Five Diamond Program Changes
*TMA Operator Recertification Program, implemented in 2021*

**Operator recertification requirement for the Five Diamond Designation**

Certification is a vital component of professional development and essential in compliance training. Periodic recertification demonstrates a commitment to maintaining competency. Recertification ensures your operator’s skills and knowledge are up-to-date on the regulations and rules that are essential to their job and industry.

The Five Diamond Committee and the TMA Board moved to include the addition of a recertification component for the Operator courses; certified operators will be required to recertify every three years. The operator recertification requirement began with the 2021-2022 Five Diamond Designation renewal cycle.

Beginning with the 2021 renewal period, operators must meet the recertification requirement to remain in compliance. Full program compliance is expected by December 31, 2022. At minimum, operators that last received their certification in 2019 or prior, must recertify in 2022. By the end of the two-year transition period, each operator must be recertified within a three-year period. Requests for adjustment to program compliance deadlines will be reviewed on a case-by-case basis.

**Why?**

In order to maintain the integrity of the certifications, we are implementing a recertification program:

- TMA has been providing operator certification training for almost two decades.
- TMA offers the premier operator training program for the TMA Five Diamond program.
- Both TMA operator courses (Level 1 and 2) are regularly reviewed and updated to meet the current needs of the monitoring center operator.
- Recertification is important to support your commitment to ongoing job-related education and testing.

**What is the cost?**

Several course options are available and discounted rates will be offered for recertification bulk license purchases until June 30, 2022.

- TMA offers multiple options to complete recertification, for the same price of $99/student, every three years. For a limited time, member bulk pricing will be available for purchases of 10 or more recertification licenses (Level 2 is not included in the recertification pricing/bulk discounts).
- There is also the commitment of time to complete the required recertification training (about 2 to 6 hours depending on the option you choose).

**Compliance Requirements**

There are four options available to complete recertification:

1. Retake Level 1 (2017 version); pass the exam at 85%
2. If you have taken Level 1 (2017 version), you also have the option of taking Level 2* (2020 version); pass the exam at 85%
3. Test out: Student bypasses course material and must pass the Level 1 test at 90%
4. Complete 1 of 3 bundled modules; pass the exam at 85%:
   - Operations
   - Technology
   - Customer Service

* Level 2 is not included in the recertification pricing/bulk discounts.

**Summary**

- Changes began with the Five Diamond Designation 2021 renewal cycle, with full program compliance expected by December 31, 2022.
- Operators must recertify every three years
- Operators that last received their certification in 2019 or prior, must recertify in 2022
- Requests for adjustment to program compliance deadlines will be reviewed on a case-by-case basis

Thank you for your continued support of TMA and the Five Diamond Designation program!

Have questions or need assistance? Contact TMA at fivediamond@tma.us or 703-660-4914.
TMA Five Diamond Dealer Program
For Alarm Companies with Accounts Monitored by TMA Five Diamond Members

The Monitoring Association launched the Five Diamond Dealer Program in 2019. The program provides Five Diamond Member companies with dealers an additional benefit for participating in the Five Diamond Program. Dealers of currently designated Five Diamond companies who choose to participate will have access to a special logo and will be listed on the Five Diamond page of TMA’s website.

Why Should I Participate in the Five Diamond Dealer Program?

- The distinction between the Five Diamond designated company and Five Diamond dealer logos will help protect the integrity of the Five Diamond logo and Five Diamond designation for currently designated companies.

- Inviting your dealers to participate in the dealer program can be considered a customer benefit for them.

- The implementation of this program could expand the reach of Five Diamond to alarm monitoring centers and dealers previously unfamiliar with it.

What are the requirements?

- Dealers are only allowed to participate if they have accounts monitored by a currently designated Five Diamond company.

- As the Five Diamond designated member, you choose which dealers to invite to participate in the program. No dealer will be allowed to participate without their Five Diamond monitoring company’s approval. You will be responsible for explaining the steps and benefits of the dealer program to each dealer.

- Once interested Five Diamond companies have renewed their designation for the current year, they will receive the Five Diamond Dealer Program Application Packet to distribute to their dealers.

- Dealers wishing to participate will be required to complete and return the Dealer Program application and TMA Membership application to fivediamond@tma.us. Upon approval, they will become a TMA Security Technology Services Provider member and be designated Five Diamond.

How Can I Participate or Find Out More?

- Complete your 2022 TMA Five Diamond Application/Renewal, indicating in the appropriate areas your desire to participate in the dealer program.

- Once your application has been submitted and approved, TMA will provide you with the Five Diamond Dealer Program Application Packet.

Have questions or need assistance? Contact TMA at fivediamond@tma.us or 703-660-4914.
TMA Five Diamond Checklist 2022
A 100% Operator Certified Monitoring Center

Company Name: _________________________________________________________________________________

☐ NEW    ☐ RENEWAL

☐ Completed application form.

☐ Provide a copy of your UL, FM and/or ETL Certificate.
  • Include a certificate from an inspection completed this calendar year (expiration date should be in 2023).
  • If your inspection date has been delayed, submit the certificate that you have on file with the understanding that you must provide the current year’s inspection certificate to TMA upon completion.
  • If your monitoring center is located in Canada, include the ULC listing.

☐ Download and attach your operator transcripts in spreadsheet format for TMA’s Operator Level I and/or Level II courses, for details see “How to Export Student Transcript”. Include data for all currently employed operators and verify the number of operators listed on the transcript match the number of current operators listed on the Five Diamond Application. For operators trained at another company, include their course certificate of completion.

☐ Verify your 2022 TMA Membership is in good standing and dues have been paid for the current calendar year. (Note: membership dues are billed separately from the Five Diamond application fee.)

☐ Complete and sign the Five Diamond Logo License Agreement.

☐ Notarize the Application form (US-based companies only; Canada-based companies are exempt).

☐ I have read, acknowledge and understand the change to the Five Diamond program that now requires a 3-year recertification requirement for all monitoring center operators. For details see the “Five Diamond Program Changes” document include with the application packet for details or view online HERE.

☐ I would like to learn about or participate in TMA’s Five Diamond Dealer Program. To participate in TMA’s Five Diamond Dealer Program:
  • Complete and sign the Five Diamond Dealer portion of the Logo License Agreement
  • Include a list of Dealers you have invited or plan to invite to participate in the program
  • If you opt to participate in the new program, TMA will send you a Five Diamond Dealer Packet to distribute to your dealer(s). (Dealer documents include: Five Diamond Dealer Application and TMA Membership Application). NOTE: There is no additional cost for you to participate in the Dealer Program, however Dealers must become members of TMA.

☐ Return the completed application, with all required materials:
  • Online: https://tma.us/programs/fivediamond/application
  • Email: fivediamond@tma.us
  • Mail: The Monitoring Association, 7918 Jones Branch Drive, Suite 510, McLean, VA 22102

☐ Include payment or copy of payment receipt for TMA Five Diamond Application Fee, $350.00. Please note: Applications require payment in order process.
  • Pay online: HERE (login is your email address). Application fee is non-refundable.
  • Pay by check: The Monitoring Association, 7918 Jones Branch Drive, Suite 510, McLean, VA 22102
  • Pay by phone with credit card: 703-660-4914, 703-660-4918, or 703-660-4919

OPTIONAL: Purchase a TMA Five Diamond Plaque HERE (login is your email address)

PLEASE NOTE: TMA periodically audits Five Diamond designated companies to ensure that program requirements are being met. The operator training as well as member participation in TMA activities are both commitments associated with the program. If you have questions or would like to engage in member activities, please contact us at fivediamond@tma.us.

Have questions or need assistance? Contact TMA at fivediamond@tma.us or 703-660-4914.
TMA Five Diamond Application 2022
A 100% Operator Certified Monitoring Center

☐ NEW
☐ RENEWAL

Company Name: ____________________________________________________________

Company Address: __________________________________________________________

Company City/State/Zip: ____________________________________________________

Company Main Phone: _____________________________   Website: _______________________________

Five Diamond Contact Name: __________________________________________________

Contact Title: __________________________________________________________________

Contact Phone: ______________________________   Contact Email: __________________________________

☐ We are a TMA Member in good standing.

Type of service: ☐ Full-service only ☐ Wholesale/Contract only ☐ Full-service and Wholesale ☐ Proprietary

Type of NRTL Certification: ☐ UL ☐ FM ☐ ETL (You may submit multiple certificates, but only one is necessary.)

_____ = The number of operators are currently employed in your monitoring center. (Do not include new employees that are still in a probationary period.) Please verify the number of operators listed on the Student Transcript matches this number on the application.

_____ = The number of NEW operators that have been hired in your monitoring center since the last renewal period. (Do not include new employees that are still in a probationary period.)

☐ I acknowledge and understand the change to the Five Diamond program detailed below.

IMPORTANT ANNOUNCEMENT: Monitoring center operators are now required to recertify every three years. Operators must recertify to meet the new recertification requirements to remain in compliance. Companies were given a two-year transition period ending December 31, 2022, to meet the new requirement. Operators that last received their certification in 2019 or prior, must recertify in 2022. By January 1, 2023, each operator must be recertified within a three-year period. Requests for adjustment to program compliance deadlines will be reviewed on a case-by-case basis. For additional information, see the “Five Diamond Program Changes” document include in the application packet.

☐ All required documents have been provided, see the program checklist for details.

☐ We would like to participate in TMA’s Five Diamond Dealer Program, and have checked the appropriate box on the Five Diamond Logo License Agreement. Reference the checklist and Dealer Program flyer for details on how to obtain program documents and what to submit.

☐ At the signing of this document, I attest that 100% of our monitoring center operators have successfully completed a TMA Operator Level I or Level II Online course. Include a copy of current roster for instructions see “How to Export Student Transcript”.

_____________________________________________     __________________________________________
Signature of Company Officer                                   Signature and Seal of Notary Public
The Monitoring Association
Non-exclusive, Limited, Revocable
TMA Five Diamond Logo License

It is understood and agreed that the TMA Five Diamond logo is the sole and exclusive property of The Monitoring Association (“TMA”) but may be used in accordance with the terms and conditions set forth below by TMA members (“Member(s)”) in good standing who annually qualify for the TMA Five Diamond certification.

Use of the Five Diamond name and/or logo shall constitute consideration for, agreement to, and acceptance of the following terms and conditions of this license by user:

1. The attached logos are the sole and exclusive trademark property of TMA. These logos may be used only by TMA members in good standing who annually qualify for Five Diamond certification, if and only if, such use is made pursuant to the terms and conditions of this limited and revocable license. Any failure by a user to comply with the terms and conditions contained herein may result in the immediate revocation of this license, in addition to any other sanctions imposed hereunder by TMA. The enforcement (or lack thereof) of these terms and conditions, and compliance therewith, against the undersigned shall be made by TMA in its sole discretion.

2. TMA hereby grants a Member who qualifies an annual, non-exclusive, limited, revocable license to use the TMA’s Five Diamond name and trademark for the purpose of advertising and promoting its services; provided, however, that such use shall conform to the standards and guidelines specified herein. TMA hereby represents and warrants that it has all rights necessary to grant the undersigned the rights and license herein and the undersigned’s use thereof as contemplated hereunder shall not violate any rights of any person or entity.

3. The TMA Five Diamond name and logo and the use thereof may not be assigned, leased, granted, or transferred in any way by the Member to any other party.

4. The logos may not be revised or altered in any way and must be displayed in the same form as produced by TMA. The logos must be printed in their official color or in black.

5. The logo may be used in a professional manner on the Member's business cards, stationery, literature, advertisements, storefront window, or in any other comparable manner to signify the Member’s Five Diamond Certification.

6. The logo may not be used in any manner that, in the sole discretion of TMA discredits TMA or the Five Diamond program or tarnishes its reputation and goodwill; is false or misleading; violates the rights of others; violates any law, regulation or other public policy; or mischaracterizes the relationship between TMA and Member.

7. Any use contrary to the foregoing or reference to the Five Diamond name or logo inconsistent with the above must be approved by TMA in writing prior to use.

8. TMA assumes no liability for or arising from the misuse neither of the Five Diamond name or logo, nor for or arising from the use of the Five Diamond name or logo beyond the terms of this Five Diamond Certification Agreement, regardless of whether a revocation of this license occurs as a result of such use or misuse. The undersigned further agrees to indemnify and hold harmless TMA for any liability incurred resulting from third party claims against TMA to the extent arising from the undersigned's use of the Five Diamond name or logo in violation of the terms hereof or other misuse by the undersigned of the Five Diamond name or logo.

9. Revocation of this license does not terminate or transfer any liability of a member for or arising from the use or misuse of the Five Diamond name or logo.

10. In its sole discretion, the TMA may alter or replace the Five Diamond logo from time to time, without advance notification or liability.

11. Use of the logos shall create no rights for users in or to the logos or their use beyond the terms and conditions of this limited and revocable license. The logos shall always remain the sole and exclusive intellectual property of TMA. TMA shall have the right, from time to time, to request samples of use of the logos from which it may determine compliance with these terms and conditions. Without further notice, TMA reserves the right to prohibit use of the logos if it determines, in its sole discretion, that a user's logo usage, whether willful or negligent, is not in strict accordance with the terms and conditions of this license, otherwise could discredit TMA or tarnish its reputation and goodwill, or the user is not an TMA member in good standing.

12. While using the Five Diamond name or logo hereunder, Member shall inform TMA immediately of any potential infringement of a TMA mark or trademark which comes to Member's attention. TMA retains the right to determine if, in fact, an infringement exists and whether
or not to pursue legal action and, while using the Five Diamond name or logo hereunder, Member will reasonably cooperate in any such undertaking. TMA will control the legal action including the financing thereof, and Member shall have no right in any recovery arising from any such legal action.

13. Any questions concerning use of the logos or the terms and conditions of this license should be directed to TMA’s Chief Executive Officer, Celia Besore at 703-242-4670 x 013 or at cbesore@tma.us.

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**TMA Five Diamond Dealer Program**

If your company participates in contract monitoring or have a dealer program, you have the option to invite your dealers to use the “System Monitoring Provided by a Five Diamond Monitoring Center” logo as detailed below. Please indicate that you are interested in participating in this program by marking the appropriate box in the “TMA Five Diamond Application Form.”

1. You will provide your dealer with the three (3) TMA Five Diamond Dealer Program enrollment forms for them to complete and return to TMA, with the appropriate membership payment.
   a. The Monitoring Association (TMA) Non-exclusive, Limited, Revocable The “System Monitoring Provided by a Five Diamond Monitoring Center” Dealer Logo License Agreement (Logo) form
   b. The TMA Five Diamond Dealer Program Application 2022.
   c. The TMA Security Technology Services Provider Five Diamond Dealer Program Membership Application Form

2. Upon approval by TMA, TMA will notify your company and provide your dealer with the required logo for the period of a year, renewable yearly, and while your company continues to provide monitoring services to the dealer.

3. The logo license will be declared null and void if either the dealer stops being monitored by your company or the dealer fails to renew the license yearly, or the dealer fails to renew its TMA membership.

4. Failure to follow these provisions may result in infringement of this agreement and jeopardize your company’s TMA Five Diamond designation.

I hereby agree to submit to the terms stated above.

Company Name __________________________________________________________

Representative Name _____________________________________________________

Signature _______________________________________________________________    Date _____________________

ACKNOWLEDGED AND AGREED:

The Monitoring Association

Representative Name _____________________________________________________

Signature _______________________________________________________________    Date _____________________

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The Monitoring Association

7918 Jones Branch Drive, Suite 510
McLean, VA 22102
703-242-4670
www.tmaaweb.org

Feb2022
How to Export Student Transcripts

1) Go to https://tmatraining.org and click “Manager Portal” at the bottom of the page.

2) Enter your manager site login information. If you have any trouble logging in, email fivediamond@tma.us.
3) Once logged in, click “Maintain/Purchase Course Licenses”.

4) On the next page, select “Export My Student’s Transcripts”.

5) A Microsoft Excel Dialog box will pop up. Click “OK” and an Excel sheet will open with a list of all of your operators who have completed the TMA Operator Online Training Course.
6) In the Excel sheet, sort column P, “DATE PASSED,” by date. Save the spreadsheet using your company name. Up-to-date student transcripts are available for export at anytime. Please delete operators who are no longer employed with your company before saving and submitting with your application. The number of operators on the student spreadsheet should match the number of current operators listed on the application.

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