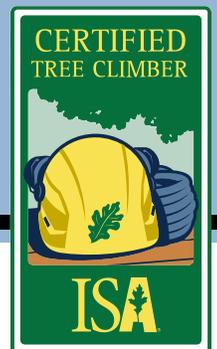




ISA Certified Tree Climber Program Guide



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The following ISA chapters and associate organizations accept the ISA Certified Tree Climber exam applications directly:

- * Taiwan and Hong Kong (exams requested in Traditional Chinese)
- * Japan (exams requested in Japanese)
- * Malaysia and Singapore (all exam requests)

Please refer to the website links on the back page of this guide to request and submit the above exam applications.

What is the Value in Becoming an ISA Certified Tree Climber?

Earning an ISA credential is a voluntary activity that demonstrates professionals have the knowledge and skills needed to perform in different segments or roles in the field. Additionally, earning an ISA credential shows a professional's high level of dedication to the profession and community. ISA credential holders understand the importance of continued education to increase their expertise and advance their careers.

The ISA Certified Tree Climber credential is a sign to the public, employers, and peers that a tree care professional has achieved a fundamental level of knowledge and skills needed to climb trees and perform arboricultural work in a safe and efficient manner. As a voluntary program, earning this title shows a professional's commitment to a professional code of ethics, safety best practices in the industry, and continuing education.

Which Areas of Knowledge Will the ISA Certified Tree Climber Exam Cover?

The certification examination was developed by a panel of industry experts representing all aspects of arboriculture. Questions were derived from a job task analysis survey filled out by tree care professionals from around the world. Questions are continually analyzed by the ISA Certification Test Committee using the latest test statistics, and new questions are always being developed and tested for satisfactory performance. Updated examinations are created on a regular basis.

The written exam content is divided into five areas of knowledge, and the percentage next to each area reflects the percentage of questions associated with that area. [These are subject to change when a new job task analysis is completed for the exam.](#)

1. Safety 26%
2. Tree Climbing and Rigging 22%
3. Tree Removal 22%
4. Tree Identification and Health 10%
5. Pruning 20%

What is the Purpose of the Tree Climbing Skills Exam in Addition to the Written Exam?

The purpose of the tree climbing skills exam is to assess the applicant's ability to demonstrate the fundamental skills necessary to perform as a competent tree climber. The primary emphasis throughout the exam is safety.

What Are the Objectives of the ISA Certification Program?

ISA's objectives for offering professional credentials are to:

- Advance the knowledge and application of safe work practices in all arboricultural operations;
- Improve technical competency of personnel in the tree care industry;
- Create incentives for individuals to continue their professional development;

- Provide the public and those in government with a means to identify professionals who have demonstrated, by passing a professionally-developed exam, that they have thorough knowledge and skill in tree care practices.

Who Is Eligible to Apply for the ISA Certified Tree Climber Exam?

The ISA Credentialing Council requires a candidate to have a minimum of 18 months (1.5 years) of climbing experience in arboriculture. Documentation of work experience is required with submittal of your application. Letter(s) of reference from your current or previous employer(s) is acceptable.

If you are self-employed or own your own company, you will be required to submit three letters of reference with your application. References may be in the form of copies of invoices, contracts, and/or business licenses. The documentation provided must include the climbing experience and outline the dates of work required for eligibility. Please contact ISA for other possible forms of verification.

You must also show proof of valid hands-on training in CPR and first aid. Additionally, an exam candidate must include proof of a physical (practice) Aerial Rescue training within the past year. See the application section for acceptable verification options.

By submitting your application, you authorize ISA to contact the practical experience reference(s) named on your application to substantiate your eligibility.

What is the Process to Apply for the Exam?

Exam Dates and Locations

ISA Certified Tree Climber written exams are sponsored by an ISA Certification Partner, and/or offered through a Pearson VUE testing center. The skills portion of the exam is held only as an event sponsored by an ISA Certification Partner. For information on dates and locations of certification exams in your area sponsored by an ISA Certification Partner, contact ISA or visit the [ISA Events Calendar](#). To find out if a Pearson VUE testing center is close to you, visit <https://home.pearsonvue.com/isa>.

Fees

Candidates who are members of ISA and a chapter or associate organization receive an exam discount. If the exam is sponsored by an ISA chapter or associate organization, the fee is \$135 USD for members and \$195 USD for nonmembers. For those who elect the computer-based testing option, there is a computer-based testing administrative fee of \$125 USD in addition to the exam fee. The administrative fee applies each time a computer-based exam is scheduled.

To be eligible for the discounted rate, a candidate must be a current member of ISA and a current member of an ISA chapter or associate organization. In the event that a local chapter or associate organization does not exist where you reside, you may receive member pricing by being a current member of ISA only. ISA certification fees are separate and distinct from ISA membership dues and from ISA chapter or associate organization dues

Certification Agreement and Release Authorization

All applicants are required to review and accept the [Certification Agreement and Release Authorization](#). Your signature confirming review and acceptance of these terms is required for certification.

Application Submission

Becoming a candidate for an ISA certification is a two-step process through your online [MyISA Dashboard](#).

1. First, apply online or submit a completed application.
2. When you receive notice that your application is approved, you may then enroll through your website account to take an exam.

If you do not have an ISA website account you may create one at the [MyISA Sign-In page](#).

A completed application must be submitted by going to [MyISA Apply for an ISA Certification](#) and then by selecting **Create Application**. Once your completed application has been reviewed, you will be notified by ISA of your application approval or denial by email. You may **Review Application Status** at any time to determine your status or **Review Old Applications**. If denied, you will not be able to enroll into an exam until you provide additional documentation demonstrating that you meet the eligibility criteria.

Only once your application has been approved, you are eligible to enroll for a computer-based or paper-based exam. Paper-based exams are offered through ISA chapter or associate organization sponsored exam events, the deadline for EXAM ENROLLMENT in these events is twelve (12) US business days prior to the exam event scheduled date. You may enroll into the exam by selecting either the enrollment link within the approval email or go to the [Enroll to Take Exam web page](#). Enrollment will include the processing of applicable exam fees. Enrollment and payment must be received on or before the deadline date. **ISA does not provide refunds for exam enrollments. There are no exceptions to this policy.** Due to the complexity of the application process, onsite registration is not available for ISA exams.

ISA has the right to contact any person or organization as part of the review of your application. By applying, you authorize the release of any information requested by ISA for the purpose of reviewing your application. ISA has the right to notify appropriate organizations if your application contains false information.

Enrollment Confirmation

You will be notified when your enrollment has been processed. After you have been successfully enrolled, you will receive a confirmation packet with a letter containing the location, date, time of the exam, and the name of the appropriate contact person. For computer-based exams held through Pearson VUE, you will receive instructions via email on how to schedule a date and time with the computer-based testing vendor. The vendor will then send you a confirmation including the location, date, and time of the exam. You are provided a 90-day authorization period to schedule and take the exam.

Rescheduling Exam or Additional 90-Day Authorization Period Requests

If circumstances change after you have applied for the examination, you may be able to reschedule your exam or request an additional 90-day computer-based authorization period. If your request is approved by ISA, a fee of \$50 USD will apply to make the change. If you are requesting to reschedule a computer-based exam within your current 90-day authorization period, you will not be subject to the fee.

Requests to reschedule exams sponsored by ISA chapters or associate organizations must be received prior to the 12-business-day deadline. Additional 90-day computer-based authorization requests must be received within the candidate's current 90-day, authorization period. If the request does not reach ISA before the ISA chapter's or associate organization's exam deadline date, or is beyond the 90-day authorization period, or the candidate fails to schedule an exam within the 90-day authorization period, the candidate will be considered a no-show and all exam fees will be forfeited. If the scheduled date you missed was your free retake, your free retake will be forfeited.

If you need to reschedule an exam date within your current 90-day authorization period with the computer-based testing vendor, you may do so by contacting Pearson VUE via phone or through the [Pearson VUE website](#). If rescheduling during the weekend, you must do so directly through the website. Requests must be received no later than one business day prior to the scheduled exam date. If contact is less than one business day, you will be considered a no-show and all exam fees will be forfeited. Registrations are not transferrable to another person.

Failure to Attend Examination or Schedule within a 90-Day Authorization Period

No refunds or discounts will be issued if you do not attend the examination. There are no exceptions. If you do not reschedule your appointment or request an additional 90-day authorization period, and you do not show up to take the exam at your scheduled time and location, you will be considered a no-show and the exam will be surrendered. This will result in forfeiting

any exam fees and/or computer-based administrative fees associated with the exam you missed. If this happens, you will have to re-enroll along with paying the required retake fees and, if elected, the computer-based administrative fee of \$125 USD.

You will have only one year from the first scheduled exam date to retake the exam at the retake fee of \$75 USD or utilize your free retake. Once you have exceeded the one year, you will be required to pay the full exam fee, along with the \$125 USD computer-based administrative fee if you elected the computer-based option.

ISA Reserves the Right to Cancel a Paper-Based or Skills Exam

ISA reserves the right to cancel any paper-based examination or skills examination event that does not meet the minimum enrollment requirement or for other reasons. If your paper-based or skills exam is cancelled by ISA, you will be notified by email and your enrollment will be moved to pending status. You may elect to have your pending exam enrollment status moved



to any other paper-based or skills examination event available for no charge or you may request to enroll in a computer-based exam by paying the computer-based administrative fee. While your registration is in a pending status you will not be able to enroll for another examination. Please contact our team at isa@isa-arbor.com to request a change for an [available examination location and date](#).

What is the Format of the ISA Certified Tree Climber Exam?

The examination consists of two parts:

- The written portion is made up of 65 multiple-choice questions. Each question has four possible answers listed, only one of which is correct. You will have 1.5 hours (90 minutes) to complete the written exam.
- The skills-based part of the exam is an outdoor practicum. You will have 45 minutes to safely and successfully complete it.

You must pass both parts to obtain the certification.

If you have been a participant in an ISA chapter, associate organization, or regional tree climbing championship or the International Tree Climbing Championship, you may waive the skills exam provided you satisfy all of the other requirements and complete all requirements noted on the [Skills Exam Waiver Form](#). (Form included with online application.)

You will need to specify on your application either that you are taking the entire exam or which part of the exam you wish to take.

Pretesting of Exam Questions

Within the written exam, there will be 15 new questions that have not been used on previous exams. Inclusion of these questions allows for collection of meaningful data about development of new exam questions. Responses to these questions are not used in determining individual exam scores. These 15 questions are not identified and are scattered throughout the exam so that candidates will answer them with the same care as the questions that make up the scored portion of the exam. This methodology assures candidates that their scores are the result of sound measurement practices and that scored questions reflect current practice.

Skills Exam Preparation

The following informs the ISA Certified Tree Climber applicant of the requirements to pass the tree climbing skills test. It outlines in detail what you need to know and which skills must be demonstrated during the test.

Understanding the Evaluation Form

The evaluation form that is used to assess the applicant's skills is designed to be as fair and objective as possible. Every attempt has been made to eliminate bias on the part of the evaluators. Every applicant will be judged by at least two trained evaluators. The skills to be demonstrated are outlined in specific task statements. Each task statement includes performance standards that indicate exactly what constitutes successful completion of the task. [View the skills form](#).

Each evaluator judges the candidate's performance of each task to be either satisfactory or unsatisfactory. Candidates begin with 38 points. Points are deducted for each unsatisfactory performance of a task. The point deductions are proportional to the importance of the task. In order to pass the skills test, an applicant must have a minimum of 27 points.

Certain tasks, determined to be skills that are critical to a tree climber's competency. That means if a candidate fails to satisfactorily complete any critical tasks, they will fail the skills test.

Pre-Climb: Inspection of Equipment

The candidate must demonstrate a pre-climb inspection of their equipment. This includes a manual and visual inspection of the rope, safety lanyard, and climbing saddle for any defects which could pose a safety hazard. Defective equipment must not be used.

Pre-Climb: Proper Tie-In

The applicant must demonstrate a proper tie-in. The applicant will tie a recognized friction hitch [tautline hitch, Blake's hitch, Distel, Schwabisch, or Valdostain Tresse (VT)].

Pre-Climb: On Rope Test

Climbers demonstrate on rope test ascent and descent to the height of 6.5 feet (2 meters).

Pre-Climb: Knots and Hitches

Climbers must demonstrate the tying of six additional knots within a one-minute-per-knot time limit. Four of these must be tied correctly to proceed to the main skills test. Each knot must be tied correctly on the first attempt in order to receive a satisfactory mark. The candidate must correctly dress and set each knot. When the candidate hands the knot to the evaluator, it is considered to be an attempt.

The point deduction for failure to tie each knot successfully is 1 point. The following are the required knots:

1. Attaching hardware (i.e., girth hitch, cow hitch with a better half, timber hitch)
2. Termination knot (i.e., Buntline hitch, anchor hitch/anchor bend, double Fisherman's bend/double fisherman's knot)
3. End-line rigging termination knot (i.e., clove hitch with two halves, running bowline)
4. Rigging rope joining knot (i.e., sheet bend, quick hitch)
5. Midline knot (i.e., clove hitch, alpine butterfly knot)
6. Tree climbing friction hitch (i.e., tautline hitch, Blake's hitch, Distel, Schwabisch, Valdostain Tresse [VT])

The candidate must have one or more points remaining to proceed to the main skills test.

Rope Throw: Tree and Site Inspection

The climber must perform a tree and site inspection. The purpose is to check for:

- The location of utilities and wires
- In-ground targets
- Above-ground targets
- Tree structure and stability

Rope Throw: Climbing Line Installation

The time allowed to perform the climb will start on the first throw. The climber must install the climbing rope at a predetermined position [20 to 25 feet (6 to 8 meters) above the ground]. The use of a throw weight is permitted, but the climber must successfully install the climbing line. A total of 15 attempts is the maximum permitted. If this task is not completed satisfactorily, the climber may not continue.

Secured Entry: Secured Entry into Tree

The climbing rope must be installed in a manner that will permit a secured entry into the tree. Candidates must attach and configure industry-accepted mechanical rope work positioning devices or a friction hitch to a climbing line for ascent. Climbers **MUST NEVER** be in a position to fall for more than 3 feet (1 meter). A first warning is given, but a second offense will constitute failure at any point in the examination. Also, when applicable or required by local occupational and safety laws and regulations, a recognized friction hitch [e.g., tautline hitch, Blake's hitch, Distel, Schwabisch, or French Prusik (VT)], must be tied for ascent. Additionally, a climber may have to be tied in securely with at least two secured systems (main rope and backup system).

Rope Advancement: Aerial Tree Inspection

Climbers must identify any structural defects and potential hazards present on the tree (e.g., dead branches, lean, cracks, splits, excessive weight, wildlife). The climber must advance the climbing rope to the final tie-in position and may throw the rope as many times as necessary in this task. The use of a pole to reset the climbing line is permitted. Climbers are also permitted to climb the tree using safety lanyards. They must then ascend to the final, predetermined tie-in point using safe and accepted climbing techniques. The climber must remain tied in or secured at all times. If at any time the climber is not safely secured, they shall be instructed to tie in immediately and come down. This offense will constitute failure.



Rope Advancement: Ascend to Final, Predetermined

Tie-In Point

The climber must tie in using a safe and appropriate manner within the maximum time limit set for the skills test. The purpose is not to introduce an element of speed into the exam, but rather to eliminate any candidate who is clearly not competent or prepared to do an efficient climb. The climber chooses the technique. The climber remains tied in at all times with a lanyard, the other end of a climbing rope, or a second climbing line.

Tie-In: Final Tie-In

The climber should tie in with a with an industry-recognized friction hitch and stopper knot in the bitter end (running end) of the climbing line. Recognized friction hitches include: tautline hitch, Blake's hitch, Distel, Schwabisch, or French Prusik (VT). The climber must be secured at all times. Failure to do so will result in termination of the exam.

Handsaw Contact Station: First Designated Workstation

The climber must access the first designated work station, demonstrating the controlled use of climbing rope and friction hitch while performing vertical and horizontal movements in the tree canopy. During completion of this task, climbers must be secured by at least two points of attachments (e.g., primary climbing rope and work positioning lanyard). Climbers must exhibit techniques to prevent uncontrolled swings. When applicable or required by local occupational and safety laws and regulations, a third point of attachment or contact with the tree may be required.

Pole Saw/Pruner Workstation: Second Designated Workstation

Climbers must move to the second designated work station where they must contact the flag or bell with a pole saw or pole pruner while demonstrating controlled use of climbing rope, friction hitch or mechanical rope work positioning device. The pole must be requested and sent up from the ground.

Descent: Descend to Ground

The climber must ensure sufficient rope to reach the ground. The climber pulls up the running end of the climbing rope AND shows a figure-8 stopper knot. The climber should descend and land in a controlled manner at a safe speed without damaging the rope.

Skills Exam Time Limit

The entire exam must be completed within 30 minutes to avoid point deductions. The maximum time allowed for the climb is 45 minutes.

Items to Bring with You

For the skills exam, each climber candidate should bring a full set of climbing gear that meets all pertinent safety standards and is in good repair.

This includes:

- Climbing-style helmet
- Eye protection
- Work boots
- Climbing line
- Arborist saddle
- Self-closing, self-double-locking carabiners that meet the minimum standards of rope snaps with a gate-lock mechanism that requires at least two consecutive, deliberate actions to unlock Work-positioning lanyard
- Handsaw and scabbard

All personal protective equipment and fall protection, shall, at a minimum, satisfy local regulations and relevant standards [e.g., OSHA, and ANSI (for U.S.), CSA (for Canada)], or other relevant standards that apply in your jurisdiction. Rope snaps should be of the locking type. Carabiners used as part of the climber's primary fall protection system must meet the minimum standards of rope snaps and be of a design such that they cannot unintentionally be opened during work operations. Failure to abide by these rules may result in the applicant's failure of the skills examination.

What Are the Onsite Rules and Conduct Expectations During the Exam?

Admission

- Arrive at the testing site 30 minutes before the start of the exam and have your identity confirmed by providing two forms of valid identification—a valid photo identification card and an identification card displaying your signature. (See your exam confirmation packet for exact time, date, and location of the exam.)
- The exam host will check your photo ID. If you do not have a photo ID with you at the check-in time of the exam, you will not be allowed to sit for the exam and will be considered a no-show.
- There will be audio and video taping at the testing centers. If you are not prepared to be taped, you will not be allowed to test at the facility.

Site Rules

- Dress appropriately. While every attempt is made to provide a comfortable classroom atmosphere, indoor temperatures and outdoor weather conditions may vary.
- Visitors are not permitted into the exam.
- Books, papers, and other reference material will not be allowed in the testing area.
- No cell phones or other mobile devices will be allowed in testing area.
- No food or beverages may be taken into the exam.
- No smoking or vaping will be allowed in the testing area.
- You will be permitted to take restroom breaks on an individual basis. Time spent on breaks will come out of the time permitted for completing the exam.
- Writing on the test booklet is not allowed during the exam.
- If you are caught looking at another individual's exam or talking during the exam, scores may be invalidated or exam materials confiscated.

- Candidates who are impaired by the use of alcoholic beverages or illegal drugs, or use them at the examination site, will be immediately disqualified from taking the examination. It is of utmost importance that you carefully follow all directions and regulations. Listen carefully to all instructions given by the exam administrator, and follow the directions completely.
- Applicants and evaluators are expected to comply with all relevant laws and safety standards and requirements that apply in the relevant jurisdiction. The skills examination is designed to simulate actual working conditions. Equipment used by climbers must provide adequate protection for use in working conditions.

Inappropriate Application and Examination Conduct

ISA intends that participation in its certification programs will be a professionally relevant, informative, and rewarding experience for all candidates. All participants in ISA certification exams are expected to conduct themselves in an appropriate and professional manner and to refrain from any objectionable, improper, or unprofessional conduct. To ensure fairness in an examination environment, the following policy and rules apply:

- When an ISA or ISA-designated representative finds that a candidate has engaged in inappropriate conduct or behavior, ISA reserves the right to respond with actions including, but not limited to:
 - Rejecting an application for certification
 - Preventing or precluding a person from participating in an examination, including removing a person from the testing site
 - Invalidating or nullifying examination results
 - Revoking a previously awarded credential
 - Issuing and enforcing any other lesser response or action determined to be appropriate or necessary
- Inappropriate conduct or behavior includes, but is not limited to, misrepresentation; failure to disclose requested information; cheating; unauthorized possession, use, or distribution of copyrighted or legally protected material; verbal or physical disturbances of the examination; failure to pay fees in a timely manner; and any other objectionable, improper, or unprofessional actions by a person participating in the ISA certification process.
- By submitting an application for certification, candidates acknowledge that they understand and agree to the terms of this policy.

What is the Process for Attaining Certification?

Completion Requirements

The ISA Certified Tree Climber program includes both written and skill-based components. To obtain this ISA certification, you must achieve the required passing scores for scores for examination. The current passing scores are 80 percent for the written component and 70 percent for the skill-based component. Please note that when a job task analysis of the exam is performed, the passing scores are subject to change.

When you receive your written exam results, please remember that the domains are weighted, and the average of the domains will not be equal to the overall score. If you do not achieve an overall passing score on both components, you must retake the component that you did not pass until an overall passing score is achieved.

Once certified, you will receive the designation of ISA Certified Tree Climber. Your certification is personal to you and may not be transferred or assigned to any other individual, organization, or entity. When publicizing your credential, you must comply with the requirements in the [ISA Branding and Style Guide](#).

Exam Scoring

The computer-based exams are graded by Pearson VUE, the testing vendor. Written exams sponsored by ISA Certification Partners are graded at ISA Headquarters. The skill-based exam is scored on-site by the Approved Evaluator administering the exam and sent to ISA Headquarters. ISA will notify you of your results.

Examination Results and Notification of Certification

Computer-based exams provide result notification immediately upon completion of the exam. Your formal results will be sent approximately six weeks after your exam date. Percentage scores will be provided for each domain for your information and a pass/fail result will be provided on the skills exam. Those who pass will receive a congratulatory letter, score sheet, certificate, identification card, hard-hat decal, and patch. Your results are confidential.

If you have questions concerning your exam results, direct them in writing to the ISA Credentialing Department at isa@isa-arbor.com. Because of the need to maintain test security, exam questions and answers cannot be made available for review, and the ISA Credentialing Department does not provide a list of questions that were answered correctly or incorrectly. The only information available regarding your performance on the exam is provided on your score report.

Request for Regrading Exam

If you believe that an error was made in the grading of your exam, you may request to have your exam regraded. A fee of \$35 USD applies for each hand-graded score report. Requests for regrading may take up to six weeks for completion. If you request to have your exam regraded, you may not schedule another exam until after you receive the regrading results. If you wish to have your exam regraded after receiving your initial score report, please contact isa@isa-arbor.com.

Retaking the Examination

If you do not pass the exam, you will receive a failure notification and details for retaking the exam. You may re-enroll by logging into your web account with ISA. You are allowed one free retake and then will be charged a \$75 USD fee per retake up to one year from the original date that you took the exam. If you do not attain a passing score within one year of the original exam date, you will be required to pay the full fee amount. Each time a computer-based exam is selected, the \$125 USD administrative fee applies.

Additional Information About ISA Certification

What Does ISA Certification Represent and Require?

By passing the exam, holders of ISA certifications have demonstrated a broad knowledge base in the area in which they are certified. No other conclusions may be drawn concerning certification holders. ISA certifications do not represent licensure, registration, or other authorization to practice or to conduct business activities for a fee or otherwise.

The ISA Certified Tree Climber credential is subject to ongoing requirements, such as participation in continuing education activities and terms of the [Certification Agreement and Release Authorization](#).

Expiration and Recertification

ISA Certified Tree Climber certification is valid for three years. To retain certification after each three-year period, an ISA Certified Tree Climber must recertify. Notify ISA promptly if your contact information changes. We are not responsible for undeliverable recertification notices.

The ISA Certification Program offers two methods of recertification. The first method is to retake and pass the certification exam again. The second option is to accumulate at least 15 continuing education units (CEUs) over the three-year certification period that relate to the eight tested domains on the exam; provide current proof of training in cardiopulmonary resuscitation (CPR), first aid, and completion of a physical (practice) aerial rescue; and pay the recertification fee. Candidates who are members of both ISA and their local chapters or associate organizations receive a discount on their recertification fees. The non-member recertification fee is \$90 USD. For members, the recertification fee is \$65 USD.

You have the option of checking your CEUs online via the ISA website. CEUs, current proof of training, and proper payment must be received in the ISA office in a timely manner. Allow four to six weeks for processing and posting to your account.

Please visit the ISA website for detailed information on [maintaining your credential](#). You may contact ISA at isa@isa-arbor.com if you need further clarification.

Denial, Revocation, and Decertification

Your credential may be denied or revoked for any of the following reasons:

- Falsification of application
- Violation of testing procedures
- Misrepresentation of your identity or other information

In the event that your ISA credential is denied or revoked or you otherwise become decertified, you must immediately stop using and/or displaying the ISA credential and any other designation indicating an affiliation with the specific ISA credential. You must comply with any additional directives of the ISA Certification Program.

Impartiality and Conflict of Interest

ISA commits itself to impartiality in its credentialing activities and understands how critical impartiality is to the integrity of the program. ISA manages conflict of interest and ensures the objectivity of all credentialing activities. All persons involved in credentialing activities, including ISA Headquarters staff and member volunteers, accomplish this through compliance with ISA's structure, policies, and procedures related to credentialing activities.

Nondiscrimination

ISA Credentialing does not discriminate in determining eligibility on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Special Accommodations

It is the intent of ISA to provide accessibility to ISA exams to any qualified participant with a documented disability or condition upon reasonable notice and without requiring ISA to take action which would result in a fundamental alteration in the nature of the exam or an undue financial burden to ISA.

If you have a special need and require an accommodation for an exam, please complete the [Special Accommodations Request Form](#) and submit it with each enrollment request. Your request will be reviewed and you will be notified of a determination. Approved accommodations are provided through our computer-based vendor at no additional charge to you.

Appeals and Complaints

Appeals and complaints are accepted and resolved in accordance with [ISA Credentialing Appeals and Complaints policy](#).

Privacy

By applying for an ISA credential, you authorize ISA to make your contact information available to ISA Certification Partners and our Professional Affiliates so they can share information with you about educational seminars and other events. ISA shares your contact information, pass/fail exam result, expiration date, and other relevant details with the relevant ISA Certification Partner so that they may monitor your credential status and administer credential-related services. Your name, location, and credential will be available to the public on the ISA and TreesAreGood™ websites.

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Reference Links:

ISA Events Calendar <https://www.isa-arbor.com/certification/becomeCertified/examDatesAndLocations?mode=exams>

Certification Agreement and Release Authorization

<https://www.isa-arbor.com/Portals/0/Assets/PDF/Certification/CA-Certification-Agrmnt-and-Release-Auth.pdf>

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Pearson Vue Testing Center <http://www.pearsonvue.com/isa/contact/>

ISA Web Store <https://www.isa-arbor.com/store>

Skills Test Evaluation Form <https://www.isa-arbor.com/Portals/0/Assets/PDF/Certification/Cert-Climber-Skills-Test-Evaluation-Form.pdf>

ISA Branding and Style Guide <http://www.isa-arbor.com/BrandingGuide>

Maintaining Your Credentials <https://www.isa-arbor.com/Credentials/Maintaining-Credentials>

Special Accommodations Request Form <https://www.isa-arbor.com/Portals/0/Assets/PDF/Certification/Accommodations-Request.pdf>

ISA Credentialing Appeals and Complaints <http://www.isa-arbor.com/Credential-Appeals>

Verify an ISA Credential <https://www.treesaregood.org/findanarborist/verify>

Paper Application <https://www.isa-arbor.com/Portals/0/Assets/PDF/Certification-Applications/cert-Application-ClimberSpecialist-F.pdf>

For exams requested in these languages:

* **Traditional Chinese** (Taiwan Arboriculture Society) <http://www.twas.org.tw/>

* **Traditional Chinese** (ISA Hong Kong) <http://www.isahongkong.org/>

* **Japanese** (Japan Arborists Association) <http://jaa-arbor.com/>

For exam requests for these countries:

* **Malaysia** <http://malaysianarboriculture.blogspot.com/>

* **Singapore** <https://www1.nparks.gov.sg/cuge/programmes-and-schemes/programmes/professional-programmes/>

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