

## TMA Five Diamond Checklist 2026

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 2027).
  - 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 2026 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](mailto:fivediamond@tma.us)
  - Mail: The Monitoring Association, 7918 Jones Branch Drive, Suite 220, 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 220, 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](mailto:fivediamond@tma.us).

## TMA Five Diamond Application 2026

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, Whitney Doll at 703-242-4670 x 013 or at wdoll@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 \_\_\_\_\_

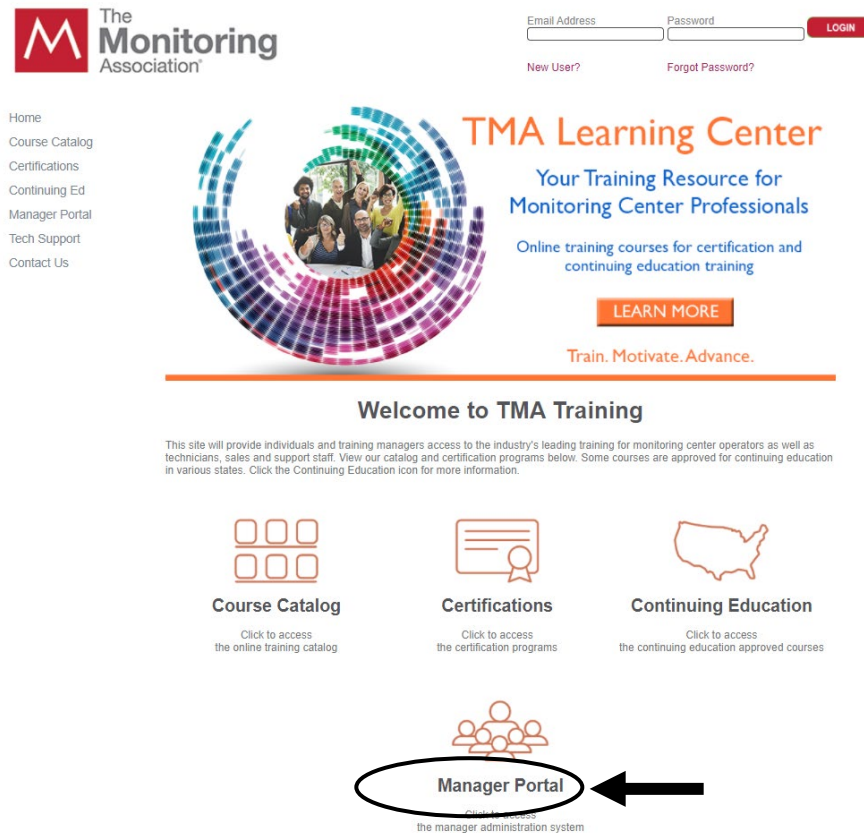
Signature \_\_\_\_\_ Date \_\_\_\_\_



**7918 Jones Branch Drive, Suite 220  
McLean, VA 22102  
703-242-4670  
www.tma.us**

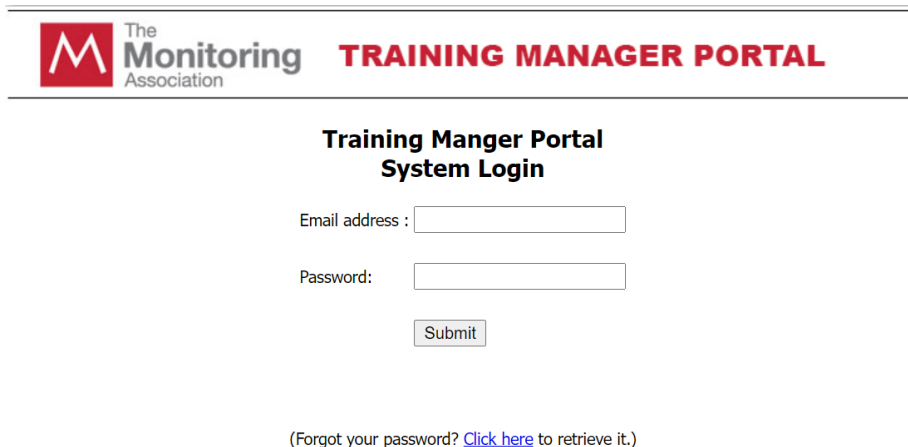
# How to Export Student Transcripts

1. Go to <https://tmatraining.org> and click “Manager Portal” at the top right of the site.



The screenshot shows the homepage of the TMA Learning Center. At the top left is the logo for The Monitoring Association. To the right is a login form with fields for 'Email Address' and 'Password', and a 'LOGIN' button. Below the login form are links for 'New User?' and 'Forgot Password?'. The main content area features a large circular graphic with a group of people inside, surrounded by colorful dots. To the right of this graphic is the text 'TMA Learning Center' and 'Your Training Resource for Monitoring Center Professionals'. Below this is a 'LEARN MORE' button and the tagline 'Train. Motivate. Advance.'. A navigation menu on the left lists: Home, Course Catalog, Certifications, Continuing Ed, Manager Portal, Tech Support, and Contact Us. Below the main banner is a 'Welcome to TMA Training' section with a paragraph of text. Underneath are three icons: 'Course Catalog' (a grid of boxes), 'Certifications' (a certificate with a ribbon), and 'Continuing Education' (a map of the United States). Each icon has a 'Click to access' link. At the bottom, there is an icon of a group of people and a 'Manager Portal' link, which is circled and has a black arrow pointing to it from the right.

2. Enter your manager login information. If you have any trouble logging in to the training site, email the online training support team at: [support@tmatraining.org](mailto:support@tmatraining.org).



The screenshot shows the 'Training Manager Portal System Login' page. At the top left is the logo for The Monitoring Association. To the right is the text 'TRAINING MANAGER PORTAL'. Below this is a 'Training Manger Portal System Login' section with fields for 'Email address' and 'Password', and a 'Submit' button. At the bottom, there is a link for '(Forgot your password? Click here to retrieve it.)'.

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



#### TMA Company Member Information

1. [Edit information](#) for CSAA
2. [Maintain / Purchase](#) Course Licenses
3. [Get Bulk License Spreadsheet](#) for uploading
4. [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.

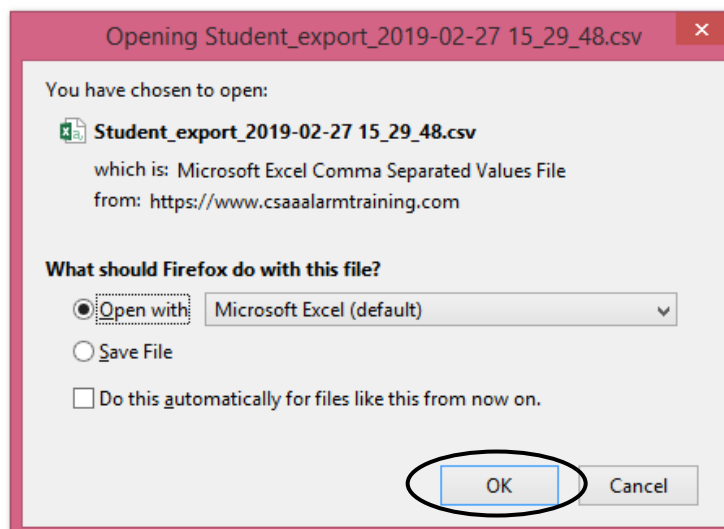
4. On the next page, select “Export My Student’s Transcripts”.



#### Maintain Course Licenses

1. [Assign or Purchase](#) Course Licenses
2. [View all](#) Orders
3. [Show My Students](#)
4. [Export My Student's Transcripts](#)
5. [Upload a spreadsheet](#) of Students

5. A Microsoft Excel Dialog box will pop up. Click “OK” and an Excel sheet will open with a list of all your operators who have completed the TMA Operator Online Training Course. **Please note:** Depending on the browser 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 note:*
  - a. *Delete operators who are no longer employed with your company before saving and submitting with your application.*
  - b. *The number of operators on the student spreadsheet should match the number of current operators listed on the application.*



<u>COMPAN</u>	<u>STUDENT</u>	<u>COURSE T</u>	<u>SCORE</u>	<u>TEST STAT</u>	<u>DATE PURCHASED</u>	<u>DATE PASSED</u>	<u>DATE EXPIRES</u>
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