

Policies and Procedures Manual



NATIONAL RECREATION
AND PARK ASSOCIATION

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INTRODUCTION

This *Policy and Procedures Manual* for the Aquatic Facility Operator (AFO) Certification shall serve as a guide to facilitating the AFO Certification Program.

The Aquatic Facility Operator Certification program is offered by NRPA under the authority of the National Certification Board (NCB). The purpose of the AFO program is to provide the managerial and operational aspects of the mechanical, chemical, and operational concepts necessary to operate an aquatic facility.

The National Recreation and Park Association shall not discriminate based on race, disability, religion, color, national origin, age, gender, covered veteran's status, marital status, personal appearance, sexual orientation, family responsibilities, political affiliation, source of income, place of business or residence, pregnancy, childbirth, or any other unlawful basis. This policy is in compliance with Title VII of the Civil Rights Act, the Americans with Disabilities Act, and the Age Discrimination in Employment Act.

This manual meets the qualifications of the National Certification Board (NCB) established by the National Recreation and Park Association (NRPA). Individuals certified under this plan qualify for inclusion in the national registry of Aquatic Facility Operators and are considered nationally certified. All previous policy and procedures manuals are null and void. This document shall be reviewed and updated by the AFO Certification Committee and NRPA staff as an ongoing process.

ARTICLE I — ADMINISTRATION PROCEDURES

SECTION 1 — Administration

Certification records will be maintained by NRPA.

ARTICLE II – CERTIFICATION PROCEDURES

SECTION 1 — Purpose

The purpose of the AFO Certification is to ensure that those certified have the following:

- Comprehension of all basic mechanical concepts involved in the functioning of a swimming pool.
- Familiarity with all systems, equipment, and peripherals that are required to contain, circulate, filter, heat, and treat swimming pool water.
- Competence in all areas of water chemistry as it pertains to pools
- Ability to perform preventative maintenance and basic repair on equipment.
- Knowledge of Risk Management and Safety.

SECTION 2 – Eligibility

Candidates sitting for the AFO Certification examination must be 18 years of age or older.

SECTION 3 – Exam Development

The NRPA understands that achieving the AFO certification does not make one an expert in all operations of aquatic facilities. However, the NRPA recognizes that all program participants should acquire the knowledge and specific competencies necessary to attain certification, as identified by the AFO Certification and Exam Committees. This knowledge properly and consistently applied in the field will help to create an experience level necessary to be considered an aquatic facility operator expert.

The AFO exam will be revised every 3 years and/or if significant changes occur in the field. NRPA will contract with a professional testing company to facilitate the development of exam items and to ensure a valid and reliable assessment process. All examination items will be written and reviewed by the AFO Exam Committee.

SECTION 4 – Relationship with the Professional Testing Company

The NRPA has the overall responsibility for the examination and has contracted with a professional testing agency to administer and provide guidance related to the exam development process.

SECTION 5 – Exam Administration

The AFO Certification examination is offered to candidates at the end of an AFO classroom course or can be administered by a proctor off-site. Candidates may choose either method to complete the examination process.

If the candidate chooses to sit for the examination after a classroom course, they must apply through the course host. The exam is offered at the end of the second day of the course. Candidates will have 3 hours to complete the open-book exam, and only AFO Instructors trained by NRPA will be authorized to administer the exam. Candidates receive examination results on-site and will receive their AFO Certificate (if applicable) via email

within 2-4 weeks. If the candidate chooses to have the AFO examination proctored, they must submit an AFO Exam Application, available online at www.nrpa.org/AFO. Once we receive your application, you will receive a follow-up email to schedule the exam. The candidate will have 3 hours to complete the open-book exam.

SECTION 6 – ADA Compliance

The NRPA complies with the Americans with Disabilities Act by ensuring that no individual with a disability is deprived of the opportunity to take an examination solely because of disability.

A candidate who has a disability may request a special accommodation; the request must be submitted in writing at the time of exam registration. The Special Accommodations Request Form is available online at www.nrpa.org/AFO. Please contact your course host/instructor, and they will work with NRPA to ensure all approved accommodations are met.

SECTION 7 – Services for ESL Candidates

In an effort to ensure that no individual whose primary language is not English is disadvantaged during the examination process, the following policies have been created.

- Time Extension - If a candidate’s primary language is not English and he or she wants to request a time extension to take the Aquatic Facility Operator (AFO) exam, they must submit the ESL Request Form available online at www.nrpa.org/AFO to the host/instructor for a time extension at the time of registration for the course. The proctor will add 90 minutes to the time allowed for the exam.
- Translation Dictionary – If a candidate’s primary language is not English and he or she wants to use a strict translation dictionary (book form only, no electronic dictionaries allowed), they must submit an ESL Request Form to the host/instructor at the time of registration. Unless a time extension is also requested the candidate will be required to complete the exam within the standard 3 hours. The dictionary will be inspected before and after the examination to ensure exam security.

SECTION 8 – Exam Scoring

The passing score for the examination reflects the amount of knowledge that a committee of experts has determined to be appropriate for the AFO certification. The exam committee will work with the professional testing company to evaluate each item on the examination in order to identify the passing point.

SECTION 9 – Certification Cycle

All Aquatic Facility Operators receive a five-year certification cycle beginning the day the individual passes the AFO examination. AFO certification cycles are as follows

Exam Date	Certification Cycle
Any day in January - June	June 30th - five years later (Example: June 30, 2019 - June 30, 2024)
Any day in July - December	December 31st - five years later

SECTION 10 – Renewal of Certification

Renewal of the AFO Certification ensures that professionals are knowledgeable of the current best practices in aquatic facility operation and management.

1. As evidence of continuing professional development, renewal of certification shall be required and shall be contingent upon the completion of at least 20 hours of participation in an organized continuing education experience in the aquatics field or successful completion of the current AFO examination.

The continuing professional development requirement may be fulfilled by any combination of the following, but must be completed within each 5-year period from the date of initial certification or certification renewal. This requirement shall be fulfilled by one or more of the following methods:

Two (2.0) documented Continuing Education Units (CEUs). The National Certification Board will recognize any documented CEUs that fall within the following two groups, and individuals must have a minimum of 1.0 CEUs from each group.

Group A - Health Department considerations, Circulation, Filtration, Heating and power, Water chemistry, Chlorine, and chemical types, Sanitation, Breakpoint/Super chlorination, Pool water balance, Stabilization, Water testing, Chemical dosages, Pool problems, and solutions, Alternate sources of disinfection, Automation and Control, Design considerations, Spas and special case pool operation and peripheral and deck equipment.

Group B – Within the scope of aquatic facility operation: Preventative maintenance, Safety considerations, leadership/management, and risk management.

Successfully completed academic coursework from a regionally accredited college or university AND/OR

Workshops/courses attended that meet professional development needs but are not awarded CEUs or academic credit. Applicants must submit a CEU Petition form following the experience, providing full content information in order to receive appropriate CEU equivalency, AND/OR

Qualifying professional service experience (PSE) credit may be accepted in place of CEUs for up to 1.0 CEU equivalents. Applicants must submit a PSE form with supporting documentation.

To renew by examination, the certificant may take the current examination. If this option is used for a certification renewal, the certificant must successfully pass the exam before the current certification expiration date.

2. Renewal of certification application, fees, and documentation must be received by NRPA by the last date of the certification cycle. Failure to do so will result in the withdrawal of certification. Professionals may renew their certification at any time during their certification cycle. The new certification cycle will begin on the date of renewal completion and ending 5 years following.

SECTION 11 – Renewal of Certification for Instructors

Instructors who teach the NRPA AFO course must maintain a current AFO certification. Instructors can only

renew their certification by the CEU renewal option.

SECTION 12 – Renewal of Certification Notices

Expiring AFO's will receive renewal reminders via email for the three months prior to their expiration date.

It is the responsibility of the certified professional to track and maintain their professional certification and to update their contact information with NRPA.

SECTION 13 – Special Certification Procedures

Additional time may be granted (commensurate with deployment/active-duty time) to active duty military, reservists, civilian employees recalled to active duty, and civilian employees deployed into a war/hostile fire zone, or any equivalent area designated by the armed forces, for renewal of their certification. It is the individual's responsibility to request an extension and to provide official documentation of the circumstances. Extension requests, along with all documentation, should be submitted to NRPA at least 30 days before certification expiration.

If a serious health condition or an extreme personal emergency has prevented an individual from completing all recertification requirements, a request for an extension may be submitted, along with a letter from the treating physician confirming the individual's return to full duty. Extension requests, along with all documentation, should be submitted to NRPA at least 30 days before certification expiration.

If an extension is granted, a letter will be sent to the individual stating their new certification expiration date is up to 1 year from the current expiration.

SECTION 14 – Certificates

Certificates and wallet cards are only given to individuals who successfully pass the certification examination. Once an individual has passed the examination, they will receive a digital certificate and wallet card within 2-4 weeks.

SECTION 15 – Re-examination

Candidates that were unsuccessful in passing the AFO exam may apply to retake the exam within 24 hours of notification of their failing grade. Candidates will need to follow the same procedures outlined in Article II, Section 4 - Exam Administration, to retake the AFO certification examination.

SECTION 16 – Release of Information

The NRPA is committed to protecting the confidentiality of candidate records and has adopted policies to ensure their privacy. Notification of pass/fail goes directly from the host/instructor to the NRPA. NRPA then communicates the pass/fail with the candidate by means of the email address provided at the time of testing. NRPA does not release candidates' examination scores to third parties absent special, compelling circumstances. Successful candidates are added to the NRPA AFO registry available at www.nrpa.org/AFO within 2-4 weeks of examination.

SECTION 17 – Appeals

Applicants desiring to submit an appeal may write a letter of appeal to the AFO certification committee, c/o NRPA. In the letter, candidates should state the reasons for their appeal. Written appeals must be received within sixty (60) days of the examination date or renewal expiration date for the appeal to be considered. Appeals will be reviewed at the semi-annual AFO Certification Committee meeting, and letters will be sent to all appealing professionals following the committee's decision.

SECTION 18 – Record Retention

All AFO Certification records shall be maintained electronically in the NRPA certification secure database. Certificants may have access to their records. Individual certification files will be destroyed after 7 years. Examinations will be destroyed after 5 years.

ARTICLE III – CERTIFICATION COMMITTEE

SECTION 1 – Committee Purpose

The AFO Certification Committee acts as the oversight committee for the implementation of the Aquatic Facility Operator (AFO) certification program.

The **Purposes** of the Certification Committee:

1. To act as the oversight committee for the implementation of the Aquatic Facility Operator (AFO) certification program and future certification programs related to aquatics.
2. To provide guidance to the NCB related to the AFO certification program and practices.
3. To develop consistent standards for the AFO certification programs based on the national standards for certification.
4. To oversee the analysis of the AFO certification program.
5. To develop strategies to increase awareness of the AFO certification.
6. To ensure AFO testing practices meet the national certification standards and
7. To promote the certification requirement for jobs in the field and in health codes.

SECTION 2 – Committee Makeup

The committee shall consist of up to 14 members, with a minimum of 7, with no more than 2 individuals in each category.

1. A public representative - This member will be a consumer of the services provided by the AFO certification and will represent those constituents.
2. An educational representative – This member is working in an educational setting, the educator will be affiliated with an institution of higher learning including baccalaureate, master, and doctoral-granting institutions; as well as junior and community colleges, and this individual will represent those educators who are affected by the AFO certification policies.
3. A practitioner - This member will be a practitioner from the parks and recreation field who has had experience with the certifications provided by NRPA. This individual will represent those practitioners who are affected by the AFO certification policies.
4. A state affiliate representative - This member is from the state affiliates and will have experience as a consumer of the certifications provided by NRPA. This individual will represent those state parks

and recreation professionals who are affected by the certification policies.

5. *A commercial sector representative* - This member is from the commercial sector of the aquatics field. This member will represent those individuals who design, sell, and distribute aquatic products that are affected by the certification policies.

SECTION 3 – Committee Eligibility Requirements

Committee members filling the practitioner and commercial sector positions must:

- have five years of full-time experience in aquatic facility operation or related areas.
- have maintained an AFO certification for a minimum of 5 years (one certification cycle).
- maintain a current AFO certification with NRPA; and
- If an AFO Instructor, must have taught within the last 2 years.

SECTION 4 – Selection Process

Prospective members will apply by submitting the Certification Committee Application Form and be selected by the AFO Certification Committee. Committee members will serve a 3-year term. Committee member terms shall be staggered to ensure that complete turnover of the committee does not occur at one time. Members should represent the diverse community in which the certification affects and not serve more than two consecutive 3-year terms. Committee terms will begin at the start of the calendar year.

OFFICERS

The Officers shall be members of the AFO Certification Committee. They shall be elected by the committee for one-year terms, with a maximum of two consecutive terms in each office. Officers shall be elected at the mid-year meeting of the AFO Certification Committee and shall take office after the last meeting of the year. Elected Officers shall fulfill the functions normally assigned to such offices, including but not limited to

Chairperson – (1) preside at all Aquatic Facility Operator Certification Committee meetings, (2) appoint all temporary or permanent subcommittee members and their chairs, (3) serve as ex-officio member of all subcommittees, (4) serve as the principal spokesperson for the AFO Certification Committee and as a member of the NCB during the term and (5) shall automatically assume the office of Past Chair at the completion of their term (if Chair's term is set to expire they may participate on the Board as the Past Chair, but will do so as a non-voting member).

Chair-elect – (1) shall, in the event of the absence or inability of the Chairperson to exercise their office, become Acting Chairperson of the AFO Certification Committee, with all the rights, privileges, and powers, as if he/she had been the duly elected chairperson and (2) shall automatically assume the office of Chair at the completion of their term.

Past Chair – shall assist the current chair throughout the year as needed. If their term is expired, they may participate on the board as a non-voting member.

Secretary – in cooperation with staff, (1) shall keep records of all meetings and actions, in appropriate format, (2) keep and facilitate dissemination of minutes and other documents, as appropriate, (3) attend to all correspondence of the AFO Certification Committee and exercise all duties incident to the office of Secretary, (4) perform such other duties as are usual for such an officer and as may be assigned by the Chairperson for the AFO Certification Committee.

SECTION 5 – Committee Meetings

1. The AFO Certification Committee shall meet semi-annually, and any additional meetings shall be held upon the call of the Chair or a petition by four or more members.
2. Any AFO Certification Committee members who are absent from three consecutive meetings will be subject to dismissal with the AFO Certification Committee Chair affecting the dismissal and appointing a replacement for the unexpired term in accordance with the above representation.
3. The committee will adhere to the rules of the meeting procedure provided in Appendix A. In the event of procedural ambiguity, Roberts Rules of Order may be referenced.

ARTICLE IV – EXAM COMMITTEE

SECTION 1 – Committee Purpose

The AFO Exam Committee shall oversee the development and maintenance of the National AFO Examination. This committee shall work in cooperation with the professional testing agency under contract with NRPA.

The Purposes of the Exam Committee:

1. To develop examination questions.
2. To monitor and evaluate test results.
3. To modify and improve test questions.
4. To assist in updating criteria used as the basis for the exam.
5. To continually monitor and update materials (including but not limited to the candidates' handbook) that are made available to test applicants.
6. To advise of any concerns and issues related to the administration of the exam.
7. To evaluate the reliability and validity of the exam in conjunction with the professional testing agency.
8. To advise of any matters regarding the appeal process for the examination.
9. To monitor the performance of the professional testing agency under contract with NRPA
10. To manage other duties that may be assigned.

SECTION 2 – Committee Makeup

The committee shall consist of up to 11 members. Members' make-up should include:

- Subject Matter Experts (individuals who have knowledge of the content the examination is intended to cover. SME's will represent expertise in each major test area of the examination)
- SMEs that will represent the diversity, practice, education, experience, training, age, gender, ethnicity, and geographic practice setting that characterizes the profession.

SECTION 3 – Committee Eligibility Requirements

Professionals must meet the following minimum requirements in order to be selected for an AFO Exam Committee position:

- have five years of full-time experience in aquatic facility operation or related areas.
- have maintained an AFO certification for a minimum of 5 years (one certification cycle).
- maintain a current AFO certification with NRPA and
- If an AFO Instructor, must have taught within the last 2 years.

SECTION 4 – Committee Selection Process

Prospective members will apply by submitting the Exam Committee Application. New members shall serve a 2-year term if selected. Members should represent the diverse membership of the AFO population.

SECTION 5 – Committee Renewal Procedure

Upon renewal of certification, Exam Committee members must submit the required CEUs as outlined in the current recertification guidelines. Renewal of an exam committee member's certification through the successful completion of the certification examination is not permitted. In the event that an exam committee member's certification expires, they will not be authorized to participate in future exam committee meetings and will be required to complete the certification examination for re-entry. The professional must wait at least two years following the expiration of their exam committee term to sit for the exam. The individual may rejoin the exam committee following successful completion of the exam and when a vacancy exists.

ARTICLE V – DISCIPLINARY POLICY

The disciplinary policy articulates standards of conduct required for eligibility for certification and continued certification as an Aquatic Facility Operator. The Disciplinary Policy is the foundation of the AFO certification program. It exemplifies the commitment of the NCB and AFOs to public safety.

SECTION 1 – Compliance with Administrative Procedures

The certificant or applicant shall comply with all existing and future codes, policies, and procedures approved by the NCB. Failure to do so may lead to sanctions (listed in Article V, Section 6) by the NCB against the certificant or applicant.

The NCB considers the following professional standards to be obligatory for all certified professionals and applicants:

- individuals shall not obtain a certification or renew a certification through fraud or deceit;
- individuals shall not have a criminal conviction of a felony, misdemeanor, or petty offense for acts done in connection with activities for which the certification was issued, whether the conviction arises by a finding of guilty by a judge or jury, a plea of guilty, or a plea of no contest;
- individuals shall not engage in unauthorized possession, distribution, or use of any testing or examination materials, including but not limited to copying and/or reproducing any examination questions or test-related items, or disclose to others any examination question or test-related item; and
- Individuals shall not engage in unauthorized use of the AFO logo owned by the NRPA.

SECTION 2 – Code of Conduct

The Aquatic Facility Operator program, administered by the National Recreation and Park Association, establishes the standards for those individuals committed to providing the community with the highest level of service and professional excellence.

To achieve this goal, every professional shall:

- Ensure public health and safety in every aspect of his or her work

- Create and build stakeholder confidence by acting responsibly, legally, and ethically at all times
- Comply with AFO Policies and Procedures, as well as all legal requirements of the local, state, province, and federal government
- Educate, mentor, and train those around them, including co-workers, stakeholders, supervisors, managers, and administrators
- Become involved in professional growth through active participation in relevant professional organizations
- Conduct themselves with personal integrity in a manner that enhances and honors the reputation of the profession, employer, and community.
- Provide accurate professional qualifications and background information when requested
- Avoid any involvement in illegal, fraudulent, unethical, or improper conduct.
- Serve all individuals fairly and ensure that there is equity in the distribution of services. Individuals should receive services without regard to on the basis of race, disease/disability, religion, color, national origin, age, gender, covered veteran’s status, marital status, personal appearance, sexual orientation, family responsibilities, political affiliation, source of income, pregnancy, childbirth, or any other unlawful basis.”

Aquatic Facility Operator certified professionals who fail to practice these professional standards shall be subject to disciplinary action outlined in the Policies and Procedures Manual.

SECTION 3 – Submission of Allegations

Individuals should report possible violations of AFO codes, policies, and procedures to the AFO Certification Committee. This report must include the signature of the complainant and information regarding the identity of the person(s) involved in the alleged misconduct with as much specific detail and documentation as possible. During the investigative process, the identity of the person making the report may be made known at the discretion of the AFO Certification Committee, as well as the identity(ies) of the individual(s) with knowledge of the facts and circumstances surrounding the alleged misconduct.

Supplemental information may be requested by the AFO Certification Committee, including but not limited to a written testimonial from the individual who is the subject of the complaint.

SECTION 4 – Types of Possible Reviews

Non-Complaint Generated Reviews - The NCB or the AFO Certification Committee may initiate a disciplinary proceeding without having received a complaint or notification of inappropriate conduct on the basis of reliable information that is available publicly, obtained by authorized agencies, or otherwise properly obtained, if such information indicates that an individual acted in a way that would constitute a violation of codes, policies, or procedures.

Complaint Generated Reviews – The AFO Certification Committee Chair shall make a determination to dismiss any complaints where the allegations are frivolous or fail to state a violation of the codes, policies, or procedures. If the Chairperson determines that good cause may exist to deny eligibility or question compliance with codes, rules, regulations or standards, the Chair shall transmit the allegations to the AFO Certification Committee.

SECTION 5 – Procedures

Step 1 -Allegations will be submitted to the AFO Certification Committee Chairperson. If the Chairperson determines that the allegations are frivolous or if they fail to state a violation of the AFO codes, policies, or procedures, the complainant shall be informed, and no further action shall be taken.

If the Chairperson determines that good cause may exist to deny eligibility or question compliance with codes, rules, regulations, or standards, the Chair shall transmit the allegations to the AFO Certification Committee.

Step 2 - The AFO Certification Committee shall issue a written notice to the affected professional regarding the allegations made by the complainant, the NCB, or the AFO Certification Committee. The AFO Certification Committee will provide the candidate or certificant the opportunity to present any knowledge of the facts and circumstances surrounding the alleged misconduct within 30 days of the date on the written notice.

Step 3 - The AFO Certification Committee shall then evaluate all information provided and render a decision. The AFO Certification Committee shall present to the applicant or certificant a written review and notification of available sanctions, if applicable, within 60 days of receiving all relevant evidence.

Step 4 - The applicant or certificant may appeal the Committee's ruling by submitting a letter of appeal to the AFO Certification Committee within 30 days of notification of the ruling. Appeals received after the 30-day period will not be considered except where the NCB determines, in its sole discretion, that good cause exists to do so.

Step 5 - The AFO Certification Committee will then forward the allegations, response of the applicant or certificant, and appeal to the NCB and designate one of its members to present the allegations and any evidence obtained during the review.

Step 6 - The NCB shall schedule a teleconference hearing after the request is received, allowing an adequate period of time for preparation for the hearing, and send by certified mail, return receipt requested, a Notice of Hearing to the applicant or certificant. The Notice of Hearing shall include a statement of the time and location for the hearing as selected by the NCB. The applicant or certificant may request modification of the date of the hearing for a good cause. Failure to respond to the Notice of Hearing shall permit the NCB to administer any sanction that it considers appropriate.

Step 7 - The hearing shall be completed, and the NCB shall maintain a verbatim audio or written transcript. During the hearing, the AFO Certification Committee and the applicant or certificant may consult with and be represented by counsel, make opening statements, present documents, and testimony, examine and cross-examine witnesses, make closing statements, and present written briefs as scheduled by the NCB. Relevant evidence may be admitted.

Step 8 - The NCB shall determine all matters relating to the hearing. The hearing and related matters shall be determined on record by majority vote. Disputed questions shall be determined by a majority vote of the NCB. The NCB shall issue a written decision following the review or hearing and any briefing. The decision shall contain factual findings, and any sanctions applied. It shall be mailed promptly by certified mail, return receipt requested, to the applicant or certificant.

SECTION 6 – Sanctions

Sanctions for violation of any standard set forth herein or any other policy or procedure may include one or more of the following:

- on-site audit of certificant (completed by area AFO Instructor or appropriate Health Department)
- denial or suspension of initial certification.
- revocation of certification.
- non-renewal of certification.
- reprimand.
- suspension of certification; or
- other corrective action appropriate to the violation(s) at issue.

SECTION 7 – Reconsideration of Eligibility and Reinstatement Procedures

If eligibility or certification is denied or revoked, eligibility or certification may be reconsidered no earlier than three (3) years from the denial decision of ineligibility or revocation. In addition to other facts required by the NCB an individual must set forth the circumstances of the decision denying eligibility or revoking certification, as well as all relevant facts and circumstances since the decision is relevant to the application.

SECTION 8 – Credential Trademark

NRPA has registered the “Aquatic Facility Operator” title and the “AFO” acronym with the U.S. Patent and Trademark Office as registered certification marks. This provides NRPA legal strength in challenging any unauthorized use.

SECTION 9 – Unauthorized Use of the AFO Credential

Some individuals claim to hold the AFO credential even though they never achieved it or no longer have the authority to use it. Such uses are not only unethical but may also be illegal. NRPA has established procedures for protecting the AFO credential from improper or unauthorized use.

SECTION 10 – Challenging Unauthorized Use of the AFO Credential

The NCB has established procedures for challenging individuals known to use the AFO or Aquatic Facility Operator credential without having obtained them or after they lose them for failure to complete Recertification requirements.

In order to establish that someone is using the credential without authority, the NRPA must have the original document (or a copy) showing where the individual is using the title. Most often, unauthorized use occurs on a business card, resume, business letterhead, brochure, or similar publication, or with a signature. To initiate action against the individual using the AFO credential without authority, NRPA also needs the individual’s current mailing address.

NRPA relies on those finding potential unauthorized uses to report them and provide documentation showing the use of these titles. NRPA will not disclose the name of the person or organization reporting potential unauthorized uses.

After receiving documentation of a potential unauthorized use case, NRPA shall take steps to challenge that individual and seek to correct any record-keeping error on the part of NRPA. Legal counsel for NRPA may participate in the procedures. Those who have used AFO titles without authority may be barred from pursuing the AFO credential for three years. NRPA reserves the right to use the courts to protect the use of the AFO credential.

ARTICLE VI – AMENDMENTS

Amendments to this manual must be approved by a two-thirds vote of the AFO Certification Committee. Any additions or changes should include the date of the voted change documented in the text of this manual. Any additions or changes to this document must be forwarded to all managers of this certification program and will immediately render previous documents null and void.

Appendix A. Rules of Meeting Procedure

- A. Chair establishes that a quorum is present and calls the meeting to order.
 1. No motion is necessary to call the meeting to order.
 2. Time is to be recorded in meeting minutes.
- B. Roll calls are taken to document who is in attendance, and who is not in attendance and document NRPA staff in attendance separately.
- C. Non-members of the committee and/or ex-officio members of the committee may participate in discussion or present reports at the discretion of the chair but may not make motions or vote. Attendance of non-members should be reported in meeting minutes.
- D. Parliamentary procedures for agenda items
 1. The chair introduces the agenda items.
 2. Discussion is welcomed by the Chair
 3. Identification of motion
 - a. Types of motions
 - I. Motion
 - II. Motion to table - kills a motion
 - III. Motion to postpone - delays vote on a motion
 - b. Motion is stated
 - I. Motion is presented by a voting member of the committee, other than the Chair
 - II. Motion is seconded by a voting member of the committee, other than the Chair
 - c. Motion is called to vote by the Chair
 - I. “All in favor signify by saying aye”
 - II. “All opposed signify by saying nay”
 - III. “Any abstentions”
 - IV. Chair may vote in the case of a tie
 4. The Chair states the outcome of the motion (the outcome is decided by majority rule)
 - a. Motion carries
 - b. Motion fails
 - c. Motion outcome is reported in minutes
 - I. Include motion and final vote only
 - II. Shall not include names or discussion notes (abstentions should be documented)
 5. In the event of procedural ambiguity, Roberts Rules of Order may be referenced
- E. Chair calls for a motion to adjourn the meeting, a second is needed.
 1. Time is to be recorded in meeting minutes
- F. Definitions relating to Rules of Meeting Procedure
 1. Quorum - the minimum number of members that must be present at any of its meetings to make the proceedings of that meeting valid. A quorum is defined as a majority of the voting positions on the Committee. At any meeting where a quorum is present, the vote of the majority of members present at the time of the vote shall be the act of the Committee. Revisions of policies

shall require the concurrence of a two-thirds (2/3) majority of the voting positions. In the event of a tie, the tie-breaking vote should be made by the Chair.

2. Ex-officio (voting) – a member of the committee who is part by virtue of holding another office and is permitted to vote on agenda items
3. Ex-officio (non-voting) - a member of the committee who is part by virtue of holding another office and is not permitted to vote on agenda items
4. Abstention – an instance of declining to vote for or against a motion