

**MAPLE FLOORING MANUFACTURERS ASSOCIATION  
OVERVIEW of INSTALLER TRAINING ACCREDITATION PROGRAM &  
MILL ACCREDITED INSTALLATION COMPANY PROGRAM**

**Last Update: 6/4/2009**

**PROGRAM PURPOSE:** To improve the competencies of installers of MFMA maple sports flooring systems, and to provide architects, specifiers and end users with criteria to select qualified installers.

**DISCLAIMER:** *MAPLE FLOORING MANUFACTURERS ASSOCIATION AND ITS MEMBERS AND AGENTS DISCLAIM ANY RESPONSIBILITY WHATSOEVER FOR THE PERFORMANCE OF MATERIALS, DESIGN, OR WORKMANSHIP OF ANY FLOORING INSTALLATION.*

**GENERAL PROGRAM RULES:**

The Installer Training Accreditation Program has two distinct components: MFMA Mill Accreditation and MFMA Installer Accreditation.

**I. Mill Accredited Installation Company (MA):**

MFMA Milling Company Members will accredit an Installation Company as having participated in training programs for the installation of floor products and have at least one MFMA Accredited Installer.

1. Mills will conduct training schools for Installation Companies. Training schools may be held nationally at the Mill's facility, at regional sites, or at the site of an Installation Company.
2. Training will include an MFMA-developed curriculum that will be presented by each Mill.
3. Additional curriculum will be Mill-specific focusing on proper installation of that Mill's flooring systems.
4. Installation Companies will receive separate accreditation by Mills for each flooring system on which they are trained. These system accreditations will be referred to as Mill System Accreditations (SA).
5. Mills will provide MFMA with a list of each Installation Company whose Job Foreman or Owners have attended and completed the MA training and are recommended to receive Accredited Installer Training (AI). Those Job Foreman/Owners can now educate their installers on Mill Training and MFMA-developed curriculum.
6. Installation Company may file a grievance if their employee or employees have attended and *successfully* completed the MA training but are refused the recommendation for AI from the participating mill. The MFMA Sport Floor Contractor's Advisory Council will also review filed grievances if the installation company does not meet any of the criteria to qualify for MA (Mill Accreditation). The MFMA Sport Floor Contractor's Advisory Council will make a recommendation to MFMA on the installation company's eligibility for Accredited Installer Training (AI).
7. A newly established Installation Company may petition the MFMA Sport Floor Contractor's Advisory Council for permission to begin the accreditation process if it fails to meet any of the criteria.

**Criteria for an Installation Company to Earn Mill Accredited Installation Company status (MA):**

1. At least two job foreman or owners have attended Installation Company Mill Accreditation (MA) Training.
2. Installation Company must be regularly engaged in the installation annually of at least 50,000 sq. ft. of MFMA maple flooring. Recommending MFMA Mill must supply MFMA with a list of the applicant's installations and shipping information that includes square footage shipped over the previous 12 months or if the 50,000 square foot requirement cannot be met then if the average square footage over the previous three years is greater than 50,000 square feet.
3. Installation Company must have bonding capacity for a minimum of \$500,000.
4. Installation Company must carry general liability insurance with a coverage minimum of \$1,000,000 and shall not have an insurance modifier above "1".
5. Contract Holder must carry workers compensation insurance for all employees. Installation Company must ensure all Sub-Contractors carry workers compensation insurance for all employees. All Sub-Contractors must follow State and Federal regulations.
6. Installation Company must have a written policy on hazardous waste handling and disposal, and must have a written workplace safety policy.
7. Installation Company must have a written customer complaint procedure on file.
8. Installation Company must keep job documentation records for all installations that record moisture content of maple flooring moisture content before and during installation, environmental records during installation and a detailed timeline that outlines significant installation milestones for a period of at least 2 years.
9. Installation Company must hold MFMA and its members and agents free and harmless from any claims that may relate to or arise from business's work or from accreditation program.
10. If Sub-Contractors are to be used on an installation that requires a MFMA Accredited Installer, the Sub-Contractor must be MFMA Accredited. Sub-Contractors must meet all of the criteria for Installation Company Mill Accreditation except #2 and #3. Sub-Contractors must meet all of the criteria for MFMA Accredited Installer status except #3. The Sub-Contractor must have the MFMA Mill System Accreditations (SA) for the flooring system being installed.
11. Installation company must have one MFMA accredited Installer in order to be MFMA Mill Accredited (MA)

## **II. MFMA Accredited Installer (AI):**

MFMA will accredit Individual Installers from MFMA Mill recommended Installation Companies as having attended MFMA Mill training programs and meet the following criteria:

### **Criteria for individuals of a Mill Accredited Installation Company (MA) to Earn MFMA Accredited Installer (AI) status:**

1. Individual Installers must be employees of an Installation Company that has gained Mill Accredited Installation Company (MA) from a MFMA Mill.
2. Individuals Installers must pass the MFMA Accreditation Exam with a grade of 80% or better.
3. Accreditation is good for a period of 2 years and is not transferable if the individual leaves the Mill Accredited Installation Company from which they were recommended to receive MFMA Accredited Installer status (AI).
4. MFMA Accreditation Exam criteria will test the knowledge of the Individual Installer in the following areas:
  - Concrete conditions
  - Moisture Tests
  - Jobsite Conditions
  - DIN Standards
  - Installation Methods
  - Maintenance Issues
  - General Maple Species Knowledge
  - Green Issues
5. Study Materials
  - MFMA Sourcebook
  - MFMA – AIA CE articles (Wood Sports Floors: Minimizing Damaging Effects & Northern Hard Maple – The Multipurpose Surface)
  - MFMA Position Statements
  - MFMA Web Site
  - MFMA Study Guide
6. The MFMA Accreditation Exam will be administered by MFMA Staff at various locations throughout the year or at the MFMA Conference. Mill Accredited Installation Company may request MFMA Staff to schedule a testing opportunity at their facility for a fee.
7. Individual Installers that successfully meet all of the criteria will receive a Certificate of Accreditation and Accreditation Identification Card. The certificate and identification card will indicate that the individual Installer is a MFMA Accredited Installer (MFMA-AI).

## **III. Loss of Certification**

MFMA reserves the right to suspend or cancel a MFMA Accredited Installer of his accreditation for the period of 1 year under any of the following conditions/circumstances:

- If the Installation Company, Accredited Installer or MFMA Mill recommending such company, supplies MFMA with false information during the application process or at any time during the accreditation period.
- Failure to maintain the criteria listed under *Section I - Criteria for an Installation Company to Earn Mill Accredited Installation Company status (MA)* during the 2 year period of the MFMA Accreditation.
- If the installation company is found at fault (by improper installation or outside of project specifications) during a MFMA Complaint Inspection more than once during a 12 month period.
- MFMA Accredited Installers that are suspended reserve the right to have their suspension reviewed by the MFMA Sport Floor Contractor's Advisory Council. Reviews will be conducted via conference call within two weeks of the enforcement of the suspension.
- MFMA Accredited Installers will also lose their accreditation if they retire from the industry.
- Failure to pay fees associated with the MFMA Accreditation Program
- Misrepresentation of MFMA Membership or Accreditation Status
- Conviction of a felony
- Cheating on the accreditation exam

An individual or company whose accreditation is revoked may no longer claim to be accredited or use the accreditation designation. He or she must return his or her original certificate.

A review and appeal process is available for any individual whose certificate is pending revocation or has been revoked. Revocation of Accreditation does not constitute evidence that the practitioner acted wrongly or became incompetent. Revocation of accreditation will be posted on the MFMA web site with an explanation of why accreditation was revoked for a period of 1 year.