

## Definitions

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### 1.0 Purpose

This document aims to provide cohesion across many documents and offer clear and generally accepted definitions to commonly used or misunderstood terms.

### 2.0 Scope

This document applies to all Credentialing Program policies and procedures and may be used as a resource when developing customer-facing materials of any kind.

### 3.0 Definitions

1. *Accommodation* — a modification to standard practices to offer access to a candidate with a disability.
2. *Accreditation* — evaluation by a third party (e.g., ANAB) to determine if a program meets set standards.
3. *Accreditation committee* — see “*Program management*”.
4. *Advisory group* — group responsible for advising the Company on creating and maintaining a certificate program that is current, relevant, and valued.
5. *Appeal* — a request for reconsideration of an adverse decision.
6. *Applicant* — see “*Candidate*”.
7. *Assessment* — a measurement tool designed to make a pass/fail determination regarding a candidate’s level of knowledge, skill, ability, or aptitude of predetermined outcomes. Used interchangeably with “*examination*” and “*test*.”
8. *Blueprint* — the construction guidelines for an examination form. The blueprint is generally comprised of the outcomes to be measured and the associated number of items to appear on each form.
9. *Cancellation* — a voided transaction.
10. *Candidate* — an individual who participates in a certification program, commonly also referred to as “*examinee*,” “*applicant*,” or “*test taker*.”
11. *Certificate* — a document awarded to applicants that designates the successful completion of a program’s requisites.

12. *Certificate issuance* — the act of delivering a certificate via the credentialing program’s learning management system.
13. *Certificate program* — a nondegree-granting education or training program consisting of (1) a learning event or series of events designed to educate or train individuals to achieve specified learning outcomes within a defined scope, and (2) a system designed to ensure individuals receive a certificate only after verification of successful completion of all program requisites including but not limited to an assessment of learner attainment of intended learning outcomes.
14. *Certificate term* — length of time for which the issued certificate program’s content is considered current and relevant; the term of validity.
15. *Certificate use* — The intended use of a certificate or certification document by an individual, corporation, agency, or other entity.
16. *Certification* — an industry-recognized designation indicating a candidate’s qualifications under a given standard (e.g., Food Protection Manager Certification).
17. *Certification program* — a program designed to award qualified candidates with a certification.
18. *Client* — enterprise or regulatory customers who may disclose information about their organization.
19. *Company* — American Safety Council and its affiliates and subsidiaries (including, but not limited to: AboveTraining Inc., StateFoodSafety, and Food Safety Educators).
20. *Complainant* — an individual who lodges a complaint or appeal.
21. *Complaint* — request for corrective action relating to the activities of the complainant as it directly relates to the Company.
22. *Contractor* — an individual or business not employed by the Company providing or performing work for the Company in exchange for payment.
23. *Credential* — formal recognition of qualification, competence, or authority, issued to an individual by a body or organization.
24. *Credentialing program* — programs that award the individual a credential, either through a certificate or certification program.
25. *Cut score* — see “Passing score”.
26. *Disability* — a physical or mental impairment compared most people in the general population that substantially limits one or more major life activities. A disability is not the same as a medical diagnosis.
27. *Exam session* — a specific and scheduled time during which a proctor administers an exam.
28. *Examination (exam)* — see “Assessment”.
29. *Examinee* — see “Candidate”.

- 30. *Exchange* — the exchange of one previously-purchased product for another.
- 31. *Exposure* — contact with exam content, including items and forms.
- 32. *Fee collection* — the secure payment process by which users make purchases.
- 33. *Form* — a complete set of assessment items required to adequately measure a program's outcomes. An assessment may have many forms.
- 34. *Instructional design plan (IDP)* — document that outlines the Company's instructional design model, processes, and implementation plan.
- 35. *Item* — a question or prompt used to measure an outcome in an assessment.
- 36. *Item Analysis* — the statistical evaluation an item's performance on exam form(s) using data provided by candidates responding to the item.
- 37. *Key* — the correct response(s) to an item.
- 38. *Learner* — an individual who participates in a training or learning event.
- 39. *Learning event* — an experience or combination of experiences, such as an online course or series of modules and supplementary materials, intentionally designed and developed to achieve intended program outcomes.
- 40. *Learning Management System (LMS)* — an application designed to build, organize, administer, track, and report on online learning events and assessments.
- 41. *Outcome* — statement of what learners are expected to know or be able to do as a result of the certificate program's learning event (commonly also referred to as "*intended learning outcomes*"). A candidate's knowledge, skill, ability, or aptitude concerning a given set of outcomes may also be measured as part of a certification program.
- 42. *Overexposure* — contact with exam content to the extent that it may undermine the integrity of exams.
- 43. *Passing score* — The threshold set for a given exam at which a candidate is determined to have demonstrated the minimally-acceptable level of competency. Also commonly referred to as *cut score*.
- 44. *Personally Identifiable Information (PII)* — information that is unique to an individual and may be used to identify or impersonate a user.
- 45. *Prerequisite* — criterion that must be satisfied prior to participating in a certificate or certification program.
- 46. *Primary stakeholders* — persons, groups, or organizations for which a program is targeted and/or for which learning outcomes are intended and directed.
- 47. *Proctor* — an individual who has been approved by the Company to securely administer an assessment to candidates.
- 48. *Program* — a term used to encompass the combination of learning, assessment, administration, and governance elements required to deliver a certificate or

certification to candidates in a manner that is legitimate, equitable, and valuable to stakeholders.

- 49. *Program management* — the individuals who establish and review the management system for program activities.
- 50. *Program requisite* — a specific requirement of a program that candidates must satisfy before being eligible to receive a certificate or certification.
- 51. *Program scope* — specific range of competencies, procedures, actions, or processes covered by a certificate or certification program.
- 52. *Psychometrician* — a professional of psychometrics.
- 53. *Psychometrics* — the study of the theory and practices of psychological measurement, often through assessment, to determine the capabilities or qualifications of an individual.
- 54. *Qualified candidate* — an individual who has fulfilled or satisfied a program requisite and is eligible to receive a certificate or certification.
- 55. *Refund* — a full or partial credit to a cardholder account.
- 56. *Stakeholder* — any person, group, or organization with an interest in, or who may be affected by, the certificate program.
- 57. *Test* — see “Assessment”.
- 58. *Test-taker* — see “Candidate”.
- 59. *User* — an individual who uses the Company’s website, a Company-hosted site or domain, or Company-owned LMS.

#### **4.0 Revision History**

- 1. 6/14/2021: added definitions for *Accommodation, Disability, Exposure, and Overexposure*.
- 2. 8/18/2022: Updated purpose and scope. Added definitions for *Accreditation committee, Company, Credential, and Credentialing program*. Removed definition for *Complaints and appeals committee*.