing candidates. Failing candidates must pay a reduced retest fee to reschedule their exam. A candidate may retest twice during a 12-month period. The Board uses analytical software to generate psychometric statistics from a minimum of 100 exam administrations. The Kuder-Richardson Formula also known as KR-20 calculates exam reliability statistics. Certification exams should perform at a KR-20 value of .81 or higher. The internal consistency reliability values indicate how well the items correlate with one another. Certification organizations should never interpret reliability as a validity indicator. KR-20 analysis calculates coefficients by comparing items answered by the top 27% and the bottom 27% of scorers. P-Scores simply express a proportion of an exam item answered correctly. The higher value, the easier the item and lower the value, the harder the item. Point-Biserial Correlation Values operate on a continuous scale to compare how an exam item performs with high and low scorers. High scorers should get an item correct and low scores select an incorrect option. A high point-biserial indicates that the exam item discriminated very well among high and low scorers. Point-Biserial Values range from -1.00 to 1.00. Values of 0.15 or higher means an item performed well. *Reference: Dr. Jennifer Balogh: A Practical Guide to Creating Quality Exams.*

CERTIFICATION DECISIONS

IBFCSM reviews the application to confirm that the applicant complies with the requirements of the certification scheme. IBFCSM only uses information gathered during a credentialing process to make certification decisions. IBFCSM never outsources any certification decisions to other entities. Competent authorized personnel make all certification related decisions to ensure applicants, candidates, and certificants meet published scheme requirements. Exam results provide the basis for a pass or fail decision. IBFCSM scores exams using software that generates statistical reports that provide an audit trail in case of a complaint by a candidate. IBFCSM never grants certification, recertification, or reinstatement until the candidate meets all scheme requirements. IBFCSM never issues a tentative certification or recertification decision. Certemy generates Digital Certificates with unique identifiers to validate certification. IBFCSM owns all digital certificates including any printed or facsimile images. Use of a unique identifier and certificate digitalization helps prevent fraud and counterfeiting. Application completion and exam results provide an audit trail to support certification decisions. The Certemy platform updates Digital Certificates upon completion of the Annual Renewal and the 5-Year Recertification Process. Certificates contain a statement that IBFCSM owns the certificate and possesses authority to suspend or revoke certification for failure to maintain standards. IBFCSM certificates contain features to reduce risks of counterfeiting including a logo and unique identifiers. The design helps maintain security of digital certificates. The Board periodically conducts online searches to ensure individuals no longer certified do not present themselves as holding certification.

DIGITAL CERTIFICATE ELEMENTS

- Certificant Name
- Certification Issue & Expiration Dates
- Certification Scheme & Scope References
- Name of Certification Body
- Unique Identification Marks

CERTIFICATION SUSPENSION & REVOCATION

IBFCSM can suspend or revoke certification for documented reasons without a formal investigation. The Board requires Signed Agreements to ensure certificants understand prohibitions of promoting certification during suspension periods or revocation. Failure to resolve reasons for a suspension in established time frame can result in revocation. Suspensions provide reasonable periods to remedy causes for the action. Suspended certificants can request reinstatement by providing evidence they meet requirements that resulted in suspension. Revocation relates to failure to maintain standards or engaging in improper conduct. Certificants may voluntarily relinquish a certification for personal reasons but must do so by sending an email to: kristi@ibfcsm.org. Provide full name, certification scope, certificate number, and desired date termination. Requests for reinstatement must be made within 24 months of any termination date. Individuals with revoked or voluntary terminations must remove all references to being certified from social media platforms, websites, resumes, and business cards, etc. Board policy prohibits use of certification marks, certificates, and logos by individuals no longer certified. IBFCSM periodically conducts online searches to ensure individuals no longer certified do not continue presenting themselves as active credential holders.

Unforeseen personal circumstances can impact a person's ability to maintain their certification. The Board can decide, on a case-by-case basis, to place an individual in voluntary suspension status until situation resolution. Special suspended time periods must never exceed 24 months. Individuals requesting suspension, voluntary termination, or entering Retired Status may request reinstatement provided the period never exceed 24 months in duration. Make requests by emailing: kristi@ibfcsm.org to provide information supporting reinstatement. If approved, individuals must pay and fees due and take other actions as required by the Board. Common revocation causes includes:

- Failure to maintain certification standards
- Failure to comply with suspension mandates
- Second infraction of publicly impugning the Board
- Second infraction of unprofessional conduct
- Making false claims regarding professional competency
- Intentionally falsifying information, data, or records
- Requested by certificant for personal reasons

COMMON SUSPENSION PERIODS

- Failing to maintain standards (3 months/unless remedied earlier)
- Publicly impugning Board reputation (6 months)
- Neglect performing duties in professional manner (6 months)
- Making false or misleading statements about certification (6 months)
- Unprofessional or unethical conduct (6 months)
- Neglect in properly performing professional duties (12 months)
- Voluntary suspension status for personal unseen circumstances (6 months)

RETIRED STATUS

Certificants retiring from active status may request by email at: kristi@ibfcsm.org to enter Retired Status. Certificants desiring Retired Status must document 6 years of continuous certification and completion of one Recertification. Retired certificants pay a reduced Annual Fee. They can list their certification(s) on all platforms, resumes, business cards, etc. but must include (Ret.) or (Retired) after each designation. Retired individuals cannot engage in scope professional practice for compensation when using designation of CHSP Retired. Contact the Board for information about moving from Retired Status back to Active status. Certification reinstatement must occur within 24 months of entering Retired Status.

RECERTIFICATION

Certificants must recertify every five (5) years by completing the Certemy Recertification Application. The Board's recertification process considers any scheme changes, new standards, scope changes, emerging hazards, and new technologies. Certificants must document a minimum of 5,000 hours of Professional Job Practice and 50 clock hours of Professional Achievements for each five-year cycle. IBFCSM does not assess a recertification fee but does require the payment of the Annual Maintenance Fee when recertifying in year 5. The recertification candidate's online signature attests accuracy of all Certemy entries and adherence to certification agreements.

Documented professional development activities must relate to job practice and knowledge requirements published in the current exam blueprint. Recertification candidates may opt to take the current certification exam in lieu of documenting professional development achievements. Exam recertification candidates must pay current exam fee. Failing the exam results in suspension of certification until achieving a passing score. The Board works with certificants experiencing unusual circumstances that hinders their recertification. Contact the Board to discuss any situation impacting recertification. Applicants should maintain all supporting documentation for five years after submission of the online recertification application. Suggest uploading documentation to certificant digital wallet in the Certemy Platform. Supporting documentation includes official job description for professional job practice and verification of employment for the five-year period. Professional development activity documentation must contain certificant name, content topics, date of accomplishment, and duration in clock hours. Proof of achievement can include official certificates or any documents with verification proof such as a signature, or online/digital affirmation. Recertification takes place when the applicant meets published criteria and no other valid reason for the Board to reject recertification. IBFCSM can audit submissions and notifies individuals to provide reported achievement documents. The Board considers professionals working as scope related consultants, educators, researchers, and standard developers, as areas of professional practice. The Board determines professional job practice for each Certification Scope (CHSP, CHEP, etc.) using information published in the JTA Technical Report. Certificant can provide documentation in formats such as jpg, photo, pdf, etc. Certificants can decide how they wish to provide the documentation. Certificants may use their Certemy digital wallet to document job practice and professional development achievements. Certificants should ensure that their organizational job title, responsibilities, and job description accurately reflect their professional job practice duties. Professional development activities must promote professional growth, enhance knowledge, improve skills, and contribute to upgrading the profession. Activities must pertain to content areas listed on the current exam blueprint. Professional development activities from a variety sources, methods, and processes. Applicants must convert and report professional development achievement using clock hours.

RECERTIFICATION PROFESSIONAL DEVELOPMENT ACTIVITIES

- Membership in scope related organizations
- Advanced degrees related scope of professional practice
- Publishing books and professional articles
- Professional conference presentations
- Volunteer member of scope related boards, committees, or panels
- Attending professional development conferences
- Completing scope related training or education
- Taking college courses related to the scope
- Providing scope related organizational services
- Earning additional certifications related to scope
- Serving in leadership in a professional organization/association
- Teaching college credit or non-credit courses
- Organizational training and scope related education

RECERTIFICATION APPROVAL

IBFCSM approves recertification when a certificant documents sufficient professional practice, professional development accomplishments, and no other valid reason exists to deny recertification. Applying for recertification constitutes the attestation of truthfulness and accuracy of all information submitted. The Board can audit recertification submissions to validate continued integrity of the process. Recertification must agree to adherence to the Code of Ethics. IBFCSM can suspend certification if the process is not completed in a timely manner. IBFCSM works with certificants experiencing hardships or unusual circumstances that hinders recertification actions. IBFCSM can revoke certification for failure to recertify. Once revoked, an individual must apply as a new candidate. The certificant must meet eligibility requirements, pay required fees, and pass the exam. Appeals must meet requirements of the Board appeal policy. IBFCSM will review the facts to uphold or overturn the decision and notify the appellant of the decision. IBFCSM considers the appeal decision as final. Documenting any of following during the 120 days prior to the final recertification deadline provide grounds for an making an appeal: (1) serious illness, (2) unexpected medical event, (3) death, serious illness, or medical event in the immediate family including parent, sibling, spouse, or children, (4) overseas military or professional deployment, and (5) other serious or unforeseen extenuating circumstances meriting review. Appellants must submit a signed written request.

MARKS, TITLES, & CERTIFICATES USE

IBFCSM restricts the use of certificates, logos, and marks to professional personal use. The Board prohibits corporate promotion use by any certificant. IBFCSM prohibits revising, changing, or altering appearance or content of certificates, marks, and logos. Certificants must display certificates and marks in same format as produced by the Board. Authorized users must never display marks in a way that disrespects the Board. Usage must never mislead or promote unauthorized information. Use of certificates, logos, and marks must never imply improper relationships between IBFCSM and other entities. The Board prohibits any use implying that IBFCSM endorses, approves, or sponsors businesses, products, or services. The Certemy platform generates Digital Certificates to validate individual certification. Certificants in an expired status must not promote active certification. Individuals provide online signatures during Application or Recertification processes to never misuse certificates, marks, and titles. Certificants agree to abide by Board restrictions regarding misuse. IBFCSM owns the rights and usage of all certification marks, titles, and certificates. Applicants must sign a usage agreement promising to adhere to all certificates and marks usage requirements. The Board takes corrective measures to prohibit misuse of its certification marks, titles, and logos. IBFCSM provides a certificate along with the conditions for use including rights for usage and representation. Reasons for the agreement includes:

- Complying with relevant provisions of certification schemes
- Making claims to certification only for the certification issued
- Never use a mark or title that brings IBFCSM into disrepute
- Never make misleading statements regarding certification
- Discontinuing use during suspension/permanent revocation

MANAGEMENT SYSTEMS

Management system policies adhere to ISO/IEC Standard 17024:12, Clause 10.2. The Executive Director and/or Operations Director oversee adherence to all requirements. Policies and procedures address both internal and external by focusing on the identification, storage, protection, retrieval, retention, and disposition of all document and records. IBFCSM reviews management systems to ensure continuing suitability, adequacy, and effectiveness. Review output focuses improvement processes, management system efficiency, and adequate resources. Internal audit procedures verify continued fulfillment of Standard requirements. Internal audits focus on effectiveness of policies and procedures by comparing previous audit results. IBFCSM conducts internal audits every 12 months using competent individuals. Internal audits seek to discover nonconformities and other deficiencies.

APPEALS

IBFCSM addresses appeals in a constructive, impartial, and timely manner. The Board prohibits appeal decisions by any person involved in the original decision. IBFCSM takes no retaliation actions against any appellant. The Board uses an email process to receive, document, and communicate with the individual during the appeal process. IBFCSM makes appeal information publicly available without request in the PDF Certification Handbook at: www.ibfcsm.com. Appeal decisions consider: (1) appellant evidence, (2) policies and procedures, (3) ISO/IEC 17024:12 credentialing standards, (4) previous appeal decisions, and (5) human error or other evidence warranting a decision reversal. Appellants must submit their appeal via email to: info@ibfcsm.org within 30 days of receiving notification of a negative certification decision. The Board acknowledges receipt of the emailed appeal within seven (7) business days by return email. The Board provides emailed progress reports as necessary during the process. Appellants receive a formal decision notice at end of the appeal process. Appellant submission must include: (1) name and contact information including an alternate email address, (2) certification type and number if applicable, (3) primary phone and mail address, (4) complaint information including facts and any supporting documentation, and (5) a statement describing the remedy desired. Provide any other documented evidence needed as an email attachment. The Board uses email to document information and create an audit trail. The Board can archive emails and related documents. Decisions against certification can include: (1) rejection of certification application, (2) challenge to negative certification or recertification decision, or (3) appeal revocation of certification for not maintaining standards. Appellants must provide evidence to support reversing a previous decision. The Board will notify appellants of a decision within 30 days of receipt of the appeal and all supporting information. IBFCSM maintains a record of all appeals, actions taken, and decisions made. The Board considers all appeal related information as confidential. If approved, the Board takes corrective actions to remedy the incorrect decision. Candidates cannot appeal a failing exam score but can appeal exam administration irregularities that hindered their exam process. The appeal process also provides the Board with opportunities for improvement. Emails provide an audit trail for all documentation from initial reporting to final resolution.

COMPLAINTS

The Board addresses complaints in a constructive, impartial, and timely manner. When received personnel determine if a complaint relates to certification activities or an individual. The Board acknowledges complaints whenever possible. Leadership ensures the gathering and verification of all complaint information. The Board maintains confidentiality of all complainant information. The Board ensures the subject of the complaint does not participate in response or resolution of an issue. The Board makes the complaint process publicly available without request in the Certification Handbook PDF at: www.ibfcs.com. The Board takes no retaliatory actions against complainants. IBFCSM uses email to acknowledge receipt of all complaints. Email permits the Board to provide a timely response. Senior leadership oversees complaint resolution by considering similar complaints, current policies, certification standards, and need for improvement. Email provides an audit trail for all documentation from initial reporting to final resolution. The email complaint process documents: (1) type and description of complaint, (2) dates received, (3) name and status complainant, (4) summary of key information, and (5) resolution details. IBFCSM addresses complaints without discrimination or any conflicts of interest. The Board considers complaints, observations, and suggestions as opportunities for improvement. The Board can accept complaints from employees, applicants, candidates, certificants, stake-holders, suppliers, and contractors. Corrective actions vary based on each situation but can include: training, counseling, agreement reviews, policy changes, and process modifications. The Board considers all relevant documentation including audit trails, records, documents, and personal statements when resolving complaints. Complaint submission must include the following: (1) name and contact information, (2) certification type and number as applicable, (3) primary phone number, primary email, and alternate email, (4) complaint information including facts and supporting documentation, and (5) a summary of remedy desired. Provide any other documented evidence, suggestions, or recommendations as separate attachments to the complaint email. The Board uses emails and other correspondence or documents to provide a record of a specific complaint situation. The Board archives major complaint emails and related documents as a PDF for historical purposes.

CERTIFIED HEALTHCARE SAFETY PROFESSIONAL (CHSP) EXAM BLUEPRINT

IBFCSM exams contain 100-150 multiple choice items. Exam results permit the assessment to determine a candidate's minimum competency for certification. The blueprint reflects specifications published in the JTA Technical Report. Percentages reflect proportion of test items in each domain. Candidates use recall, recognition, comprehension, and application to answer items related to professional practice.

DOMAIN 1—MANAGEMENT & LEADERSHIP (36%)

- 1.1 Identify concepts of effective organizational communication
- 1.2 Identify action that would help improve safe job or task performance
- 1.3 Identify elements of safety management processes
- 1.4 Identify key characteristics of well-written safety plans
- 1.5 Identify obstacles to achieving patient safety
- 1.6 Identify hindrances to healthcare communication
- 1.7 Given a scenario, identify relationships among hospital functions
- 1.8 Given a scenario, identify behaviors that impact patient safety
- 1.9 Given a scenario, identify mechanisms that help identify causal factors
- 1.10 Identify management actions contributing most to accident prevention
- 1.11 Identify actions contributing to hospital safety success
- 1.12 Given a scenario, identify supervisory actions that support safety
- 1.13 Given a scenario, identify need for safety improvement analysis
- 1.14 Given a scenario, identify actions to improve safety performance
- 1.15 Identify causes and interventions related to staff risks and hazards
- 1.16 Identify concepts related to designing safety education and training courses
- 1.17 Given a scenario, identify safety approach needed to reduce accidents
- 1.18 Identify elements of proactive safety management
- 1.19 Given a scenario, identify safety concepts of high reliability organizations
- 1.20 Given a scenario, identify appropriate safety response
- 1.21 Given a scenario, identify accident causal factors
- 1.22 Given a scenario, identify proper use of safety checklists
- 1.23 Identify correct information regarding the use of system safety methods
- 1.24 Given a scenario, identify the concept related to safety management decisions

DOMAIN 2—HAZARD CONTROL PRACTICE (28%)

- 2.1 Identify machine, equipment, job task safety controls
- 2.2 Given a scenario, identify hazard, risks, or control measures
- 2.3 Identify human exposure risks to hazardous exposures
- 2.4 Given a scenario, identify controls for the identified hazards
- 2.5 Identify weather or other disaster risks, warnings, or responses
- 2.6 Identify controls or protocols for assessing risks and controlling hazards
- 2.7 Identify the correct fire or life safety requirement for healthcare occupancies
- 2.8 Given a scenario identify the best prevention action for a facility hazard
- 2.9 Identify the correct hazard control intervention that would protect people
- 2.10 Identify actions required for hazardous materials handling, spills, or storage
- 2.11 Given a scenario, assess infection risks to patients and healthcare workers
- 2.12 Given a scenario, identify hazard control solutions for the identified risk
- 2.13 Given a scenario, identify the best safety practice for exposure to radiation
- 2.14 Given a scenario, identify PPE scheme needed protect workers
- 2.15 Identify factors that contribute to accident or injury prevention

- 2.16 Identify human exposures to medical equipment and devices
- 2.17 Given a scenario, identify hazards and safety risks that could affect human health
- 2.18 Given a scenario, identify infection risks or controls needed
- 2.19 Given a scenario, identify hospital department risks, hazards, or controls
- 2.20 Given a scenario, identify the correct respirator needed to ensure safety
- 2.21 Given a scenario, identify the correct fire extinguisher or suppression system
- 2.22 Identify the key components of hazardous drug safety, use, or disposal
- 2.23 Given a scenario, identify the greatest ergonomic hazard
- 2.24 Given a scenario, identify patient safety risks
- 2.25 Given a scenario, identify occupational hazard risks

DOMAIN 3—COMPLIANCE, ACCREDITATION, & VOLUNTARY STANDARDS (36%)

- 3.1 Identify correct compliance and voluntary standard chemical exposure levels
- 3.2 Identify the greatest injury risk to healthcare workers
- 3.3 Identify OSHA defined healthcare hazards
- 3.4 Identify organizations that developed patient safety interventions
- 3.5 Identify organizations that develop or require hazardous material labels
- 3.6 Identify building egress requirements published by various organizations
- 3.7 Identify the mission of governments agencies that do not hold enforcement authority
- 3.8 Identify the government authority of departments and agencies
- 3.9 Identify key OSHA requirements, standards, and guidelines
- 3.10 Identify key compliance requirements for major OSHA standards
- 3.11 Given a scenario identify statistics published by government agencies
- 3.12 Identify key publications, standards, and guidelines published by voluntary organizations
- 3.13 Identify key government and accreditation requirements for emergency management
- 3.14 Given a scenario identify the government or consensus standards that addressed hazards
- 3.15 Given a scenario identify the NFPA publication, standard, or code that applies
- 3.16 Identify non-regulatory government agencies that provide safety resources to hospitals
- 3.17 Identify accreditation standards (JC, DNV, HFAP, CMS)
- 3.18 Identify applicable Code of Federal Regulations (CFR 10, 21, 29, 40, 42, 44, 49)
- 3.19 Identify Federal Agency Responsibilities (CDC, DHS, DHHS, EPA, FDA, DHHS, NIOSH, NRC, etc.)
- 3.20 Identify Voluntary Organizations Responsibilities (ANSI, ASTM, ASHRAE, ASME, CGA, FGI, NFPA, etc.)

SAMPLE CHSP QUESTIONS

1. What best describes the benefit of implementing a patient lifting program?
 - a. Improved patient quality of care*
 - b. Reduced worker compensation costs
 - c. Greater patient satisfaction

2. What publication exclusively addresses healthcare facility topics?
 - a. NFPA 13
 - b. NFPA 72
 - c. NFPA 99*

3. What control would be first when protecting workers from airborne contaminants?
 - a. Isolating the hazard far from most workers
 - b. Providing proper local and general ventilation*
 - c. Requiring use of supplied air respirators immediately

4. What control would be least effective in preventing potential food-borne illnesses?
- Requiring food preparation workers to wash hands frequently
 - Maintaining hot foods on the serving line at 140°F or higher
 - Providing clean cloth towels to wipe food prep surfaces frequently*

STUDY REFERENCES

Healthcare Hazard Control and Safety Management, 3rd Edition, CRC Press, Boca Raton, FL, 2014, , ISBN: 978-1-4822-0655-5, www.ibfcs.com

CHSP Self Directed Study Guide, TLCS, Available in PDF at: www.ibfcs.com

Introduction to Hazard Control Management, CRC Press, Boca Raton, FL, 2014, ISBN: 978-1-4665-5158-9

OSHA Hospital and Healthcare References, online at: www.osha.gov

- Controlling Health Hazards to Hospital Workers: A Reference Guide for New Solutions
 - Hospital & Nursing Home E-Tools: Hazard and Solutions by Location, Function/Department
 - OSAH Tool Kit for Hospital Staff on Safe Patient Handling
 - OSHA Education & Training for Worker Safety in Hospitals
 - OSHA Safety/Health Management Systems: A Road Map for Hospitals, (PDF) 2013
- To Do No Harm, Jossey-Bass/Wiley & Sons, San Francisco, CA, 2005, J.M. Morath & J.E. Turnbull, ISBN: 0-7879-6770-X
 - NFPA 99-2012, Health Care Facilities Code Handbook, NFPA, Quincy, MA, 2011, MA, R.E. Bielen & J.K. Lathrop, ISBN: 978-161665141-1
 - NFPA 101-2012, Life Safety Code Handbook, NFPA, Quincy, MA 2011, ISBN: 978-006461807

CERTIFIED HEALTHCARE EMERGENCY PROFESSIONAL (CHEP) EXAM BLUEPRINT

IBFCSM exams contain 100-150 multiple choice items. Exam results permit the assessment to determine a candidate's minimum competency for certification. The blueprint reflects specifications published in the JTA Technical Report. Percentages reflect proportion of test items in each domain. Candidates use recall, recognition, comprehension, and application to answer items related to professional practice.

DOMAIN 1—HEALTHCARE EMERGENCY MANAGEMENT PRINCIPLES (39%)

- 1.1 Identify appropriate accreditation standards
- 1.2 Given a scenario identify all-hazards preparedness requirements
- 1.3 Identify ASPR capabilities and responsibilities
- 1.4 Identify bioterrorism preparedness issues
- 1.5 Identify building egress requirements
- 1.6 Given a scenario identify CMS requirements
- 1.7 Given a scenario identify coalitions issues and responsibilities
- 1.8 Identify various emergency management command structures
- 1.9 Identify concerns, challenges, and resources for communications
- 1.10 Identify community emergencies and disaster challenges
- 1.11 Given a scenario identify community involvement issues and objectives
- 1.12 Identify topics addressed in disaster legislation
- 1.13 Identify requirements for drills and exercises
- 1.14 Identify areas addressed in ESF#6, #8, #9, #13
- 1.15 Given a scenario identify issues and requirements of evacuation planning
- 1.16 Identify exercise programs and agency responsibilities
- 1.17 Identify FEMA capabilities and responsibilities
- 1.18 Identify requirements and issues of health care sector preparedness
- 1.19 Given a scenario identify hospital response challenges and responsibilities
- 1.20 Identify elements and characteristics of the hospital HVA and EOP documents
- 1.21 Identify ICS principles and system methods
- 1.22 Identify the elements related to incident action planning
- 1.23 Identify incident command responsibilities
- 1.24 Identify the importance of information management
- 1.25 Identify key management functions and concepts
- 1.26 Given a scenario identify key elements of incident management
- 1.27 Identify multi-agency coordination efforts
- 1.28 Identify NIMS and healthcare responsibilities
- 1.29 Identify organizational fundamentals, cultures, and structures
- 1.30 Identify actions related to pandemics and other surge events
- 1.31 Identify planning priorities and emergency policy directives
- 1.32 Given a scenario identify key recovery related issues and challenges
- 1.33 Identify resource management concepts and principles
- 1.34 Identify important issues of emergency management stakeholders
- 1.35 Identify strategic planning priorities

DOMAIN 2—DISASTER PREPAREDNESS (35% ITEMS)

- 2.1 Identify the principles related to activity reporting
- 2.2 Identify biohazards and chemical terrorism risks
- 2.3 Identify capabilities planning concepts
- 2.4 Given a scenario identify chemical exposures and threats
- 2.5 Given a scenario identify key community involvement issues
- 2.6 Identify comprehensive preparedness guidance documents and concepts
- 2.7 Identify risks and responses to cyber security threats
- 2.8 Identify disaster educational resources and medical capabilities
- 2.9 Given a scenario identify disaster notification and security requirements
- 2.10 Identify domestic preparedness goals, objectives, and functions
- 2.11 Given a scenario identify emergency communications and operations
- 2.12 Given a scenario identify exercises, simulations, and drills
- 2.13 Identify Federal operational plans and FEMA planning methods
- 2.14 Identify key fire safety preparedness objectives and methods
- 2.15 Identify disaster related hazard and risk assessment issues
- 2.16 Identify healthcare and other public health challenges
- 2.17 Identify incident action principles
- 2.18 Identify industrial hazards
- 2.19 Identify information collection and analysis methods
- 2.20 Identify integration of information requirements
- 2.21 Given a scenario identify lessons learned
- 2.22 Identify mitigation and national disaster response objectives
- 2.23 Identify threats from natural, weather, and manmade disasters
- 2.24 Identify key elements of NIMS operations
- 2.25 Identify nuclear and radiological hazards
- 2.26 Given a scenario identify issues related to prevention, protection, recovery, and response
- 2.27 Identify risk assessment, sector capabilities need to support function annexes
- 2.28 Identify technology emergencies and threats

DOMAIN 3—SAFETY & COMPLIANCE (26%)

- 3.1 Identify accreditation requirements and standards
- 3.2 Identify voluntary standards that address emergency management
- 3.3 Identify emergency standards
- 3.4 Identify Federal agency safety and emergency related responsibilities
- 3.5 Identify Federal safety and disaster legislation
- 3.6 Given a scenario identify fire and safety standards
- 3.7 Given a scenario identify hazardous materials standards
- 3.8 Given a scenario identify applicable OSHA standards that apply
- 3.9 Given a scenario identified applicable NFPA codes and standards
- 3.10 Identify CDC and NIOSH roles and responsibilities during emergencies
- 3.11 Identify voluntary and consensus standards
- 3.12 Identify requirements published in CFR Titles 10, 21, 29, 40, 42, 44, 49
- 3.13 Identify federal agency responsibilities (DHS, DHHS, DHS, DOT, EPA, FDA, FEMA, NRC)
- 3.14 Identify voluntary standards entities (ANSI, ASTM, ASHRAE, ASME, CGA, FGI, NFPA, NIOSH)

SAMPLE QUESTIONS

1. What concept relates to number of persons an incident supervisor can manage effectively?
 - a. Delegation of authority
 - b. Span of control*
 - c. Unity of command

2. What Command Staff position monitors conditions and develops measures for protecting the health of all assigned personnel?
 - a. Public Information Officer
 - b. Liaison Officer
 - c. Safety Officer*

3. What facility serves as the location where equipment is kept while waiting tactical assignment?
 - a. Disaster compound
 - b. Helicopter support base
 - c. Staging area *

4. An effective span of control during incidents may vary from three to seven, what ratio of supervisor to reporting elements is recommended?
 - a. One supervisor to four reporting elements
 - b. One supervisor to five reporting elements*
 - c. One supervisor to six reporting elements

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- OSHA Hospital and Healthcare Disaster Preparedness and Emergency Management References, online at: www.osha.gov
- NFPA 99-2012, Health Care Facilities Code Handbook, NFPA, Quincy, MA, 2011, MA, R.E. Bielen & J.K. Lathrop, ISBN: 978-161665141-1
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- CDC, DHHS, DHS, CMS, EPA, FDA, OSHA & NIOSH Websites

CERTIFIED HAZARD CONTROL MANAGER (CHCM) EXAM BLUEPRINT

IBFCSM exams contain 100-150 multiple choice items. Exam results permit the assessment to determine a candidate's minimum competency for certification. The blueprint reflects specifications published in the JTA Technical Report. Percentages reflect proportion of test items in each domain. Candidates use recall, recognition, comprehension, and application to answer items related to professional practice.

DOMAIN 1—SAFETY MANAGEMENT (35%)

- 1.1 Identify accident prevention concepts and principles
- 1.2 Identify accident prevention models
- 1.3 Given a scenario identify accident causal factor
- 1.4 Identify principles related to analyzing complex systems
- 1.5 Identify communication & coordination concepts
- 1.6 Identify emergency management concepts
- 1.7 Given a scenario identify employee safety issues and challenges
- 1.8 Given a scenario identify human factors issues impacting safety
- 1.9 Identify importance of personal safety involvement
- 1.10 Identify the principles of information security
- 1.11 Identify reason organization should invest in safety
- 1.12 Given a scenario identify operational safety issues
- 1.13 Given a scenario identify key organizational safety management issues
- 1.14 Identify the components and elements of organizational change
- 1.15 Identify organization culture & climate issues
- 1.16 Identify organizational structure elements impact safety
- 1.17 Identify important reasons to support performance improvement
- 1.18 Identify critical safety policies & procedures
- 1.19 Given a scenario identify the key elements of proactive safety
- 1.20 Identify the importance of product safety evaluations
- 1.21 Identify the roles that risk management plays safety
- 1.22 Identify the importance of making good safety decisions
- 1.23 Identify the roles that safety design plays in preventing losses
- 1.24 Identify key safety duties of management, supervisors, and employees
- 1.25 Given a scenario identify key elements of effective safety education
- 1.26 Given a scenario identify safety priorities
- 1.27 Given a scenario identify issues impacting safety inspections
- 1.28 Identify elements related to safety leadership
- 1.29 Identify basic safety priorities for all organizations
- 1.30 Identify and compare differences between policies & directives
- 1.31 Identify reasons to embrace safety costs & benefits
- 1.32 Identify reasons to use system safety methodologies

DOMAIN 2 –HAZARD CONTROL (41%)

- 2.1 Given a scenario identify or classify accident causal factors
- 2.2 Identify basic elements included in most accident analysis processes
- 2.3 Identify accident generation theories
- 2.4 Identify accident prevention principles and priorities
- 2.5 Given a scenario identify controls for chemical hazards
- 2.6 Identify key management concepts related the hazard control
- 2.7 Identify elements related to increase crime risks
- 2.8 Identify the steps in critical process safety

- 2.9 Identify elements related to safety design
- 2.10 Identify concepts related to security management
- 2.11 Given a scenario, identify facility safety hazards and risks
- 2.12 Identify fire risks and appropriate controls
- 2.13 Identify key hazard control functions
- 2.14 Identify critical hazard control responsibilities
- 2.15 Identify key components of hazard evaluations
- 2.16 Identify human factors safety issues
- 2.17 Given a scenario identify hazards & unsafe actions
- 2.18 Given a scenario what can improve safe job performance
- 2.19 Identify indoor contaminants
- 2.20 Identify key elements of intelligence security
- 2.21 Given a scenario identify the elements of a job safety analysis
- 2.22 Identify occupational safety hazard controls
- 2.23 Identify steps of an operational hazard analysis
- 2.24 Identify reasons that operational security impacts safety
- 2.25 Identify the definition of private security
- 2.26 Identify foundational elements of product safety management
- 2.27 Identify reasons for emphasizes organizational asset protection
- 2.28 Identify methods for reducing workplace hazardous exposures
- 2.29 Identify difference between safety effectiveness and safety program efficiency
- 2.30 Identify purposes for various safety warnings, signs, & tags
- 2.31 Given a scenario identify the key security concepts & principles
- 2.32 Given a scenario identify the key elements of good transportation safety

Domain 3—Compliance & Standards (24%)

- 3.1 Identify the provision of building & fire codes
- 3.2 Identify codes & standards related to hazard control
- 3.3 Identify federal safety compliance standards
- 3.4 Given a scenario identify standards related to controlling known hazards
- 3.5 Identify key disaster management principles
- 3.6 Identify emergency response and preparedness issues
- 3.7 Identify methods used to evaluate hazard severity
- 3.8 Identify federal compliance requirements
- 3.9 Given a scenario identify fire & chemical safety issues or controls
- 3.10 Identify fire safety control, codes & standards
- 3.11 Identify hazard evaluation standards
- 3.12 Identify hazard communication requirements
- 3.13 Identify hazard substance standards
- 3.14 Identify hazardous material risks and control
- 3.15 Identify hazardous waste requirements
- 3.16 Identify ionizing & non-ionizing radiation hazards
- 3.17 Identify compliance with major OSHA standards
- 3.18 Identify requirements for reporting/documenting injuries & illnesses
- 3.19 Identify common occupational safety hazards
- 3.20 Identify common occupational health hazards
- 3.21 Given a scenario identify personal protective equipment needed
- 3.22 Identify safe storage practices for hazardous materials
- 3.23 Identify key transportation safety risks
- 3.24 Identify important voluntary safety standards

SAMPLE QUESTIONS

1. What would contribute most to a hazard control manager's success?
 - a. Development of working relationships with line supervisors and staff managers*
 - b. Providing immediate solutions to all safety related problems when requested
 - c. Correcting hazards without help from other members of the organization

2. What best describes the role of an effective hazard control manager?
 - a. Inspector
 - b. Analyzer
 - c. Advisor*

3. What is not a major component of hazard control management?
 - a. Engineering
 - b. Compliance*
 - c. Human Factors

4. What statement reflects a true statement about accidents?
 - a. We can classify an accident as a random event
 - b. Accidents can sometime happen due to single cause
 - c. Management problems can contribute accidents*

STUDY REFERENCES

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CERTIFIED EMERGENCY DISASTER PROFESSIONAL (CEDP) EXAM BLUEPRINT

IBFCSM exams contain 100-150 multiple choice items. Exam results permit the assessment to determine a candidate's minimum competency for certification. The blueprint reflects specifications published in the JTA Technical Report. Percentages reflect proportion of test items in each domain. Candidates use recall, recognition, comprehension, and application to answer items related to professional practice.

DOMAIN 1—EMERGENCY MANAGEMENT (39%)

- 1.1 Identify agency coordination and collaboration actions
- 1.2 Identify authorities and responsibilities
- 1.3 Identify communication needs and issues
- 1.4 Given a scenario identify disaster response and recovery actions
- 1.5 Given a scenario identify and apply emergency management concepts
- 1.6 Given a scenario identify emergency response and coalition issues
- 1.7 Given a scenario identify federal agency planning activities and capabilities
- 1.8 Identify FEMA defined terms, concepts, and principles
- 1.9 Identify governmental agency coordination actions
- 1.10 Identify hazard analysis needs, techniques, and methods
- 1.11 Identify common healthcare emergency requirements
- 1.12 Identify human resource management in disaster management
- 1.13 Identify hazards related to pre and post disaster situations
- 1.14 Identify incident command system processes and methods
- 1.15 Identify information and data management processes
- 1.16 Identify key leadership principles and management concepts
- 1.17 Given a scenario identify key lessons learned information
- 1.18 Identify emergency management models
- 1.19 Identify medical services capabilities and system challenges
- 1.20 Given a scenario identification mitigation, planning, and recovery issues
- 1.21 Identify natural and weather-related risks and hazards
- 1.22 Identify key principles in effective operational planning
- 1.23 Identify issues related to operational and organizational structures
- 1.24 Identify challenges and objective of disaster planning effectiveness
- 1.25 Given a scenario identify key preparedness management issues
- 1.26 Identify resource acquisition and allocation challenges
- 1.27 Identify response sector key objectives and priorities
- 1.28 Identify supply chains challenges
- 1.29 Given a scenario identify key issues related to sustaining operations
- 1.30 Identify system methods and processes

DOMAIN 2—DISASTER PREPAREDNESS (35%)

- 2.1 Identify agency coordination processes, issues, and challenges
- 2.2 Identify key command and control objectives
- 2.3 Given a scenario identify cyber security threat actions
- 2.4 Given a scenario identify disaster response actions
- 2.5 Identify key drill exercise objectives and purposes,
- 2.6 Identify emergency support functions
- 2.7 Given a scenario identify federal agency capabilities and responsibilities
- 2.8 Identify key FEMA core capabilities
- 2.9 Given a scenario identify hazardous material issues and controls

- 2.10 Identify the reasons for maintaining good information collection and sharing
- 2.11 Identify challenges facing information technology during a disaster
- 2.12 Identify infrastructure security and resilience issues
- 2.13 Identify reasons that lessons learned information is critical
- 2.14 Identify management authority models of leadership
- 2.15 Given a scenario identify appropriate medical services needed
- 2.16 Given a scenario identify needed mitigation activities
- 2.17 Identify the importance of national incident planning
- 2.18 Identify natural disaster and weather risks
- 2.19 Identify nuclear, chemical, and biological hazards and risks
- 2.20 Given a scenario identify operational priorities and organizational response
- 2.21 Identify methods to protecting infrastructures
- 2.22 Identify public safety issues that relate to resilience efforts
- 2.23 Identify resource availability priorities and issues
- 2.24 Given a scenario identify response structures and commands
- 2.25 Given a scenario identify needed sector capabilities and support
- 2.26 Identify terror threats
- 2.27 Identify threat assessment priorities and methods
- 2.28 Identify the impact of technology or transportation disasters

DOMAIN 3—SAFETY AND ENVIRONMENTAL (26%)

- 3.1 Identify ANSI standards (PPE, eyewash stations, etc.)
- 3.2 Identify CDC disaster related information available
- 3.3 Identify disaster related content found in CFRs (10, 21, 29, 40, 42, 44, 49,)
- 3.4 Identify DHS oversight, roles, terrorism, drills, exercises, & responsibilities
- 3.5 Given a scenario identify disaster related hazards
- 3.6 Identify the purpose of emergency and disaster legislation
- 3.7 Identify EPA responsibilities and hazardous materials standards
- 3.8 Identify FDA disaster roles and responsibilities
- 3.9 Identify federal disaster framework and organization
- 3.10 Given a scenario identify FEMA roles, responsibilities, objectives, planning documents
- 3.11 Identify food and water safety issues
- 3.12 Identify methods of hazard identification and analysis
- 3.13 Identify hazardous materials exposure standards
- 3.14 Identify information management, access, and security
- 3.15 Identify standard requirements for life and fire safety
- 3.16 Identify key issues related to managing emergency utilities
- 3.17 Identify NFPA standards and codes that apply to disaster situations
- 3.18 NIOSH disaster related safety information
- 3.19 NRC roles, responsibilities, and standards
- 3.20 Identify occupational safety hazards and potential exposures
- 3.21 Identify OSHA requirements (HAZCOM, HAZWOPER, First Aid, Hazardous Materials, etc.)
- 3.22 Identify key pandemic and other medical surge or evacuation situations
- 3.23 Given a scenario identify needed personnel protective equipment
- 3.24 Identify physical security requirements in aftermath of disasters
- 3.25 Identify actions to address post disaster safety hazards

SAMPLE QUESTIONS

1. What concept relates to the supervisory structure of the organization and pertains to the number of individuals or resources one incident supervisor can manage effectively?
 - a. Delegation of authority
 - b. Span of control*
 - c. Form follows function

2. What agency regulates transport of hazardous materials through pipelines?
 - a. Occupational Safety and Health Administration
 - b. Department of Commerce
 - c. Department of Transportation*

3. Homeland Security Presidential Directive 5 required DHS to create which of the following?
 - a. Federal Response Plan
 - b. Incident Command System
 - c. National Incident Management System*

4. What action would most impact on how organizations respond to emergency situations?
 - a. Conducting/evaluating disaster drills as required by DHS
 - b. Conducting thorough HVA to ensure proper planning*
 - c. Appointing an emergency coordinator as a liaison with EMA

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CERTIFIED HEALTHCARE FIRE SAFETY PROFESSIONAL (CHFSP) EXAM BLUEPRINT

IBFCSM exams contain 100-150 multiple choice items. Exam results permit the assessment to determine a candidate's minimum competency for certification. The blueprint reflects specifications published in the JTA Technical Report. Percentages reflect proportion of test items in each domain. Candidates use recall, recognition, comprehension, and application to answer items related to professional practice.

DOMAIN 1—FIRE SAFETY PRACTICE (36%)

- 1.1 Identify life safety deficiencies in aisles, corridors, and ramps
- 1.2 Identify air handling equipment hazards
- 1.3 Given a scenario identify hazards of ineffective fire alarms
- 1.4 Given a scenario identify alternative approaches to life safety
- 1.5 Identify testing requirements for automatic fire extinguishing systems
- 1.6 Identify the various classes of fire
- 1.7 Identify construction hazards that impact life safety issues
- 1.8 Identify requirements for commercial cooking operations
- 1.9 Identify corridor fire safety issues
- 1.10 Identify door locking requirements in patient areas
- 1.11 Identify hazards of poorly operations exhaust systems
- 1.12 Given a scenario identify unacceptable passageways
- 1.13 Given a scenario identify the appropriate extinguishing systems
- 1.14 Identify fire and smoke door requirements
- 1.15 Identify the maintenance and testing requirements of fire hoses
- 1.16 Identify the standard that addresses fire safety cans
- 1.17 Identify the key purpose of conducting fire safety evaluations
- 1.18 Given a scenario identify the most flammable gas
- 1.19 Identify flow testing requirements for standpipes
- 1.20 Identify foot candle requirements for emergency lighting
- 1.21 Identify hazard related to heat detectors
- 1.22 Identify inspection requirements for fire and smoke compartment or walls
- 1.23 Identify kitchen fire safety hazards
- 1.24 Identify fore hazard in hospital clinical labs
- 1.25 Identify healthcare laundry fire safety requirements
- 1.26 Identify the testing requirements for notification devices
- 1.27 Identify maintenance or testing requirements for fire extinguishers
- 1.28 Given a situation identify requirements for checking rated barriers
- 1.29 Given a scenario identify requirements non-sprinklered area separations
- 1.30 Given a scenario identify separations requirements for various occupancies
- 1.31 Identify requirements for smoke barriers and compartments
- 1.32 Identify risks of inoperative smoke dampers
- 1.33 Identify proper storing of combustibles
- 1.34 Identify surgical fire risks
- 1.35 Identify testing roof surfaces & thermal barriers
- 1.36 Identify actions to ensure safe welding

DOMAIN 2—FIRE HAZARD CODES & STANDARDS (28%)

- 2.1 Automatic Sprinkler Systems (NFPA 25)
- 2.2 Bonding, Grounding, and Electrical Fire Hazards (NFPA 70/70E)
- 2.3 Bulk Oxygen Systems (NFPA 50)
- 2.4 Electrical Power Standby Power Systems (NFPA 110, NFPA 111)
- 2.5 Fire Doors and Fire Windows (NFPA 80)
- 2.6 Fire Hoses (NFPA 1962)
- 2.7 Fire Protection for Laboratories Using Chemicals (NFPA 45)
- 2.8 Fire Safety and Emergency Symbols (NFPA 170)
- 2.9 Fire Walls and Fire Barrier Walls (NFPA 221)
- 2.10 Flammable/Combustible Materials (NFPA 30)
- 2.11 Healthcare Facilities (NFPA 99)
- 2.12 Inspection, Testing, and Maintenance of Water-Based Protection Systems (NFPA 25)
- 2.13 Installation of Smoke Door Assemblies (NFPA 105)
- 2.14 Installation of Sprinkler Systems (NFPA 13)
- 2.15 Kitchen Hood Extinguishing (NFPA 96)
- 2.16 Laser Fire Protection (NFPA 115)
- 2.17 Life Safety and Egress (NFPA 101, 101A)
- 2.18 Portable Fire Extinguishers (NFPA 10)
- 2.19 Smoke Control (NFPA 92 & NFPA 92A)
- 2.20 Ventilating System Dampers and Controls (NFPA 90A)
- 2.21 Welding, Cutting, and Brazing (NFPA 51B)

DOMAIN 3—SAFETY MANAGEMENT (36%)

- 3.1 Identify built structure risks
- 3.2 Identify emergency communications
- 3.3 Identify basic compressed gas safety
- 3.4 Identify the definition of fire confinement
- 3.5 Identify fire and emergency drill frequency and monitoring
- 3.6 Identify egress and exit requirements
- 3.7 Identify healthcare electrical safety hazards or requirements
- 3.8 Identify elevator/escalator safety and fire operational issues
- 3.9 Identify emergency lighting requirements in all facility areas
- 3.10 Identify emergency power systems operational testing
- 3.11 Identify emergency facility emergency procedures
- 3.12 Identify facility areas that need fire safety hazard evaluations
- 3.13 Identify fire-related statistics for deaths and injuries
- 3.14 Identify hazardous storage areas with flammable/combustible materials
- 3.15 Identify the elements of a hospital incident command system
- 3.16 Identify fire and electrical occupational hazards
- 3.17 Identify fire and life safety requirements for outpatient facilities
- 3.18 Identify OSHA personal protective equipment and respirator requirements
- 3.19 Identify prioritized emergency response actions
- 3.20 Identify fire safety inspection requirements
- 3.21 Identify fire safety requirements of CMS and accreditation organizations

SAMPLE QUESTIONS

1. What response reflects the best method for identifying workplace fire hazards?
 - a. Conducting comprehensive site analyses and surveys*
 - b. Reviewing hazard control publications and journals
 - c. Understanding application of standards and codes

2. What response about carbon monoxide is most accurate?
 - a. Gas inhibits blood from carrying oxygen to the brain*
 - b. Indoor pollutant generated from arcs of electric motors
 - c. Can cause breathing/respiratory problems but seldom fatal

3. What extinguisher effective on computer fires is declared environmentally dangerous?
 - a. Carbon dioxide
 - b. Dry powder
 - c. Halon*

4. What NFPA publication addresses electrical grounding requirements for patient areas in healthcare facilities?
 - a. NFPA 70
 - b. NFPA 99*
 - c. NFPA 101

STUDY REFERENCES

- Healthcare Hazard Control and Safety Management, 3rd Edition, CRC Press, Boca Raton, FL, 2014, J.T. Tweedy, ISBN: 978-1-4822-0655-5, www.ibfcs.com
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- NFPA 101-2012, Life Safety Code Handbook, NFPA, Quincy, MA 2011, ISBN: 978-006461807
- Joint Commission Accreditation Standards: Environment of Care, Life Safety, and Emergency Management Standards.
- OSHA Egress and Fire Related Standards

CERTIFIED PATIENT SAFETY OFFICER (CPSO) EXAM BLUEPRINT

IBFCSM exams contain 100-150 multiple choice items. Exam results permit the assessment to determine a candidate's minimum competency for certification. The blueprint reflects specifications published in the JTA Technical Report. Percentages reflect proportion of test items in each domain. Candidates use recall, recognition, comprehension, and application to answer items related to professional practice.

DOMAIN 1 —PATIENT SAFETY FUNDAMENTALS (36%)

- 1.1 Given a scenario identify key adverse event issues
- 1.2 Identify issues related to change analysis
- 1.3 Identify issues impacting clinical communication
- 1.4 Identify the importance of collecting patient information
- 1.5 Identify common never events
- 1.6 Identify concepts related to deferring to medical expertise
- 1.7 Given a scenario identify key issues of an adverse event
- 1.8 Identify key discipline approaches in non-punitive cultures
- 1.9 Identify duty of care requirements
- 1.10 Identify evidenced based medicine
- 1.11 Given a scenario identify correct management functions
- 1.12 Identify healthcare organizational priorities
- 1.13 Identify key milestones in the history of patient safety
- 1.14 Given a scenario identify human error and steps to improve reliability
- 1.15 Identify ways to lead other using management principles
- 1.16 Identify medical staff issues that impact patient safety
- 1.17 Identify medication safety risks and issues
- 1.18 Identify organizational climate and structures
- 1.19 Identify common patient care risks
- 1.20 Given a scenario identify key patient data and information
- 1.21 Identify ways to encourage patient participation in care
- 1.22 Identify key patient safety officer duties
- 1.23 Identify correct definitions of patient safety terms
- 1.24 Identify important issues related to accountability and behaviors
- 1.25 Given a scenario identify how risk management impacts patient safety
- 1.26 Given a scenario identify challenges and culture change
- 1.27 Identify ways senior leaders can promote patient safety
- 1.28 Identify how teamwork understanding improves safety
- 1.29 Identify why transparency and trust promotes proactive safety efforts
- 1.30 Identify reasons for understanding human errors

DOMAIN 2 –PATIENT HAZARDS & RISKS (28%)

- 2.1 Identify methods for analyzing patient safety incidents
- 2.2 Identify steps to take to facilitate culture change
- 2.3 Identify the importance of building trusting cultures
- 2.4 Identify reliability science
- 2.5 Given a scenario identify the importance of delegation of authority
- 2.6 Given a scenario identify ways to evaluate human factors impact on safety
- 2.7 Identify high reliability methods applicable to healthcare organizations
- 2.8 Identify reasons to use good improvement processes
- 2.9 Given a scenario identify key findings of an investigation

- 2.10 Identify situations that illustrate a need for change
- 2.11 Identify issues related to outcome improvement
- 2.12 Identify effective patient safety initiatives
- 2.13 Identify the need for proactive performance improvement
- 2.14 Given a scenario prioritize corrective actions
- 2.15 Given a scenario identify the need for proactive safety efforts
- 2.16 Identify the key elements in an effective problem-solving process
- 2.17 Identify an effective error reporting process
- 2.18 Identify a conflict that occurs between risk and quality management
- 2.19 Given a scenario identify the reason for conducting a safety assessment
- 2.20 Identify how safety cultures can impact reporting processes
- 2.21 Given a scenario identify an occurrence that meet sentinel event threshold
- 2.22 Identify why statistics does not always reveal patient safety hazards
- 2.23 Identify the best definition of strategic initiatives
- 2.24 Identify why system method can improve patient outcomes
- 2.25 Identify why teamwork improves patient safety
- 2.26 Identify the reasons that leaders must better understand failure

DOMAIN 3—PATIENT SAFETY COMPLIANCE (36%)

- 3.1 Identify accreditations requirements that address patient safety
- 3.2 Given a scenario identify common adverse events
- 3.3 Identify why some professionals connect patient safety EOC issues
- 3.4 Identify reason that communicating safety issues can become difficult
- 3.5 Identify the role that diagnostic errors play in patient outcomes
- 3.6 Given a scenario identify why emergency management is patient safety issue
- 3.7 Identify why facility safety impacts patient care
- 3.8 Identify the importance of developing a hazardous drug safety plan
- 3.9 Identify reasons that infection control and prevention is critical for patients
- 3.10 Identify effective infection prevention methods
- 3.11 Identify common or key adverse patient events
- 3.12 Given a scenario identify why it is important to maintaining care levels
- 3.13 Identify a situation when medical equipment safety impacts patient safety
- 3.14 Identify safe medication management processes
- 3.15 Identify common patient safety clinical hazards
- 3.16 Identify patient evacuation process
- 3.17 Identify hospital responsibilities for patient fall prevention
- 3.18 Identify the purpose for patient safety organizations
- 3.19 Identify patient safety responsibilities for support personnel
- 3.20 Identify pharmacy hazards that can escalate in a patient adverse event
- 3.21 Given a scenario identify reasons many safety committees perform ineffectively
- 3.22 Identify sharp and blunt end issues that threaten patient safety

SAMPLE QUESTIONS

1. Which term does the Institute of Medicine (IOM) use to describe a patient injury resulting from poor medical management rather than underlying disease?
 - a. Adverse event*
 - b. Near miss
 - c. An error

2. Which of the following would be a model for culture change that focuses on factors other than those involved in a patient caregiver event?
 - a. Swiss-Cheese Model
 - b. Blunt and Sharp End Process*
 - c. Hindsight Bias

3. Which of the following would be the primary purpose for identifying and analyzing a medical error that does not produce any patient injury or harm?
 - a. Report the error to state medical and nursing boards
 - b. Identify and hold accountable persons responsible
 - c. Help identify flaws within the system or any sub system*

4. Which of the following actions would contribute the most to reducing risks of organizational acquired infections in a hospitalized patient?
 - a. Use disposable medical supplies in all times patient or treatment areas
 - b. Establish a multi-disciplinary infection control committee to evaluate risks
 - c. Require staff to follow established organizational hand sanitizing protocols*

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- Healthcare Hazard Control and Safety Management, 3rd Edition, CRC Press, Boca Raton, FL, 2014, J.T. Tweedy, ISBN: 978-1-4822-0655-5
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- Principles of Risk Management and Patient Safety, Jones & Bartlett, Sudbury, MA, 2011, B.J. Youngberg, IBSN: 978-0-7637-7405-9
- NFPA 99-2012, Health Care Facilities Code Handbook, NFPA, Quincy, MA, 2011, MA, R.E. Bielen & J.K. Lathrop, ISBN: 978-161665141-1
- NFPA 101-2012, Life Safety Code Handbook, NFPA, Quincy, MA 2011, ISBN: 978-006461807
- Refer to appropriate standards to guide patient safety, compliance, and accreditation actions: (JC, DNV, HFAP, CMS); Federal Agencies (CDC, DHS, DHHS, DHS, DOT, EPA, FDA, FEMA, NRC, & OSHA); Voluntary Organizations (ANSI, ASTM, ASHRAE, FGI, NFPA, NIOSH, UL).