

POLICIES & PROCEDURES MANUAL

CGC POLICIES AND PROCEDURES - TABLE OF CONTENTS

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BOARD POLICIES

Board Member Reimbursement Policy

1. Each CGC Board member is allotted a specific amount of money to draw upon each year, dependent upon approval of the line item in the budget by the Board of Trustees. Once that amount is reimbursed, no additional monies are available to the Board member. Board members cannot give their unallocated monies to another Board member, nor will the unallocated monies be held over for the following fiscal year.

2. Board members must remit reimbursement requests on the CGC reimbursement form provided within the same fiscal year as the expenses were incurred, and receipts must be attached to the form for reimbursement to be approved.

3. Acceptable reimbursements for stand-alone Board meetings include the following items:

    a. Overnight accommodations for the previous evening and the evening of the meeting at the hotel chosen by CGC. If a Board member chooses to stay at another hotel that is more expensive, CGC will only reimburse that portion that is equivalent to the hotel block reserved by CGC. If a Board member chooses to stay at another hotel that is less expensive, CGC will only reimburse the expense paid by the Board member. All other expenses such as telephone calls, movies or room service will not be reimbursed.

    b. Breakfast and lunch for the day of the meeting (provided CGC or hotel does not provide these meals).

    c. Dinner the evening prior to the Board meeting and the evening of the Board meeting. (Travel expenses to and from restaurants, and bar items, are not reimbursable.)

    d. Reimbursement for transportation to and from the Board meeting may include any of the following.

        i. Mileage reimbursed at the IRS rate.
        ii. Airfare.
        iii. Bus or train fare.
        iv. Travel to and from the Airport to the meeting

    e. Reimbursement for auto rentals will be the responsibility of the board member. If a shuttle is not provided from the airport to the hotel reimbursement for a taxi or other accommodations may be approved.

    f. CGC Board members who serve on other boards that meet in conjunction with the CGC Board will have any travel expenses paid by any other source deducted before the CGC reimbursement is made.

CGC TRUSTEES DISCLOSURE STATEMENT

It is the policy of the Trustees of the Center for Guardianship Certification (CGC) to assure that members of the board are free from any negative influences caused by a conflict of interest.

I recognize the duty to avoid self-dealing or conflicts of interest where, by reason of my position, I allow transactions to occur, which might not benefit the Center, and which give the appearance of or have the potential for conferring a benefit, monetary or otherwise, upon myself or my relatives, friends, or business associates.

I have agreed to fully disclose any area of ongoing, potential or appearance of a conflict of interest. The following is a list of all areas of potential conflict of interest of which I am currently aware:

_____

_____

_____

_____

_____

_____

_____

If I become aware of any additional area of conflict of interest I will immediately disclose that a conflict exists and remove myself from all discussions and decisions on matters in which there is a conflict.

Signed: _____ Date: _____

Printed Name: _____

Center for Guardianship Certification
PO Box 5704
Harrisburg, PA 17110
www.guardiahnshipcert.org
(717) 238-4689 – phone ◆ (717) 238-9985 - fax

TRUSTEES ETHICS STATEMENT

It is the policy of the Board of Trustees of the Center for Guardianship Certification to ensure that the activities of the Center are of the highest degree possible and to ensure that members of the board are free from any negative influences caused by a conflict of interest.

I understand and respect the responsibilities inherent in membership on the Center Board of Trustees or a committee of the board. I recognize the necessity for making a commitment to be a trained and well informed member and to committing the time necessary to meet these responsibilities.

I recognize the value of open and full discussion of issues within meetings of the Center trustees and its committees as an essential part of the decision making process.

I recognize the responsibility that members of the Center trustees have for publicly supporting the decisions of the Center trustees and for refraining from making any negative statements in a public manner regarding the Center.

I recognize the duty to avoid self-dealing or conflicts of interest where, by reason of my position, I allow transactions to occur, which might not benefit the Center, and which give the appearance of or have the potential for conferring a benefit, monetary or otherwise, upon myself or my relatives, friends, or business associates.

I agree to fully disclose, in writing, to the Center trustees any area of ongoing, potential, or appearance of a conflict of interest.

I further agree that when I become aware of an area of conflict of interest during the course of a meeting, I will immediately disclose that a conflict exists and remove myself from all discussions and decisions on matters in which I have a conflict.

I am aware that violation of this policy may result in a request for my resignation from my position on the board of trustees or a committee of the board.

I respectfully agree to sign below, and promise to abide by the above regulations.

Signed: _____ Date: _____

Printed Name: _____

Center for Guardianship Certification
PO Box 5704
Harrisburg, PA 17110
(717) 238-4689 – Phone • (717) 238-9985 – fax
www.guardianshipcert.org

POLICY ON DUE DILIGENCE

Those in positions of responsibility and authority in the governance structure of the Center, have a fiduciary duty -- including duties of care and loyalty - to the organization. This means that they are required to act reasonably and in the best interests of the Center, to avoid negligence and fraud, and to avoid conflicts of interest. All volunteers who play a role in governance of the Center or any of its segments, and all employees of the Center, owe duties of care and loyalty to the Center and are potentially liable to the Center should they fail to act consistently with those duties.

A. The duty to act in the best interest of the Center

This duty is very broad, requiring volunteers and employees to exercise ordinary and reasonable care in the performance of their duties, exhibiting honesty and good faith. A Center volunteer or employee has the duty to exercise due care when acting on behalf of the Center, and to attempt to further the Center's interest rather than the individual's own interests or the interests of another party. The duty also imposes the obligation to protect any confidential information obtained while serving in a fiduciary role with the Center.

B. The duty to respect confidentiality

Center volunteers and employees are occasionally required to have access to confidential information or data. The need for confidentiality may arise because confidentiality is in the best interest of the Center or because disclosure of information or data could injure individuals or organizations. In some cases, confidentiality is required by law. In others, disclosure could risk liability for defamation.

Examples of confidential information may include:

◆ information generated by confidential self-regulatory processes such as standards setting, certification and accreditation, or business or professional code enforcement;

◆ opinions and other privileged information received from inside or outside counsel or other consultants;

◆ tax information and detailed financial statistics and information;

◆ employment and compensation information and data that will be unduly invasive of personal privacy;

◆ trade secrets or confidential commercial information generated through the business endeavors of the Center or shared with the Center by outside business concerns on the condition of maintenance of confidentiality.

C. The Corporate Opportunities Doctrine

The duty of loyalty specifically prohibits competition by a Center volunteer or employee with the Center itself. Those individuals may generally engage in the same line of business or areas of endeavor as the Center, provided it is done in good faith and without injury to the Center. One form of competition that is not permitted is appropriating corporate opportunities. A corporate opportunity is a business prospect, idea or investment that is related to the activities or programs of the Center and that the individual knows, or should know, may be in the interests of the Center to accept or pursue. A Center's volunteer or employed representatives may take advantage of such corporate opportunity independently of the Center only after it has been offered to, and rejected by, the Center.

Approved April 26, 1998

COMPLAINT HANDLING/MEDIA CONTACT POLICY

Complaints about a guardian, or inquiries from the media, may come to the Center for Guardianship Certification's Board of Trustees, volunteers, certified guardians, or staff from a variety of sources: the ward, a family member, friend, care provider, or other individual concerned about the performance of a guardian or the well-being of an incapacitated person. The guardian complained about may or may not be a National Certified Guardian or National Master Guardian. The communication may be a request for information or a demand that an NCG or NMG be decertified.

Because anything that a Trustee or staff does or says can reflect back on the entire organization, we must be very careful in handling such communications. We simultaneously must recognize that any complaint may range between a well founded concern about the well-being of a protected person to a petty grievance, and from a threat to the reputation of our profession and the certification process to the slander of a competent professional.

Any person (Trustee, volunteer or staff) who initially receives a complaint should keep in mind the following:

1. No individual should ever act independently or portray they are acting on behalf of the Board of Trustees, unless directed to do so by the Board or if the Executive Committee is authorized to make that decision on behalf of the Board.
2. The Center is not a mediating or investigating body.
3. The Center has specific polices and procedures on addressing requests to discipline or decertify a certified guardian.

To promote consistent responses to complaints, all communications and inquiries should be referred to the Executive Director of CGC, or a designated staff member. The staff will make an attempt to secure factual information any time a complaint is received. Staff will alert the CGC President in all matters that cannot be resolved by information and referral, or to the CGC President-Elect if the President determines that he/she should not be involved in this decision based upon personal knowledge or a relationship with the guardian in question. In the event the inquiry is a media call, staff will obtain the relevant information, discuss the situation and response with the Executive Committee and ask legal counsel for advice. At that time, it will be determined how to answer the questions and the individual who should respond.

10/29/00

INQUIRY HANDLING POLICY FOR TRUSTEES

As leaders of the Center for Guardianship Certification, members of the Board of Trustees may, from time to time, receive feedback – both positive and negative – from others about decisions made by the Board, policies and procedures, and other items related to CGC.

Because anything that a Trustee does or says can reflect back on the entire organization, we must be very careful in handling such communications. We simultaneously must recognize that any complaint may range between well-founded concerns to an unfounded grievance.

Any Trustee who is approached with a complaint or issue related to CGC should keep in mind the following:

1. No individual should ever act independently or portray they are acting on behalf of the Board of Trustees, unless directed to do so by the Board or if the Executive Committee is authorized to make that decision on behalf of the Board. No promises should be made to an individual that a particular issue will be handled, directed to a committee, or brought before the Board without first speaking with the Executive Committee and Executive Director about the issue.
2. The Center has specific policies and procedures in place to address everything the organization does and those policies and procedures are in place to protect the integrity of the organization and the certification process.
3. Decisions made by CGC are thoroughly discussed, debated, and decided upon by committees, work groups, task forces, and the Board prior to being implemented. There are many factors to consider when CGC makes decisions; most importantly that the organization must keep the best interests and integrity of the organization and the certification process in mind when decisions are made. Some decisions will not be popular or favored by an individual or a group of individuals who feel that decision affects them negatively, but they must be made aware that the decisions made are based upon the facts and information available at the time the decision was made.
4. All Trustees should respect the decisions made by the full Board, whether they agree with that final decision or not, and should publicly support all decisions and policies of the organization.
5. It is recognized that decisions can be changed over the course of time and nothing is unable to be discussed and debated further.

To promote consistent responses to issues brought to Trustees, all communication of complaints and/or issues should be referred to the Executive Director of CGC. The Executive Director will make an attempt to secure factual information any time a complaint is received and will alert the CGC Executive Committee in all matters that cannot be resolved by information and referral.

Presented to Executive Committee - November 2013
Approved by Board of Trustees – January 2014

Grievance against Board Trustee

In the event a complaint is filed with CGC against a Board trustee, the disciplinary procedures outlined in the Rules & Regulations will be followed, with the following exceptions:

- The Professional Review Board (PRB) will be made up of three currently certified guardians who are non-Board Trustees and who do not have professional or personal ties to the Trustee against whom the complaint is filed;

- One of the three guardians on the PRB will be a past Board Trustee and the CGC President will designate that individual to act as Chair;

- During the investigation process, the Board President may recommend that the Trustee under investigation be placed on a leave of absence from the board. The Board Chair shall have the sole discretion to decide whether the board member should take a leave of absence and when the board member may return to the board. The President may solicit legal counsel in making this determination;

- If an appeal against the decision of the PRB is filed by the Trustee, the remaining Trustees shall vote on that appeal by secret ballot. The Executive Director will count the ballots and announce the results. The ballots will not be shared with any individual on the Board, but will be retained in the Trustee's file at CGC headquarters;

- In the event the certification of the Trustee is suspended, the Trustee's term on the Board will be suspended during that same period. If the certification of the Trustee is revoked, the Trustee will be asked to vacate his/her position on the Board and the vacancy will be filled in accordance with the nominating procedures of the organization.

Center for Guardianship Certification Policy on Inactive and Emeritus status

Inactive status for National Certified Guardians and National Master Guardians

Any National Certified Guardian (NCG) or National Master Guardian (NMG) who is not currently working as a guardian, but wants to preserve their NCG or NMG status, may apply for **Inactive** status. This designation is appropriate for those who anticipate they will return to the guardian profession.

The fee is one-half of the two-year renewal rate for a two year period for NCGs and one-half of the three-year renewal rate for a three year period for NMGs. To return to active status, the NCG or NMG must submit an application and provide evidence of appropriate Continuing Education Units (CEUs) -- 20 hours per two-year period for NCGs and 30 hours per three-year period for NMGs -- for the period of inactivity.

The maximum period of inactivity is four years for NCGs and three years for NMGs. The NCG or NMG is responsible for requesting and maintaining the Inactive status. The NCG or NMG **will not** receive notice the Inactive status is about to expire. Failure to reactivate status before the maximum extension will require a new appropriate application and exam. The certified guardian who is approved for Inactive status may not utilize the CGC certification marks on any material.

Emeritus status for NCGs and NMGs

Retired guardians who wish to retain NCG or NMG status while no longer actively practicing as a guardian may apply for **Emeritus** status. This designation is appropriate for those who do not expect to ever again serve as a professional guardian.

In order to be designated as an Emeritus NCG or NMG, the following requirements must be met:

1. A minimum of six years as an active NCG or NMG;
2. Payment of a $300 fee for lifetime designation; and
3. Completion of an application which includes:
    a. Name, address, telephone and e-mail;
    b. Agreement to notify the CGC of any change in contact information.

An Emeritus NCG or NMG who returns to professional guardianship practice **may not** continue to use the Emeritus designation. In such a situation, the certified guardian is encouraged to make application to return to active status by completing the renewal application with affirmations, CEU documentation, and the current applicable renewal fee. If the date of the Emeritus designation is more than two years prior to the date of the application to return to active status, the Emeritus NCG or NMG must re-take the appropriate examinations.

Inactive NCGs or NMGs who want to become Emeritus NCGs or NMGs must go through the same application process. Years as an inactive NCG or NMG do not count toward the required six-years of active guardianship practice.

Inactive and Emeritus NCGs and NMGs are still subject to the Rules and Regulations of the CGC.

Use of Artificial Intelligence (AI) Policy

Board Approved 10/20/2026

1. Purpose

The Center for Guardianship Certification (CGC) recognizes that Artificial Intelligence ("AI") technologies can improve efficiency, productivity, accessibility, and innovation when used responsibly. This policy establishes requirements and limitations regarding the use of AI. The purpose of this policy is to:

- Protect confidential and sensitive information;
- Preserve the integrity of the certification, re-certification, examination and disciplinary processes;
- Ensure fairness and authenticity in applicant submissions;
- Reduce legal, ethical, and reputational risks associated with AI use; and
- Promote responsible and transparent use of AI technologies.

2. Scope

This policy applies to:

- All certification applicants;
- All certificants;
- Board members;
- Staff members;
- Contractors and consultants;
- Volunteers; and
- Any third party acting on behalf of CGC.

This policy applies to all AI systems, including but not limited to:

- Generative AI tools;
- Large language models;
- AI chatbots;
- AI writing assistants;
- AI image, video, or audio generators; and
- Automated content creation or analysis systems.

Examples include, but are not limited to, ChatGPT, Claude, Gemini, Copilot, and similar technologies.

3. Guiding Principles

AI shall be used only in ways that are:

- Ethical;
- Lawful;
- Transparent;
- Secure;
- Accurate;
- Consistent with professional standards; and
- Protective of confidential information and examination integrity.

Users remain fully responsible for all content, decisions, and actions generated or assisted by AI.

4. Prohibited Uses of AI
The following uses of AI are strictly prohibited.

4.1 Certification Application Responses
Applicants shall not use AI tools to draft, generate, edit, rewrite, or otherwise assist in answering the three required application questions demonstrating knowledge of guardianship principles.

All responses to the NCG application questions shall:

- Be created solely by the applicant;
- Reflect the applicant's own knowledge, experience, and judgment; and
- Be original and authentic.

All responses to the NMG application narrative and experience shall:

- Be created solely by the applicant;
- Reflect the applicant's own knowledge, experience, and judgment; and
- Be original and authentic.

Use of AI for these responses shall result in:

- Rejection of the application;
- Revocation of eligibility;
- Denial of certification; or
- Additional disciplinary action.

Applicants may be required to certify that no AI assistance was used in preparing these responses.

4.2 Examination Integrity
AI shall not be used during any examination. Prohibited conduct includes:

- Using AI to answer examination questions;
- Using AI to summarize or interpret examination content;
- Uploading examination content into an AI system; or
- Using AI to assist another person during an examination.

Violations may result in invalidation of examination results and disciplinary action.

4.3 Complaints and Verifications
Unless all names, addresses, and other identifying information is redacted, AI shall not be used to summarize, analyze, or assist with any document, communication, report, recommendation, or decision related to:

- Complaints;
- Ethics matters;
- Disciplinary proceedings;
- Investigations; or
- Appeals.

This prohibition applies to all parties involved in the complaint or investigation process.

4.4 Confidential and Identifying Information

The following information shall not be entered into, uploaded to, shared with, or processed by any AI system unless specifically approved in writing by the Executive Director or designated authority:

- The name Center for Guardianship Certification or CGC;
- Names of certificants;
- Names of applicants;
- Names of complainants;
- Names of protected persons;
- Names of board members;
- Names of staff members;
- Personally identifiable information;
- Confidential organizational information;
- Examination materials;
- Complaint-related information; or
- Non-public organizational records.

Where AI use is permitted, users shall remove all identifying and confidential information before use.

4.5 AI-Powered note-taking and summarization tools

The use of any AI powered note-taking or recording may not be used during CGC virtual meetings unless the host verbally and visually announces the activation of such services at the onset of any virtual gathering. This will allow those who do not wish to be part of the session to choose to remove themselves and/or disable their video and audio. Recording of disciplinary hearings is permitted, per the hearing policy and procedure.

5. Permitted Uses of AI

Subject to this policy, AI may be used for administrative or operational support activities that do not involve confidential or protected information.

Examples include:

- General brainstorming;
- Grammar or formatting assistance for non-confidential materials;
- Public marketing content;
- Scheduling assistance;
- Development of exam items for committee consideration;
- Publicly available research; or
- Administrative productivity tools.

All AI-generated content shall be reviewed by a human before use or distribution.

6. Human Responsibility and Oversight

AI tools may assist with certain tasks, but they do not replace human judgment. Individuals using AI remain responsible for:

- Accuracy of information;
- Compliance with laws and policies;
- Protection of confidential information;
- Professional conduct; and
- Final work product.

No decision affecting certification status, discipline, eligibility, or organizational governance may be made solely by AI.

7. Data Privacy and Security
Users shall comply with all applicable confidentiality, privacy, and data protection requirements when using AI technologies.
Users shall not:

- Upload confidential files into public AI platforms;
- Share protected information with AI tools;
- Assume AI platforms are private or secure; or
- Use AI systems that violate organizational security standards.

8. Monitoring and Compliance
CGC reserves the right to:

- Investigate suspected violations of this policy;
- Request certifications or attestations regarding AI use;
- Audit submissions or materials where appropriate; and
- Take corrective or disciplinary action.

Failure to comply with this policy shall result in:

- Application denial;
- Examination invalidation;
- Certification suspension or revocation;
- Removal from volunteer or board service; and/or
- Other actions deemed appropriate by the organization.

9. Policy Administration
This policy shall be administered by the Board of Trustees and the Executive Director. The organization shall review and update this policy at any time to address evolving technologies, legal requirements, operational needs, or industry standards.

10. Acknowledgment
All individuals covered by this policy may be required to acknowledge that they have read, understand, and agree to comply with this AI Acceptable Use Policy.

LEADERSHIP AND MANAGEMENT

CENTER FOR GUARDIANSHIP CERTIFICATION (CGC) POLICY ON BOARD OF TRUSTEE NOMINATING PROCEDURES

Summary: The CGC Board of Trustees actively seeks a diverse, capable, committed group of individuals to manage the affairs of the corporation as defined in the CGC Bylaws.

Purpose: The purpose of the Nominating Committee is to elicit from the National Certified and Master Guardians of CGC, and the current Board of Trustees, suggestions of qualified individuals to serve on the Board, to develop a proposed slate of Board Members, and to present this slate to the Board of Trustees for vote.

Description: The Nominating Committee ensures that ability and continuity are pre-eminent features of those who are asked to serve on the Board of Trustees.

Membership: The Chair of the Nominating Committee is the Immediate Past President of the CGC Board of Trustees. The committee members consist of the President Elect of CGC, and not more than two other board members chosen by the current President of CGC.

Timeline:

- No later than August 1st, the Nominating Committee shall determine the interests of the Trustees in serving as Officers, and develop a slate of officers for the following year to present to the Board of Trustees.

- No later than August 15th, the Nominating Committee shall determine the number of available seats on the Board of Trustees as of January 1st of the following year, and issue a Call for Nominations for Trustees to certified individuals, NGA members, and other stakeholders, as determined.

- All nominations must be submitted to CGC no later than October 1st. The Nominating Committee may choose to extend this deadline for good cause.

- The Nominating Committee shall speak with each nominee by November 1st about the necessary time, financial, and work commitments expected from each trustee.

- All candidates shall be notified personally by the Nominating Committee Chairperson, or a designee of the Chairperson, of their selection for the Board of Trustees prior to the results being made public.

Procedure: A general notice is sent to the all active National Certified and Master Guardians calling for nominations. The committee also solicits input from the current members of the Board of Trustees, the Executive Director and Staff, Committee Chairs, other active CGC National Certified or Master Guardians, and other allied professionals. Prospective nominees are asked to complete the Board Nomination Form and are interviewed by members of the Nominating Committee as to their willingness to serve, their availability, and their qualifications. The committee will further discuss the nomination applications received with other interested parties in making their decision. The committee seeks to balance the slate geographically, racially, by gender, and by profession while seeking the most qualified candidates. It is recognized that at least one individual serving on the Board of Trustees be a public member, as defined in the CGC Bylaws.

Once the slate is compiled by the Nominating Committee and reviewed by the Executive Committee it is presented to the CGC Board of Trustees for ratification at the last Board meeting of the current fiscal year. New candidates are invited to attend the Board Training Session.

Approved: 2/08
Revised: 8/12
Approved: 2/13

CGC Insurance Coverage

As a non-profit organization, CGC requires and encourages the use of volunteers in decision-making processes. To this end, it is the intent of the organization to protect those individuals in the event of legal action being taken against the organization or any individual serving in a volunteer-capacity on behalf of the organization.

CGC will budget for and carry Directors and Officers (D&O) liability insurance each year. The insurance policy will carry $1,000,000 in coverage per year and will cover all volunteers working on behalf of the organization.

CGC will also budget for and carry General Liability (GL) insurance as well as Errors & Omissions (E&O) insurance on behalf of the organization.

CGC asks all volunteers to adhere to the policies developed regarding grievances filed, complaint handling, and speaking on behalf of the organization to limit the amount of exposure to the individual and the organization.

Document and File Retention Policy

The Center for Guardianship Certification (CGC) retains hard copy files and electronic information on each individual who applies for certification, becomes certified, and renews their certification status through the organization.

The hard copy files contain the initial application received (if available), the two most recent recertification applications with supporting documentation, and, if a complaint has been received, copy of that complaint, the response from the guardian, and the decision letter of a PRB, if one was called. The electronic files contain the individuals name, address, email, phone number, fax number, employer name, date, status of application/recertification requirements, exam date and results, current status of individual with CGC, whether a PRB or issue exists with the individual, and internal financial information.

The hard copy file and all information contained within is discarded via a shredding company two years after an individual either fails the examination or fails to recertify with CGC. The purge occurs each year in January. The electronic files are kept indefinitely so the organization has record of previous certificants and is able to track those who return and those who have been decertified or disciplined, as well.

Pursuant to the Rules & Regulations, CGC may publicize the nature, existence, or preliminary or final result of any disciplinary proceeding or action at any stage, if deemed by CGC to be in the interests of CGC, the Certification Program, or any segment of the general public. Any disciplinary action taken, including censure, suspension or revocation will be published on the CGC website. The discretion to release information will be determined by CGC Executive Committee, with the advice of CGC legal counsel.

In order to protect the anonymity of CGC volunteers when asking them to serve on a Professional Review Board (PRB), email correspondence related to a complaint is purged after all appeal opportunities have been exhausted. Prior to the purge, pertinent email correspondence is printed and placed in the individuals hard copy file for reference purposes. Volunteers serving on the PRB are instructed to delete all email correspondence related to the complaint once a decision is rendered.

All electronic copies of exam assessments (item and job analyses) are kept on file for 10 years. As we perform analyses every other year for items and every five years for the job analysis, this gives us back-up from previous analyses. The results of those assessments are kept on our password-protected server and backed-up daily.

This policy dictates that under no circumstances are examination questions, assessment results, examination scores or hard copy files, as defined in paragraph 2 of this policy, shared with a candidate or any other third party. If any of the documents listed are requested to be released, CGC Executive Committee must confer with legal counsel to determine the appropriateness of the request and CGC's response. Only pass/fail results are listed on the CGC website for candidates to check the status of their effort. Those results are listed by the individual's examination number, which is only ever shared with the examinee and the testing company.

Statement on Problem Resolution

In order to facilitate an orderly process for issues that might occur within the Center for Guardianship Certification, the following problem resolution statement has been developed. All individuals involved within the organization are asked to follow these processes to ensure accurate and timely response to issues.

Management Issues

- Any complaints or problems regarding staff individuals, other than the Executive Director, should be directed to the Executive Director in writing.
- The Executive Director will address the complaint or problem and inform the complainant of the action taken regarding the complaint in writing.
- If the action taken is not satisfactory to that individual, he/she should then direct the complaint to the President of the Board.
- Any complaints about the Executive Director should be directed to the President of the Board for action.
- The President will address the issue and take any necessary actions.
- That information will then be communicated with the complainant.

Complaints against Guardians

- Any complaints or problems received regarding a national certified guardian will be addressed by sending the generic letter asking the complaining party to file a formal complaint, in accordance with the rules and regulations. This document, along with the Code of Ethics and Standards of Practice, will be sent to the complainant.
- Any complaints or problems received regarding a national non-certified guardian will be answered by noting that CGC has no prevailing power over national non-certified guardians and is unable to take action. The individual making the complaint will be asked to take further action privately.
- If the complaining party chooses not to file a formal complaint, or continues to call headquarters to complain about a national non-certified guardian, the matter will be referred to the Executive Committee to look at the issue and send a formal letter asking the individual to cease and desist contacting staff about the matter at hand.
- Staff will place calls from persistent callers into a special voice mail box, which will be deleted periodically.

Corporate Opportunities Doctrine and Conflict of Interest Policy

The Corporate Opportunities Doctrine
The duty of loyalty specifically prohibits competition by a volunteer or employee with the Center for Guardianship Certification itself. Those individuals may generally engage in the same line of business or areas of endeavor as the organization, provided it is done in good faith and without injury to the organization. One form of competition that is not permitted is appropriating corporate opportunities. A corporate opportunity is a business prospect, idea or investment that is related to the activities or programs of the organization and that the individual knows, or should know, may be in the interests of the organization to accept or pursue. A volunteer or employed representative may take advantage of such corporate opportunity independently of the organization only after it has been offered to, and rejected by, the organization.

Examples of corporate opportunities would be as follows:
- A Board member decides to develop a promotional campaign targeted to certified guardians allowing them to promote themselves to the general public.
- A volunteer sees the potential of making money by developing an online exam for certifying guardians, develops the program, then tries to sell it to various states and to CGC.

Approved April 26, 1998

Conflict of Interest Policy
A conflict of interest may exist where a Trustee is directly or indirectly a party to a transaction and the other party to the transaction is an entity in which the Trustee has a material financial interest or of which the Trustee is a director, officer or general partner.

Where possible conflict of interest exists relative to any matter presented to the Board of Trustees for consideration, the Trustee thereby affected shall ensure that the materials of the transaction are known or disclosed to the Trustees who authorize, approve or ratify the transaction. Where the Board finds that a conflict of interest exists, the affected Trustee will not vote on the matter. Participation in discussions on the matter is at the discretion of the Board of Trustees.

The presence of a Trustee who is directly or indirectly a party to a transaction, or a Trustee who is otherwise not disinterested, shall be counted in determining whether a quorum is present, but shall not be counted when the Board of Trustees takes action on the transaction.

Examples of Conflict of Interest would be:
- A Board member has part ownership in a website development company and asks the Board to allow that company to develop the website for CGC.
- A Board member's child has an educational background and the Board is looking to contract with someone for guardianship training. The Board member asks the Board to consider hiring his/her child.

FINANCIAL MANAGEMENT

CONTENTS IDENTIFICATION OF BUDGETED EXPENSES

EXPENSES: (Note: Some line items are self-explanatory)

- Award & Scholarship Expense – M.G. Star Achievement Award; outgoing Board recognition
- Bank Fees
- Board Expense – travel to meetings; room rental; refreshments
- Committee Expense - NCG Committee meetings, state specific certification projects
- Copying Costs
- Credit Card Fees
- Dues & Contributions – NGN
- Exhibitor Costs – trade show promotion (booth rental at State Affiliate conventions)
- Insurance & Taxes
- Management Services – fixed per contract
- Miscellaneous Expense
- Office Expense
- Postage, Shipping & Mailing – besides routine, includes shipping materials to trade shows and exams to testing sites
- Printing –letterhead & envelopes, exams, new logo
- Proctor Expense – proctor travel expenses to California, Florida, Oregon, Texas, NMG & NCG sites
- Professional Fees – legal consultation; tax preparation; logo development; brand identity; E-newsletter; on-line testing and statistical analysis
- Staff Travel – board meetings; Florida test project; NCG exam sites
- Telephone & Fax – includes committee conference calls
- Testing Site Expense – room rental & audiovisual expenses
- Volunteer Support Expenses – volunteer Board travel (BOT meetings, trade shows, NGN meetings and to California Supreme Court to lobby re. consistent guardianship practices)
- Website & Internet Fees

CGC Chart of Accounts	Type of Account	Description
4045 - Certification Renewals	Income	Current National Certified or Master Guardians renewing their certification
4046 - Certification Applicants	Income	New applicants to the National Certified or Master Guardian certification; includes those that have failed the exam previously and are applying at the $100 retake level.
4100 - CEU Approval	Income	For institutions or individuals applying to have CEU's approved.
4250 - Investment Income	Income	Interest earned.

7020 - Award & Scholarship Expense	Expense	Awards given to retiring board members for their service.
7030 - Bank Fees	Expense	Bank Fees.
7040 - Board Expense	Expense	Board meeting expenses, i.e. room rental, lunch, dinner, A/V.
7041 - Committee Expense	Expense	Committee meeting room rental, travel, food.
7080 - Copying Costs	Expense	Copying.
7090 - Credit Card Fees	Expense	Fees that CGC is charged for processing credit cards.
7200 - Dues & Contributions	Expense	Dues that CGC pays to belong to professional organizations.
7220 - Exhibitor Costs	Expense	Covers booth rental, decorations, electricity.
7240 - Insurance & Tax Expense	Expense	Directors & Officers and General Liability Insurance policies.
7290 - Management Services	Expense	Management Contract of CGC.
7305 - Miscellaneous Expense	Expense	An expense that wouldn't fit anywhere else.
7350 - Office Expense	Expense	Storage, Exam Supplies.
7370 - Postage, Shipping & Mailing	Expense	All postage, UPS charges for shipping exams.
7400 - Printing	Expense	Printing of stationary, certificates, exam postcards.
7410 - Proctor Expense	Expense	Fee provided to proctors for administering exams.
7420 - Professional Fees	Expense	Legal fees, Logo development, Tax preparation.
7480 - Telephone & Fax	Expense	Telephone, Fax, Conference calls.
7485 - Testing Site Expense	Expense	Room rental for exam testing.
7500 - Staff Travel Expense	Expense	Staff flights/mileage, hotel rooms to attend board meetings.
7590 - Volunteer Support Expenses	Expense	Board member reimbursement, Volunteer reimbursement when manning CGC booth.
7600 - Website & Internet Fees	Expense	Website hosting, Domain name, Website updates.

COMMITTEE POLICIES

Committee Member Reimbursement Policy

1. Each CGC committee member is allotted a specific amount of money to draw upon each year, dependent upon approval of the line item in the budget by the CGC Board of Trustees. Once that amount is reimbursed, no additional monies are available to the committee member. Committee members cannot give their unallocated monies to another committee member, nor will the unallocated monies be held over for the following fiscal year. The CGC board or executive committee may reallocate additional or unused budgeted amounts within the fiscal year.

2. Committee members must remit reimbursement requests on the CGC reimbursement form provided within the same fiscal year as the expenses were incurred, and receipts must be attached to the form for reimbursement to be approved.

3. Acceptable reimbursements for stand-alone committee meetings include the following items:

    a. Overnight accommodations for the previous evening and the evening of the meeting at the hotel chosen by CGC. If a committee member chooses to stay at another hotel that is more expensive, CGC will only reimburse that portion that is equivalent to the hotel block reserved by CGC. If a committee member chooses to stay at another hotel that is less expensive, CGC will only reimburse the expense paid by the committee member. All other expenses such as telephone calls, movies or room service will not be reimbursed.

    b. Breakfast and lunch for the day of the meeting (provided CGC or hotel does not provide these meals).

    c. Dinner the evening prior to the committee meeting and the evening of the committee meeting. (Travel expenses to and from restaurants, as well as bar items, are not reimbursable.)

    d. Reimbursement for transportation to and from the committee meeting may include any of the following.

        i. Mileage reimbursed at the IRS rate.
        ii. Airfare.
        iii. Bus or train fare.
        iv. Travel to and from the airport to the meeting

    e. Reimbursement for auto rentals will be the responsibility of the committee member. If a shuttle is not provided from the airport to the hotel reimbursement for a taxi or other accommodations may be approved.

    f. CGC committee members who serve on other committees that meet in conjunction with the CGC committee will have any travel expenses paid by any other source deducted before the CGC reimbursement is made.

CERTIFICATION & DECERTIFICATION POLICIES

Writing Exams

Three NCG and three NMG exams are composed from an exam pool consisting of 120 questions (NMG) or 100 questions (NCG) so that all NCG or NMG exams are similar. All exams are designed so that a person answering one set of questions would obtain the same score regardless of which exam he/she receives. No exam is to be more difficult or easier than another.

- Each exam question is based on a core competency related to guardianship.
- Use each response option (A, B, C, or D) as the correct answer an equivalent number of times. Randomize the position of the correct responses.
- No question from the exam pool needs to appear on more than one exam.
- Use an equivalent number of questions related to each core competency in each exam. Randomize the position of questions related to a core competency throughout each exam.

Center for Guardianship Exam Equating Policy and Procedures

Policy

1. The CGC shall have different forms of assessment instruments only for the purpose of:

   a. providing exam security
   b. making reasonable accommodation to comply with the American with Disabilities Act upon examinee's request and verification of the examinee's disability by a physician.

2. All assessment instruments shall assess equivalent content. All reasonable steps, pursuant to industry standards, shall be taken to ensure that candidates shall not be disadvantaged for taking a form of an assessment instrument that varies in difficulty from another form.

Procedure for Ensuring Exam Security

The format of the examination is 100-item multiple choice questions. To provide exam security, three separate versions of the examination have been developed.

The CGC uses the following equating procedures for the development of its three exams versions:

> The master exam is developed to assess seven "core competencies" or domains. Within each of the seven core competencies are specific sub-topics that fall within that competency.
>
> A pool of questions is created for each of the sub-topics equal to three times the number of questions per sub-topic to be on the exam. For example, if the goal (pursuant to our published report that links our job analysis to the assessment instrument and identifies the weight on the exam of the respective topic area) is to have 16 questions on each exam version on "professional practices," we would prepare 48 questions for the pool on professional practices.

All questions are entered into an Excel spreadsheet that becomes the Master Exam Pool. Every question must be assigned its respective core competency number, its source in the National Guardianship Association (NGA) Standards of Practice (or other primary or secondary source such as a code citation, or reference materials available to candidates), as well as its unique question number.

A test blueprint based on the criticality analysis is used to document how many and what type of questions in each core competency appear on all versions of the exam.

Decision Rules:

The following decision rules are used to assign questions among the three versions of the exam (A, B, and C):

1) If pool has 3 times the number of needed questions,
    a. for first sub-topic assign according to pattern of A, B, C.
    b. for second sub-topic assign according to pattern of B, A, C.
    c. for third sub-topic assign according to pattern of C, A, B.
    d. for fourth sub-topic assign according to pattern of B, C, A.
    e. for fifth sub-topic assign according to pattern of A, C, B.
    f. for sixth sub-topic assign according to pattern of C, B, A.
2) If the pool has more than 3 times the number of needed questions, use discretion in picking what questions would not be selected.
3) If the pool has less than 3 times the number of needed questions, use discretion in picking which question(s) should be repeated on more than one exam.
4) Deviate from the rotation pattern if the question that would be added is too similar in content to a question already assigned or has a “do not use with” note in the comment column of the spreadsheet.

5) Record on the spreadsheet the exam to which each question is assigned in a column. This becomes a field by which the respective draft exams are created.
6) Review each draft exam for questions that are too similar in content or any substantive inconsistencies. Replace those questions with another question with the same core competency code.
7) Identify how many correct answers are assigned to each detractor location (A, B, C, or D). Adjust the location within the detractor sequence so the same number of correct answer “A”, “B”, “C,” and “D” appear on each version. For example, on each version the correct answer should appear 25 times in the A detractor location, 25 times in the B detractor location, etc.

Each question has the same weight assigned to it and no scaling is used.

Procedure for ADA Accommodation

CGC may modify the form, not content, of the assessment instrument to accommodate examinees as necessary to comply with the Americans with Disability Act. Such modifications are only made when an ADA request is made by the examinee and the disability claimed verified by a physician. Those examinees are given the examination in a manner which works for them (i.e. paper/pencil, verbally, etc.) and their exam answers are subsequently inputted into the online electronic software. Two individuals independently verify that the examinee’s answers are correctly imported to the software. The scoring is then automated as if the individual actually took the examination on the computer.

The CGC uses the following equating procedures as guidelines for making ADA accommodations:

- When an ADA request is received, CGC follows to the greatest extent possible the accommodation recommended by the medical professional.

- The accommodation is personalized on a case by case basis to meet the specific needs of the individual while at the same time having the least deviation from the examination experience of all candidates.

- When an individual accommodation requires the use of a paper and pencil examination, the exam answers on the paper answer sheet are subsequently manually imported into the online electronic software by CGC staff. Two individuals independently verify that the examinee's answers are accurately imported to the software. The scoring is then automated as if the individual actually took the examination on the computer.

- Individuals with mobility issues, such as the use of a wheelchair or service animal, do not need to request special accommodations. CGC advises any candidate with mobility issues to specifically inquire as to accessibility at the examination site they have chosen at the time they schedule the examination. CGC has been assured that all examination sites are wheelchair accessible.

- Individuals with hearing deficits should not encounter any difficulty with the examination as the examination is administered without oral instruction. The examination site allows an interpreter to assist in the registration process, however the interpreter will not be allowed to assist during the taking of the examination.

Policy on Negotiating State Contracts

CGC believes strongly in the concept of mandatory certification for guardians in all states and in the organization's ability to provide certification services.

During negotiations with any state, or other entity, the following items will not be negotiated and CGC will not provide certification services if these items are not agreed upon by the representatives from the state:

All applicants will be tested on and receive National CGC Certification
All applicants must agree to adhere to the NGA Standards of Practice
The state must agree to and follow the disciplinary procedures of CGC
Examinations will only be provided via CGC online testing at testing centers contracted through CGC
Background checks will be conducted based on CGC's policies (this includes educational and identity verification)
CGC will retain ownership of the examination and questions
Recertification of the CGC certification is required
A favorable cost-benefit analysis must be conducted

Approved by Board of Trustees: 5.19.12

NOTE: At its meeting on August 16, 2013, the Board of Trustees made the following motion:
Motion made and seconded to allow for flexibility when negotiating the California and Florida state contracts to deviate from the current Policy on Negotiating State Contracts. Motion passed.

CGC Non-Discrimination Policy

The Center for Guardianship Certification (CGC) prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, or sexual orientation and any other class of individuals protected from discrimination under state or federal law in any aspect of the access to, admission, or treatment of examinees, volunteers, wards, or anybody having legitimate business with CGC. Furthermore, CGC policy includes prohibitions of harassment of Trustees and contractors, i.e., racial harassment, sexual harassment, and retaliation for filing complaints of discrimination.

CGC Accommodation Procedures

In compliance with The Americans with Disabilities Act (ADA), Public Law 101-336, the Center for Guardianship Certification (CGC) determines and approves "reasonable accommodations" for applicants with disabilities that may affect their ability to take required examinations. It is the applicant's responsibility to notify CGC of alternative arrangements needed. CGC is not required by the ADA to provide special accommodations if they are unaware of an applicant’s needs. The information provided to CGC, including any documentation regarding the individual’s disability and their need for accommodation in testing will be considered strictly confidential and will not be shared with any outside source without that individual’s express written permission.

Document and File Retention Policy

The Center for Guardianship Certification (CGC) retains hard files and electronic information on each individual who applies for certification, becomes certified, and renews their certification status through the organization. The hard files contain the initial application received, any recertification applications, complaints forwarded to Professional Review Boards, the related correspondence regarding responses to and from PRBs, notices of renewal requirements, and other pertinent information. As long as an individual recertifies their status with CGC, their file is kept at headquarters. Once an individual either fails the examination or fails to recertify with CGC, their information is kept for a period of two years and then discarded via a shredding company. The electronic files are kept indefinitely so the organization has record of previous certificants and is able to track those who return and those who have been decertified, as well.

All electronic copies of exam assessments (item and job analyses) are kept on file for 10 years. As we perform analyses every other year for items and every five years for the job analysis, this gives us back-up from previous analyses. The results of those assessments are kept on our password-protected server and backed-up daily. Only two staff members have access to the password for the server.

Results of examinations are kept in the electronic database indefinitely, allowing the organization to both conduct studies on examination results and to verify an individual has successfully passed the examination and is qualified to recertify. The hard copy is kept in locked file cabinets as long as that individual maintains their certification with CGC. Only two staff members have access to the server password as well as to the keys for the file cabinets for access.

This policy dictates that under no circumstances are assessment results shared with a candidate or any other third party unless a court of law requests that information be released. CGC will share areas for improvement by core competency with an examinee requesting a review of their examination if they were unsuccessful in their attempt to become certified; however, under no circumstances is the examination score ever shared with anyone. While scores are listed on the CGC website for candidates to check the status of their effort, it is listed by the individual's examination number, which is only ever shared with the examinee.

CGC Grandfather Policy

The Center for Guardianship Certification (CGC) recognizes that, when the organization was founded in 1997, there were individuals who were responsible for writing the articles of incorporation, developing the Bylaws of the organization, voting on those organizational documents, and taking part in decision-making about guardianship certification examinations including writing exam questions and assisting with both application and examination policies and procedures. Those individuals, some of whom were practicing guardians at the time, were granted certification through a grandfathering clause. They had to provide proof of continuing education and pay the required fees to maintain their certification through CGC.

There is currently only one individual who is still an active participant with CGC who was granted certification through the grandfathering clause. That individual continues to provide proof of continuing education as well as pay the required fees to maintain their certified status with CGC.

The only situation in which grandfathering would be considered would be in the individual participated in the development of the examination and was approved by the Board of Trustees.

CGC Professional Review Board Hearing Policies and Procedures
Updated: July 30, 2026

1. At the time of filing of the Response, the Respondent may request in writing to the CGC Executive Director that the Professional Review Board (PRB) provide an opportunity for the PRB to hear the Respondent.

2. The PRB will select the date and time of the hearing and notify the Respondent at least 30 days in advance of the hearing.

3. No later than two business days prior to the hearing, the Respondent may withdraw the request for hearing or request that the hearing be rescheduled to a date no more than 60 days later than the original date scheduled.

4. The Respondent will be responsible for all costs related to the hearing, see CGC Rules and Regulations IV.G.2. No refunds will be considered.

5. The CGC will be responsible for recording the proceedings. No other recordings will be permitted. The Respondent can request a copy of the audio recording, if desired. The use of AI tools may not be utilized during the hearing process.

6. The Respondent may be represented by counsel and may offer the testimony of witnesses.

7. At least one week prior to the hearing, the Respondent will notify CGC if they have any changes to the original hearing request form submitted.

8. One hour will be allotted for the hearing unless the Respondent demonstrates in writing to CGC at least two weeks prior to the hearing that more time is needed to provide a fair hearing. The PRB has the discretion to extend the time allotted, provided the Respondent has notice at least one week prior to the hearing.

9. The PRB will determine whether there is a preponderance of evidence that the Respondent has violated any provision of the CGC Rules and Regulations, NGA Model Code of Ethics and Standards of Practice and may impose any disciplinary or non-disciplinary action as set forth in the CGC Rules and Regulations, VI.H.

10. Panel members will verify in writing to CGC that they have no conflict of interest with the Respondent, counsel and witnesses; that they know of no existing or potential financial, business, professional, family, or social relations that would impair making a fair decision; and that they will maintain the confidentiality of all matters relating to the proceeding.

The hearing will proceed as follows:

1. The CGC Executive Director will explain the hearing procedure including the time allotted for the hearing; that the call is being recorded and no other recordings are permitted; that CGC counsel may participate in the hearing; that the identity of the PRB panel members is kept confidential; and that each PRB member has verified in writing to CGC that they have no conflict of interest with the Respondent, counsel and witnesses; that they know of no existing or potential financial, business, professional, family, or social relations that would impair making a fair decision; and that they will maintain the confidentiality of all matters relating to the proceeding.

2. Respondent will introduce self, counsel, and witnesses, if any.

3. CGC's legal counsel or Executive Director will administer an oath or affirmation to the Respondent and any witnesses that they will tell the truth, subject to discipline of the Respondent under the CGC Rules and Regulations II.C.6.

4. The PRB Chair will offer a brief opening statement summarizing the complaint and identifying the issues raised.

5. The Respondent will then present their case with oral testimony, and using only the documentary evidence provided and witnesses they identified in advance of the hearing.

6. PRB members may question Respondent and any witnesses.

7. The Respondent or Respondent's counsel may make a brief closing statement summarizing the Respondent's defense.

8. The Respondent, counsel and witnesses exit the call. The PRB may then begin deliberations or reconvene at a later date to reach a decision.

9. The PRB will render a decision within 90 days of the hearing and notify the Petitioner and Respondent in writing of the decision.

Policy for Sharing Past Professional Review Board (PRB) Actions

Summary: The CGC Rules & Regulations for the certification program(s) includes the following statement related to "Decision of the PRB": All correspondence related to the final decision of a PRB, which is of a non-disciplinary or disciplinary nature and placed in the permanent file of the Respondent, can be shared with future PRBs.

Purpose: The purpose of this policy is to create an internal procedure for handling situations where past Professional Review Board (PRB) action(s) are shared with a sitting PRB.

Process: The following process is being recommended by the Disciplinary Process Committee, with approval of legal counsel:

> If, after reviewing a complaint, the PRB finds that the respondent engaged in prohibited conduct, the Executive Director, prior to notification of the PRB's decision being issued, will share with the PRB a summary of past complaints against the respondent, which includes the date(s) of those past complaints, the prohibited conduct, and the PRB's decision and action. Any additional relevant information about the respondent, that is publicly available and known to the Executive Director, will be shared with the PRB members concurrently. Upon request of the PRB, the Executive Director will share the entire file or any parts therein, with the PRB members. A PRB, when determining the nature of any action to be taken, may consider disciplinary and non-disciplinary actions imposed on the Respondent in connection with past complaints.

Implementation: Immediately upon Board approval.

Approved: March 1, 2019

NCG CERTIFICATION

Center Guardianship Certification
National Certified Guardian Committee

JOB DESCRIPTION

Purpose: To oversee the National Certified Guardian certification process and policies.

Membership:
The National Certified Guardian Committee Chair will, in consultation with the CGC President, invite persons to serve on this committee. The number of Committee members should be at least 4 and no more than 8, including the chair. This number does not include the President of CGC who is an ex-officio member of the committee.

Eligibility for Committee Membership: In order to be a member of the National Certified Guardian Committee an individual must be:

- Certified as a National Certified Guardian (NCG) or willing to waive the right to seek certification;
- Willing to participate in teleconference calls and make at least one trip annually to a central location for committee meetings;
- Have an historical perspective related to the certification process;
- Have some exam writing and/or guardianship experience; and
- Willing to sign the Committee Member Ethics and Disclosure Statement.

Chief Responsibilities:

- Promote the NCG Certification among guardians and allied professionals;
- Assist in writing and editing the multiple choice examination questions;
- Review results of item and job analysis and assist in remapping examinations;
- Review CEU guidelines and make recommended changes to that process;
- Review renewal and retention of certified individuals;
- Provide reviews to those who are unsuccessful in passing the examination;
- Review any issues related to applications received that are questionable or need clarification by staff to move forward;
- Review and make recommended revisions to the NCG Rules and Regulations to the Board of Trustees, as needed; and
- Develop policies and procedures related to National Certified Guardian certification and recertification for presentation to the CGC Board.

Reimbursement:
Serving on this committee is a volunteer (unpaid) position. Expenses for in-person meetings will be reimbursed under CGC Guidelines.

NMG CERTIFICATION

Center Guardianship Certification National Master Guardian Committee

JOB DESCRIPTION

Purpose: To oversee the National Master Guardian certification process and policies.

Membership:
The National Master Guardian Committee Chair will, in consultation with the CGC President, invite persons to serve on this committee. The number of Committee members should be at least 4 and no more than 7, including the chair. This number does not include the President of CGC who is an ex-officio member of the committee.

Eligibility for Committee Membership:
In order to be a member of the National Master Guardian Committee an individual must be:

- A member in good standing of the National Guardianship Association;
- Certified as a National Master Guardian or willing to waive the right to seek certification;
- Willing to participate in teleconference calls and make at least one trip annually to a central location for committee meetings; and
- Willing to sign the Committee Member Ethics and Disclosure Statement.

Chief Responsibilities:

- Promote the NMG Certification among guardians and allied professionals;
- Write the multiple choice and essay portions of the test;
- Screen applicants to sit for the exam by comparing their applications with NMG Rules and Regulations;
- Recommend revisions of the NMG Rules and Regulations to the Board of Directors as needed;
- Develop policies and procedures related to National Master Guardian certification and recertification for presentation to the CGC Board; and
- Grade the essay portion of the exams in a timely manner.

Reimbursement:
Serving on this committee is a volunteer (unpaid) position. Expenses for in-person meetings will be reimbursed under CGC Guidelines.

IN-HOUSE INSTRUCTIONS FOR PROCESSING NMG CANDIDATES

1. As applications are received, the candidate needs to be placed into a database and assigned a random examination number as well as which multiple-choice and essay examinations they will receive. (see # 8 below for distribution)

2. Once received, staff will review application to ensure:

    a. all required documentation has been submitted (#4 of Qualifications);
    b. application has been submitted in a timely fashion;
    c. candidate has pre-requisite education and experience, employment, and extent of guardianship practice (#2 and #3a of Qualifications);
    d. requisite number of names and contact information for recommendations are included; and
    e. required attestations are signed.

3. Staff will notify NMG candidate of any irregularities and ask for corrections or additions.

4. Staff will forward the narrative section, pages of application that give education and experience and resume to the National Master Guardian Committee members. That portion of the application that gives payment information should be eliminated before sending. The National Master Guardian Committee members will review the narrative to determine if candidate's narrative demonstrates experience in at least six of the categories listed in #3c of qualifications. Each committee member is responsible for notifying staff of approval or denial of application.

5. Staff will notify candidates whether they have been approved to sit for the exam.

6. No less than five business days prior to the examination, the staff will send to the proctor a "thank you for agreeing to proctor" form letter and the following supplies:

    a. Sharpened pencils
    b. Examination packets
    c. Sign-in form (which lists the name of each person already typed in
    d. Instructions to give to examinees about the examination
    e. Return UPS label for examination packets, pencils and sign-in sheet

7. If the candidate is taking the exam for the first time, there should be two packets for each candidate – one for the morning and one for the afternoon. If several people are taking the exam, the packets should be sorted so that all the morning packets are together and all the afternoon packets are together. If the candidate is re-taking either section of the exam, staff will prepare the appropriate packet

that reflects the section of the exam to be retaken. Examination packet(s) for each examinee will include the following items:

a. A large envelope that contains instructions for the morning sessions, the **multiple-choice examination**, a bubble sheet, an index card with the examinee's random examination number and a smaller envelope. This large envelope is given to the examinee and has his or her name on it.
b. A large envelope that contains instructions for the afternoon session, **essay questions**, notebook and smaller envelope. This large envelope is given to the examinee and has his or her name on it.

8. Rotate the assignment of exam versions to candidates.
   a. There are three versions of the multiple-choice examination (A, B & C). The examinees need to receive an equal distribution of the examination. (For example, if nine individuals are taking the examination, 3 will get the "A" version, 3 will get the "B" version, and 3 will get the "C" version).
   b. There also are three versions of the essay exam. They should also be distributed on a rotating basis. The candidate taking multiple-choice examination A does NOT need to receive essay version A.
   c. Even if the exams are not being given on the same day to multiple candidates, the exams should be rotated so that the next person who takes the exam gets a different version from the one given the last person who took the exam at any location.
   d. Persons who take the exam more than once should be given different versions of the exam each time. NEVER give a candidate the same questions twice.

9. After the examinations are returned, staff will grade the multiple choice portion of the NMG examination. A copy or PDF of the bubble sheet will be sent to the NMG Chair.

10. To pass the multiple-choice portion of the NMG examination, the examinee must obtain a grade of at least 75%.

11. The NMG essay questions are divided equally among the members of the NMG Committee. The answers from the examinee are scanned and e-mailed. Each question will be graded by two people. A different pair of people should be assigned to each essay.

12. The email to the NMG Committee should note the following: timeframe for returning results (approximately 3 weeks); who received which questions; answer key for questions the committee member has been assigned; and instructions regarding returning the score sheets to staff.

13. The graded essay scores are sent to the Chair of the NMG Committee.

14. To pass the essay portion of the NMG examination, the examinee must obtain a grade of at least 75%. If two graders' scores are more than 5 points apart and

reconciling the scores would make a difference in whether the candidate passes or fails, the NMG Chair will notify the graders to contact one another and try to come to a closer agreement on the score.

15. After scores have been reconciled, Committee Members should return their score sheets to staff who will place them in the appropriate candidate's file. The reviewer's copy of the essay should be destroyed after six months.

16. Candidates must pass both the essay and multiple choice portions of the test in order to be certified as a National Master Guardian.

17. Once the examinations are scored, pass/fail letters are sent to the examinees along with certificates, an identification card, and NGA membership application for those who have passed. Letters to candidates who have failed will indicate whether they failed the essay, the multiple choice or both portions of the exam with instructions on how to re-sit for the failed portion(s) of the exam.

18. For those candidates who passed, staff updates the database and the web site and sends their contact information NGA for follow-up as member prospects.

19. When a candidate asks to re-take the exam, CGC staff will send the following information to the NMG Chair:

    a. Name of candidate
    b. Dates of previous exam(s)
    c. Versions of the exam which the candidate previously took
    d. Versions of the exam which the candidate will be assigned for the re-test
    e. Proposed date and place of the exam re-take

INSTRUCTIONS FOR DETERMINING PASS OR FAIL ON NMG ESSAY QUESTIONS

1 Use attach grid pattern to create a grading grid for the essay tests.

2 Record scores from each person grading the test and tally the scores.

3 If total score is 300 or above, the candidate passed the essay portion of the test. (See Candidate Dexter on other sheet.)

4 If total score and the total differences in the scores given by the two graders, does not equal 300 or above, the candidate failed the essay portion of the test. (See Candidate Euphonia.)

5 If the differences between the two persons grading each question indicates that a reconciliation of the two scores could result in passing score of 300 or more, contact the graders and ask them to reconcile their scores. (See Candidates Foster and Granville.)

FEEDBACK ON FAILED EXAMS TO NMG CANDIDATES

A failed National Master Guardian candidate may request feedback regarding the failed exam by calling the Center for Guardianship Certification. Staff will request a volunteer from the NMG Committee talk with the candidate. Access to a call to give feedback on an exam is not guaranteed and depends on the availability of a volunteer member of the National Master Guardian Committee.

Candidates will be e-mailed or mailed a copy of this policy prior to the conversation so that they know what to expect.

Premise:
The mission of the Center for Guardianship Certification is to enhance the quality of guardianship services through national certification. In regard to certification, the responsibility of CGC is to develop, administer, and grade the certification examinations. Education in preparing for the examination is the responsibility of our sister organization, the National Guardianship Association. Separation of these two responsibilities is critical to the validity of the certification process. The Center for Guardianship Certification must be absolutely sure that no candidate has an advantage over other candidates. However, CGC is mindful that candidates who are not successful in passing the examination are desirous of learning how they could improve their performance on subsequent examinations.

General Information which may be shared:
1. Information about the grading process, including:
    a. that the essay portion of the examination was graded only by committee members,
    b. that two committee members separately graded each exam question, and
    c. that each question was graded by a different set of committee members
2. Reassurance that you have reviewed their answers again and that you have confirmed there was not a mistake in grading.
3. General trends that you have observed might cause people to fail.

Multiple Choice:
Information that may be discussed includes:
1. Trends in particular types of questions missed. For example, missed questions had to do with finances or client rights or health.
2. Definition and explanation of the best right answer.
3. Tips for taking a multiple choice test.
    - Read the questions carefully.
    - Take your time and read the question again if necessary
    - Do the questions you are sure of first
    - Go back to the questions you skipped

Essay Exam

Information that may be discussed includes:

1. Information on which essay subjects (or core competencies) the candidate made a low score.
2. Information about how the essay questions are graded.
3. Tips for doing a better job of taking an essay test:
    a. Balance covering a lot of different aspects or issues of the case scenario with discussing each aspect or issue fully enough
    b. Notice the points assigned to each subpart as a guide to the detail we are expecting.
    c. The “no less than x” language in the question is a very direct clue as to how many specific topics we are looking for in assigning points.

Conversations will not include information on whether the candidate came close to getting the required 75% on either part of the exam.

RECERTIFICATION AND CEUs

Multiple Recertifications

The Board of Trustees of the Center for Guardianship Certification understand that, give financial constraints of some governmental entities, it is sometimes necessary to review the renewal date of certified individuals employed by the same organization or governmental agency. For the sake of consistency and ease of payment for recertification of these individuals, the CGC Board gives approval for staff, upon request by an organization or governmental agency, to change the recertification date of those individuals employed by that same entity to one consistent date, and bill that organization or governmental agency for all those certified individuals for their recertification at one time.

CGC Certification Renewal Guidelines

CGC must receive a properly completed application for re-certification not more than 45 days after the certification expires. The re-certification application shall be accompanied by the appropriate fee or it shall be denied.

Individuals filing re-certification applications more than 45 days after their certification expires shall be denied re-certification. In such case, the certification process must begin again. At that time, the CGC website will be updated to remove the individual from the listing of certified guardians.

All communications regarding the certification and recertification process is by e-mail. If a certified guardian does not receive verification within a certain time, then it is their obligation to follow-up with CGC. Electronic notification will be as follows:

60 days prior to expiration	First Notice
30 days prior to expiration	Second Notice
45 days after expiration	Letter noting re-certification denied and can reapply, guardian is not permitted to use the “national certified guardian” or “national master guardian” designation, the guardian’s name will be removed from listing on website, and asking them to let CGC know if an error has occurred.

The NCG and NMG recertification application forms are on the website as a mandatory fillable form with required payment online. There is an exception for the governmental organizations that do not allow online payment.

As CGC removed the notary requirement effective 2/5/10, and removed it from all recertification forms, individuals are swearing under oath by possible penalty of perjury that their statements are true and correct on the application.

Continuing education certificates are not required to be submitted, but the guardian is advised to retain their certificates as there would be possible audits in the future. CGC staff will conduct random audits.

Certificates are sent as a PDF file with the individuals name already printed on the certificate and sent when the guardian receives the e-mail verifying their certification.

Revised by Board Motion - February 5, 2010

AWARDS

National Master Guardian Star Achievement Award Criteria and Procedures

(Revised and Approved – April 20, 2026)

NMG Star Achievement Award Policies and Procedures

The purpose of the NMG Star Achievement Award is to recognize an outstanding Master Guardian who demonstrates knowledge of advanced guardianship concepts and ethics, and displays a significant contribution to both the guardianship community and their community-at-large.

Criteria

1. All current NCGs, NMGs, and members of the National Guardianship Association (NGA) are eligible to nominate a Master Guardian for the NMG Star Award.
2. Nominees must meet the following criteria:
    a. Must be a Master Guardian, but no self-nominations will be permitted.
    b. The nominee must be a member of NGA, which demonstrates significant contribution to the guardianship community.
    c. The nominee should have some affiliation with his/her state association, if one exists.
    d. The nominee must not have received the NMG Star Award in the past.
3. Nominations must include the following information:
    a. The nominee's and nominator's name, organization/firm, address, telephone number and email address.
    b. Specific examples demonstrating the nominee's leadership within the guardianship community.
    c. Specific examples on how the nominee exemplifies the NGA Standards of Practice and Ethical Principles.
    d. A description of how the nominee contributes to the larger community.
4. Nominations will be accepted and reviewed annually; however, the Awards committee reserves the right to not present this award in any one year.

Procedures

- A nomination form will be distributed and posted on the CGC website Staff at least six months prior to NGA Conference.
- Nominations are due to CGC Staff at least 60 days prior to the NGA Conference.
- All nomination forms and supporting documentation will be presented to the Awards Committee for review. (The CGC Award Committee will be comprised of the NCG Committee chair, the NMG Committee chair, and the CGC board officers.)
- A decision will be made by the Awards Committee at least 30 days prior to the NGA Conference.
- CGC Staff will notify the individual receiving the award to ascertain if they will be in attendance at the NGA conference.
- CGC Staff will order an individual award recognizing the NMG Star Award recipient.
- If the recipient will be in attendance, the award will be presented at the conference. If the recipient is not in attendance, the award will be sent to the recipient along with a letter of congratulations and notification that their honor will be announced at the NGA conference.

Fred Kretz Cornerstone Award
Criteria and Procedures

Fred Kretz Cornerstone Award Policies and Procedures

The purpose of the Fred Kretz Cornerstone Award is to recognize an outstanding Individual who demonstrates and promotes guardianship certification, concepts and ethics, and displays a significant contribution to both the guardianship community and their community-at-large.

Criteria

1. All current CGC and NGA board members and CGC certified guardians are eligible to nominate an individual for the CGC Fred Kretz Cornerstone Award.
2. Nominees must meet the following criteria:
    a. The nominee should have some affiliation with the Center for Guardianship Certification.
    b. The nominee must demonstrate significant contribution to the guardianship community and promote guardianship certification at both a local and national level.
    c. The nominee must not have received the CGC Fred Kretz Cornerstone Award in the past.
3. Nominations must include the following information:
    a. The nominee's and nominator's name, organization/firm, address, telephone number and email address.
    b. Specific examples demonstrating the nominee's leadership within the guardianship community.
    c. Specific examples of how the nominee's promotes certification within the guardianship community.
    d. A description of how the nominee contributes to the larger guardianship community.
4. Nominations will be accepted and reviewed annually; however, the organization reserves the right to not present this award in any one year.

Procedures

- A nomination form will be distributed by CGC Staff at least six months prior to presentation to those eligible to nominate an award recipient.
- Nominations are due to CGC Staff at least 60 days prior to the NGA Conference.
- All nomination forms and supporting documentation will be presented to the CGC board officers for review.
- A decision will be made at least 30 days prior to the NGA Conference.
- CGC Staff will notify the individual receiving the award to ascertain if they will be in attendance at the NGA conference.
- CGC Staff will order an individual award recognizing the CGC Fred Kretz Cornerstone Award recipient.
- If the recipient will be in attendance, the award will be presented at the conference. If the recipient is not in attendance, the award will be sent to the recipient along with a letter of congratulations and notification that their honor will be announced at the NGA conference.

National Certified Guardian Excellence Award Criteria and Procedures

(Revised and Approved – April 20, 2026)

NCG Excellence Award Policies and Procedures

The purpose of the NCG Excellence Award is to recognize an outstanding National Certified Guardian who demonstrates exemplary commitment to NGA Standards of Practice and Ethical Principles in client services; and displays a significant contribution to both the guardianship community and their community-at-large.

Criteria

1. All current NCGs, NMGs, and members of the National Guardianship Association (NGA) are eligible to nominate a National Certified Guardian for the NCG Excellence Award. No self-nominations will be permitted.
2. Nominees must meet the following criteria:
    a. Current National Certified Guardian.
    b. Member of NGA or member of their state association, if one exists.
    c. Demonstrates significant leadership contributions to the guardianship community.
    d. Not received the NCG Excellence Award in the past.
    e. Active in making positive contributions in other community organizations.
3. Nominations must include the following information:
    a. The nominee's and nominator's name, organization/firm, address, telephone number and email address.
    b. Specific examples on how the nominee advances the NGA Standards of Practice and Ethical Principles in his or her own work and the work of others.
    c. Specific examples demonstrating the nominee's leadership within the guardianship community.
    d. A description of how the nominee contributes to the larger community.
4. Nominations will be accepted and reviewed annually; however, the Awards committee reserves the right to not present this award in any one year.

Procedures

- A nomination form will be distributed and posted on the CGC website by Staff at least six months prior to the NGA Conference.
- Nominations are due to CGC Staff at least 60 days prior to the NGA Conference.
- All nomination forms and supporting documentation will be presented to the Awards Committee for review. (The CGC Awards Committee will be comprised of the NCG Committee chair, the NMG Committee chair, and the CGC board officers.)
- A decision will be made by the Awards Committee at least 30 days prior to the NGA Conference.
- CGC Staff will notify the individual receiving the award to ascertain if they will be in attendance at the NGA conference.
- CGC Staff will order an individual award recognizing the NCG Excellence Award recipient.
- If the recipient will be in attendance, the award will be presented at the conference. If the recipient is not in attendance, the award will be sent to the recipient along with a letter of congratulations and notification that their honor will be announced at the NGA conference.