



**TRUE**

**TRUE Advisor Certificate Program Handbook  
July 2018**

# CONTENTS

- Program Description ..... 1
- Scope ..... 1
- Course Requirements ..... 1
- Fees ..... 1
- Program Resources ..... 1
- Assessment ..... 1
  - Passing score ..... 2
  - Exam security ..... 2
- Certificate Term ..... 2
- Certificate Issuance, Use and Designation ..... 2
  - Certification issuance criteria ..... 2
  - Certificate use ..... 2
  - Designation use ..... 2
- Course Modules ..... 3
- Accommodations ..... 4
- Non-Discrimination Policy ..... 4
- Complaints ..... 4
  - Resolution of concerns ..... 4
  - Submission of program complaints ..... 4
- Appeals ..... 4
  - Definition ..... 4
  - Appeal submission ..... 4
- Confidentiality ..... 5
- Contact ..... 5

# PROGRAM DESCRIPTION

The TRUE Advisor is a certificate program that uses instructional design principles to deliver best in class education. The course consists of 12 on-demand, self-paced modules and the assessment will be a 75-question exam delivered online via a computer-based testing platform.

## SCOPE

The TRUE Advisor certificate demonstrates that an individual possesses basic knowledge of zero waste terminology, tools, technologies, and implementation strategies to assist in the TRUE Zero Waste certification process in accordance with the TRUE Zero Waste Rating System.

## COURSE REQUIREMENTS

There are no eligibility requirements to participate in the program. Individuals must complete the online course and pass the assessment over a period of 90 days in order to earn the TRUE Advisor certificate. The online course is three hours in length; however, it may take participants up to 6.5 hours to complete the entire course as they complete the activities, download template and take notes. Your progress will be saved as you work, so you may exit the course at any time to resume where you last stopped. You must view the modules and slides sequentially, so you will not be able to advance and/or skip ahead.

The certificate program provides a comprehensive curriculum for the individual who wants to learn about zero waste policies and programs and help projects participating in TRUE Zero Waste certification. TRUE Advisor certificate holders have a practical understanding of the most current zero waste business principles and they demonstrate a clear commitment to professional growth in advancing TRUE values. After successful completion, a TRUE Advisor will help prepare businesses for TRUE Zero Waste certification and assists organizations through the certification process.

## FEES

The non-refundable certificate program fee is \$350 USD for USGBC members and \$450 USD for non-USGBC members. View the [TRUE website](#) for more information on pricing.

## PROGRAM RESOURCES

The course has a "Resource" slide containing links and downloads. Additionally, each module will come with a set of downloadable guided notes to reinforce the learning and to create a document that can be easily referenced for future use.

## ASSESSMENT

Individuals will be assessed to see if they have attained the learning outcomes of the course through a 75-question, 90-minute online exam. You must pass the exam in order to receive the certificate. The link to launch the exam will be provided in your [TRUE account](#) upon completion of the course and you must complete the exam during the 90-minute window. You may not pause, exit or restart the exam. You will be permitted a maximum of two opportunities to take and pass the exam. If you do not pass the exam within these two opportunities in your 90-day registration period, you will be required to register and pay for the certificate program again.

The exam has both scored and unscored items. All items are delivered randomly throughout the exam and candidates are not informed of an item's status, so candidates should respond to all the items on the exam. Unscored items are used to gather performance data to inform whether the item should be scored on future exams.

## **PASSING SCORE**

A score of 77 percent or higher is required to pass and your results will be displayed on screen at the end of the exam.

## **EXAM SECURITY**

To ensure the integrity of the TRUE Advisor exam, individuals will be required to review and accept the following terms:

- The exam and the questions contained therein are the exclusive property of GBCI and are protected by federal copyright law. No part of the exam may be copied, reproduced in part or whole by any means whatsoever, including memorization.
- Individual participation in any irregularity occurring during the exam, such as giving or obtaining unauthorized information or aid, as evidenced by an observation or subsequent statistical analysis, may be sufficient cause to invalidate the results of the exam or the certificate issued, or other appropriate remedy.
- Individuals verify that they have successfully met the program requirements. If at any time it is confirmed an individual has not met all the requirements, individuals will no longer be eligible for the certificate, or will have their current certificate invalidated.
- Individuals verify that they solely are responsible for the answers provided on the exam and that they were not provided assistance by other individuals.

# **CERTIFICATE TERM**

The TRUE Advisor certificate will be valid for three (3) years. The first day of the certificate period is the date the course assessment was successfully completed. At the end of the three-year certificate term, individuals must take the updated certificate program in order for the certificate to remain valid. There is no renewal requirement.

Individuals who successfully complete the TRUE Advisor certificate program will earn 7.5 CE hours and CE hours will be reflected on the certificate.

# **CERTIFICATE ISSUANCE, USE AND DESIGNATION**

## **CERTIFICATE ISSUANCE CRITERIA**

A non-transferable TRUE Advisor certificate will be issued by GBCI and available for download within 72 hours only to individuals who meet all certificate program requirements.

## **CERTIFICATE USE**

The TRUE Advisor certificate may not be revised or altered in any way. It must be displayed in the same format as produced by GBCI and cannot be reproduced unless such reproduction is identical to the certificate provided by GBCI.

## DESIGNATION USE

Individuals who successfully meet all certificate program requirements are authorized to use the TRUE Advisor designation during the term of the certificate. This designation may not be altered in any way and it must be displayed in full (i.e., TRUE Advisor). Individuals must discontinue use of the designation at the end of the certificate term. Upon retaking the certificate program, individuals will again be able to use the TRUE Advisor designation.

## COURSE MODULES

01. Introduction	02. Overview of Zero Waste and a Zero Waste Facility	03. TRUE Zero Waste Certification and the Role of the TRUE Advisor
04. Redesign, Reduce, Reuse	05. Bin Right Sizing	06. Compost (Re-earth) and Recycle
07. Zero Waste Reporting and Diversion From Landfill, Incineration (WTE) and Environment	08. Zero Waste Metrics	09. Zero Waste Purchasing, Leadership, Training and Zero Waste Analysis
10. Zero Waste Audits	11. Upstream Management, Hazardous Waste Prevention, Closed Loop and Innovation	12. Conclusion and Next Steps

# ACCOMMODATIONS

If a participant has a documented disability that would prevent him or her from taking the certificate program under standard conditions, he or she may request a reasonable accommodation under the provisions of the [Americans with Disabilities Act \(ADA\)](#). Reasonable accommodations will be granted to ensure that every participant has the opportunity to learn and test on a level field with others, but not to provide any participant with an unfair advantage over others. Accommodation requests will be considered on a case by case basis.

If you require accommodations, you must indicate this during your program registration process by checking the box that says "Yes, I need accommodations." To request accommodations, you and your health care provider will each need to complete one form, the [Candidate Form](#) and the [Provider Form](#), to document the disability and the need for accommodation. Each request will be evaluated individually.

# NON-DISCRIMINATION POLICY

GBCI does not discriminate or deny opportunity to anyone on the grounds of sex, age, religion, race, marital status, parental status, status as a veteran, sexual orientation or nationality.

# COMPLAINTS

## RESOLUTION OF CONCERNS

Individuals with concerns regarding the exam, personnel, or other elements of the certificate program are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

## SUBMISSION OF PROGRAM COMPLAINTS

A complaint must be submitted in writing to GBCI Credentialing staff within 10 calendar days of the incident's occurrence. In the case of complaints related to the course or exam administration, those must be submitted in writing within 10 calendar days after the applicable course/exam administration. The submission must be sent to [trueadvisor@gbc.org](mailto:trueadvisor@gbc.org). The submission must include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Dissatisfaction based on hearsay will not be considered as a complaint. Anonymous complaints will not be considered.

# APPEALS

## DEFINITION

An appeal is a formal request for reconsideration of an adverse decision related to an affected individual's achievement of a certificate.

## APPEAL SUBMISSION

An appeal must be made in writing [via email to GBCI credentialing staff](#) within 10 calendar days of receiving the determination being appealed. The written appeal must include the stated appeal, the reason for the appeal (including relevant rule and supporting materials), the individual's contact information and a \$50 appeal fee.

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# CONFIDENTIALITY

GBCI recognizes your rights to control personal information. GBCI policy is designed to safeguard this information from unauthorized disclosure. You can change your preference to be contacted by updating your personal preferences in your TRUE account.

To protect your rights, course completion status and exam results are released only to you and authorized GBCI staff. GBCI does not release exam results except for use in research studies that preserve your anonymity. Participants' scores will always remain confidential unless released with written consent of a candidate.

Official statistics regarding the TRUE Advisor certificate program, including all exam item performance data, individual data and demographic data, will be considered confidential; however, GBCI may publish aggregate, non-identifying information based on such data.

# CONTACT

## GREEN BUSINESS CERTIFICATION INC.

2101 L Street NW, Suite 500,  
Washington, DC 20037 | [gbc.org](http://gbc.org) | [trueadvisor@gbc.org](mailto:trueadvisor@gbc.org)

**Call Center:** 1-800-795-1746 (within the US) or +1-202-742-3792 (outside the US)

GBCI's call center is available Monday through Friday from 9:00 to 17:30 ET for questions regarding registration, USGBC member pricing, your account and the TRUE Advisor Directory.