



SCA Certificate Programs

A Learner's Guide to SCA Courses and Assessments

Welcome!

We are thrilled you have decided to begin, or continue, your coffee education with SCA. When you become a learner within our program, you join thousands of learners across the world, looking to engage with and impact the specialty coffee industry. We hope you find your time in the classroom engaging and meaningful.

At SCA, we strive to ensure that your learning experience, in the classroom and during your assessments, is fair, accessible, and valuable. To do this, we have established a few procedures, set forth below, which guide the training and assessment process. Please take a moment to familiarize yourself with them. Should you have any questions or concerns about the procedures below or about our certificate programs in general, please do not hesitate to contact us at education@sca.coffee.

Codes of conduct

All learners are expected to abide by the [SCA Code of Conduct](#) and the [SCA Online Exam Code of Conduct](#) to ensure the learning experience is fair and safe for all.

Authorized SCA Trainers (ASTs)

Official SCA certificate programs are only offered by Authorized SCA Trainers. There may be times that the AST, who is the leader of the course, uses the help of assistants or guest speakers.

Learning venues

SCA certificate program courses can be taught at any location as long as the required equipment and supplies are provided by the AST, and the environment is conducive to learning. SCA does not inspect nor approve learning venues.

Course prerequisites

Foundation and Intermediate courses do not have prerequisites. Professional courses do have a prerequisite. All learners taking a Professional course must have taken the corresponding Intermediate course. Intermediate courses must be completed three months prior to registering for a Professional course.

Exams

Learners are assessed at the conclusion of each course. All SCA certificate program courses require learners to take a written exam, which is held online with few exceptions. All Coffee Skills Program (CSP) Intermediate and Professional courses also require a learner to take a practical exam. In the Coffee Sustainability Program, the Foundation course requires learners to take an online exam, while the assessments for the Intermediate and Professional courses involve project creation and evaluation.

Learners are permitted two attempts at practical exams within one year and two attempts at written online exams within 21 days from receipt of the written exam invitation.

If a learner has **not** taken the **online written exam within the 21-calendar day testing period:**

- The learner should submit an [Application AE1 Request for Special Consideration](#) within 14 calendar days following the exam expiration date.
- If the learner's application is granted, SCA will reset the exam and the learner will be given a 7-calendar day extension.
- If the learner attempts the exam but cannot log in due to technical issues, the learner should contact SCA at exams@sca.coffee. It may take up to 72 hours for SCA to respond. Learners should plan accordingly so they can complete the exam within the 21-calendar day testing period.

If a learner has **not passed the practical exam or the written exam:**

- If a learner does not pass either of the two exam attempts (practical or written), the learner should take the course again. Learners should pay the course fee again unless other arrangements are made with the AST. If the learner has failed the written exam but passed the practical exam, it is up to the AST if the practical score from the previous course remains valid or whether the practical exam needs to be taken again.

Exam results

- Learners are the owners of their exam results which can be found on the learner's profile at sca.coffee. Learner profiles are created when a learner number is assigned to a learner.

Appeals

If a learner wishes to appeal their exam results:

- The learner should first contact the AST and discuss the situation.
- If no resolution can be reached, then the learner should complete the [Application AE1 Request for Special Consideration](#) within 14 calendar days from the 2nd written exam attempt or practical exam attempt.
- A decision on the Application will be made within 2 weeks.

Exam adjustments for learning disabilities

The SCA Access to Education policy identifies the circumstances under which a learner may apply for a reasonable exam adjustment and the types of adjustment the learner may expect to be provided. A reasonable exam adjustment must still ensure that the assessment is rigorous, fair and valid and that the result is reliable. [View the SCA Access to Education Policy.](#)

Adjustment to online written exam requirement

- If a learner has a disability which limits their access to online exams, or the learner has limited access to the internet and/or appropriate IT equipment (computer) the learner can request to take the paper-based exams rather than the online exam. The learner should communicate the situation to the AST as soon as possible and the AST shall take the appropriate next steps.

Adjustment to assessment materials (*paper-based exam or practical exam as applicable*)

- A learner may request the following adjustments from their AST (the request should be made in a timely manner):
 - Use of **enlarged font or colored paper**. It is the responsibility of the AST to adapt the assessment material (exam paper) for the learner(s).
 - Use of a **reader or use of a scribe** (this can also be requested for the online exam)

Increase of time allotted to take the exam (*online written exam, paper-based written exam or practical exam*)

- A learner may need additional time to take an exam due to a learner disability or due to the learner taking an exam in a language in which they are not fluent. The learner should discuss this with their AST as soon as possible and the AST will then take appropriate next steps.

Unique circumstances

As the needs and circumstances of each learner are different, SCA will consider **any** request for a reasonable adjustment that is not covered above, on a case-by-case basis. Any application for an adjustment to assessment must be supported by evidence that is valid, sufficient and reliable. Any adjustment to assessment should not provide the learner with an unfair advantage over others, should reflect the learner's normal way of working and should not compensate the learner for lack of knowledge and skills. The learner should be able to cope with the content of the assessment and be able to work at the level required for the assessment. The learner should discuss such a request as soon as possible with their AST and the AST will then take appropriate next steps.

Exam adjustments based on exam language availability

We do realize there are a small number of courses which are taught in languages for which there is no translated online exams. In this case, the AST will be given access to the paper based English exams and it is the AST's responsibility to translate the exams into the appropriate language.

Certificates

Learners are the owners of their certificates. Certificates can be found on the learner's profile at sca.coffee.

A learner is awarded a certificate upon attendance of the course and passing the applicable course exams.

- Certificates are usually available 2-4 weeks after the course.
- Only digital certificates, downloadable from the learner profile, are available.

We are here to help. Please contact us at education@sca.coffee with any questions you should have.