

Five Diamond Program Changes

Video monitoring companies that are hosted by a UL827 data center can now be Five Diamond

In 2022, the Five Diamond program expanded to include TMA Member video monitoring companies that are hosted by a UL827 data center. Note: Data center must also be a TMA member.

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.

The recertification program was implemented in 2021, all Five Diamond companies are required to be in full compliance.

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.

Compliance Requirements

There are four options available to complete recertification:

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

**Full Level 1 & Level 2 are not included in the recertification specific pricing.*

Summary

- Operators must recertify every three years

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

TMA Five Diamond Checklist 2024

A 100% Operator Certified Monitoring Center

Company Name: _____

- ☐ NEW ☐ RENEWAL
- ☐ Complete and sign 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 2025).
 - 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.
 - Video monitoring companies – include the UL Certificate from your UL827 hosted data center. Note: The data center must also be a TMA member.
- ☐ 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 2024 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 (if applicable). (US-based companies only; Canada-based companies are exempt). *This is required for US Companies that are new to Five Diamond or are returning after a 1+ year gap or if there have been changes to the company's articles or officers since the previous application. **When renewing in consecutive years with no changes, a notary is NOT required.***
- ☐ I have read, acknowledge and understand the Five Diamond program requires a 3-year recertification requirement for all monitoring center operators.
- ☐ Return the completed application, with all required materials:
 - Online: [HERE](#)
 - 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, \$400.00.
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.

TMA Five Diamond Application 2024

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 Only ☐ Full-service and Wholesale ☐ GSOC ☐ Video Only

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

☐ _____ = The number of operators that are currently employed in your monitoring center. (Do **not** include new employees that are still in a probationary period.) *Note: The number of operators listed on the Student Transcript must match the number on this 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 operator recertification requirements for the Five Diamond program.

IMPORTANT: Monitoring center operators are required to recertify every three years. Operators must recertify to meet the new recertification requirements to remain in compliance.

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

☐ 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** (see requirement below)

**** Notary is only required for new applicants and those returning after 1+ year gap, or if there have been changes to the company's articles or officers since the previous application. When renewing in consecutive years with no changes, the notary is NOT required.**



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 T. Besore at 703-242-4670 x 013 or at cbesore@tma.us.

I hereby agree to submit to the terms stated above.

Company Name _____

Representative Name _____

Signature _____ Date _____

ACKNOWLEDGED AND AGREED:

The Monitoring Association

Representative Name _____

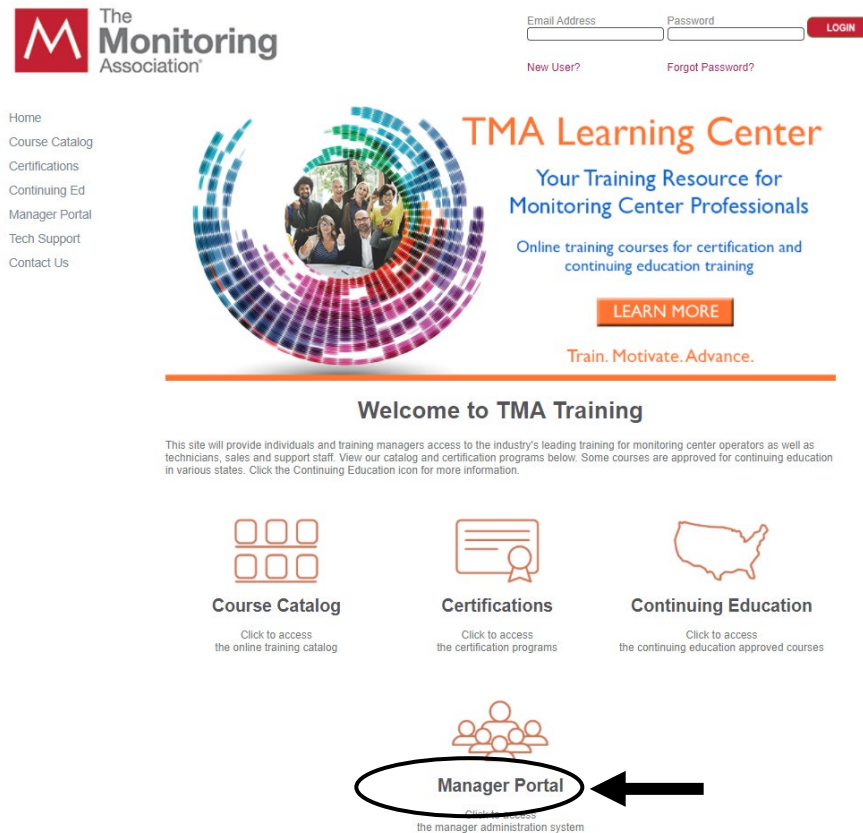
Signature _____ Date _____




**7918 Jones Branch Drive, Suite 510
McLean, VA 22102
703-242-4670
www.tma.us**

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.

 The Monitoring Association

TRAINING MANAGER PORTAL

**Training Manger Portal
System Login**

Email address :

Password:

(Forgot your password? [Click here](#) to retrieve it.)

- Once logged in, click “Maintain/Purchase Course Licenses”.



TMA Company Member Information

- [Edit information](#) for CSAA
- [Maintain / Purchase](#) Course Licenses
- [Get Bulk License Spreadsheet](#) for uploading
- [Log out](#)

TMA Operator Online Training Level 1 is NOW AVAILABLE!

The updated Level 1 program is now online. All new orders will be assigned to this new, state-of-the-art program. If you have assigned the legacy version of the course and your user has not yet taken the final exam, you may upgrade them at no cost to the new TMA Operator Online Training Level 1. Contact technical support for assistance.

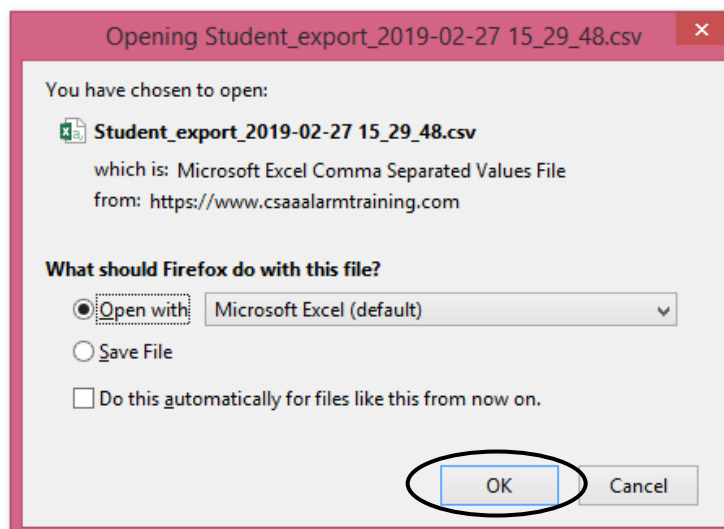
- On the next page, select “Export My Student’s Transcripts”.



Maintain Course Licenses

- [Assign or Purchase](#) Course Licenses
- [View all](#) Orders
- [Show My Students](#)
- [Export My Student's Transcripts](#)
- [Upload a spreadsheet](#) of Students

- 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. **Please note:** Depending on which browser is being used, once you click on the Export Student Transcripts link, an automatic download should take place without the pop-up appearing.



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.*



COMPAN	STUDENT	COURSE T	SCORE	TEST STAT	DATE PURCHASED	DATE PASSED	DATE EXPIRES
ABC Alarm Company	Central St		33	F	'2016-06-01 00:00:00	'2017-04-19 00:00:00	'2017-06-01 00:00:00
ABC Alarm Company	Alarm Ind		92	P	'2014-03-16 00:00:00	'2015-01-22 00:00:00	'2015-03-16 00:00:00
ABC Alarm Company	Central St		0.00	I	'2008-10-06 00:00:00	'0000-00-00 00:00:00	'2009-10-06 00:00:00
ABC Alarm Company	False Alar		0.00	I	'2010-06-25 00:00:00	'0000-00-00 00:00:00	'2011-06-25 00:00:00