

SCA Certificate Programs

A Learner's Guide to SCA Courses and Assessments

Welcome!

When you take an SCA certificate program course, you join thousands of learners across the world, looking to grow their skills and have a meaningful impact on the specialty coffee industry.

At SCA, we strive to ensure that your learning and assessment experience 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 contact us at education@sca.coffee.

SCA Profile & User Portal

The first step for each learner is the creation of a free SCA Profile through the Learner Login at education.sca.coffee. An SCA Profile is not the same as an SCA Membership. Although everyone is welcome to join the SCA as a member, membership is not required to take SCA certificate courses.

The SCA User Portal is where learners can find courses, request enrollment, access exams, download certificates and much more. You can login to the SCA User Portal through Learner Login 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](#).

Authorized SCA Trainers (ASTs)

SCA certificate programs are only offered by Authorized SCA Trainers who are the leaders of the courses and the proctors of in person exams. From time to time, ASTs may use guest speakers or assistants to organize activities or support training. There is a special AST Assistant license that validates qualified support staff.

Learning Venues

The quality of the learning venue is the responsibility of the AST. SCA certificate program courses can be taught at any location that is conducive to learning and has all of the required equipment and supplies. SCA does not inspect venues for compliance. Certain venues, designated as a SCA Premier Training Campus, have been inspected by SCA Staff and have met specific standards for training facilities.

Course Prerequisites

Prerequisite courses vary based on the program. For information on prerequisite courses, please consult with the AST or review the course catalog for that particular program (Catalogs for Coffee Sustainability Program and Coffee Technicians Program are coming soon). Prerequisite information is also available at education.sca.coffee.

Exams

Every learner is required to take the applicable exams which are given at the conclusion of each course. Students should not elect to only take the course. In order for a course to count in satisfaction of a diploma requirement or prerequisite, the exam(s) must be passed and a certificate earned.

Learners can be assessed through a written exam, a practical exam or a project. Consult the course catalog or course description at education.sca.coffee to learn more about the type of assessment(s) required by the course.

Written Exams

Written exams are completed online. Learners are permitted two exam attempts within 21 days from receipt of the written exam invitation. ASTs may request that a learner be given another set of exam attempts. In a few eligible situations, an AST may be allowed to administer the exam as a paper-based exam. *(See Exam Accommodations below)*

Practical Exams

Learners are permitted a minimum of two attempts at practical exams. These must be completed within six months from the date of the course.

Learner Project Assessments

These special projects are evaluated against a specific scoring rubric as set forth by the course guidelines and instructor.

Exam results

Learners are the owners of their exam results. Exam results can be found in My Education > My Exam History in the SCA user portal.

If a learner **does not pass the practical exam or the written exam**, the first step is for the learner to discuss the situation with the AST. The AST may decide to request an extra attempt at the written exam or organize another attempt at the practical examination. This is solely at the discretion of the AST. In some cases, it may be necessary for the learner to retake the course to be successful on exam retakes.

Special Exams Accommodations

Learners with a specific learning difficulty or disability may request a reasonable exam accommodation. Learners should first discuss the situation with their ASTs who will work with SCA to accommodate the student. Validation of disability may be required.

Any accommodations 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.

Appeals

If a learner wishes to appeal their exam results, the learner should first contact the AST to explore a resolution.

- If no resolution can be reached, then the learner should write to Education Officer, Dorit Lessard at doritl@sca.coffee within 14 calendar days from the second written exam attempt or practical exam attempt, including the course name, date, AST name and a brief summary of the issue.
- A decision on the appeal will be made in approximately 21 business days.

Course Enrollment Fee

An SCA Course Enrollment Fee is due for each learner who is accepted onto a course. Some courses have this fee included in the course tuition and the fee is paid to SCA on behalf of the learner. Other courses are programmed for the learner to pay this fee to SCA directly.

If a learner is not able to attend a course, and the SCA Course Enrollment Fee has been paid, the payer should contact SCA by writing to education@sca.coffee.

Certificates

Learners are the owners of their certificates. Certificates can be found in My Education > My Certificates in the SCA user portal. A learner is awarded a certificate upon attendance of the course and passing the applicable course exams. Certificates are usually available immediately after the course exam(s) have been marked as “Passed” in the learner SCA user portal.

Diplomas

SCA Skills Diplomas recognize job readiness in the specialty coffee industry. There are four different diplomas achievable by learners: SCA Café Diploma; SCA Roastery Diploma; SCA Coffee Trade Diploma and SCA Sustainable Coffee Diploma. Each diploma requires a learner to complete a certain set of 10 courses: six Foundation courses, two Intermediate courses, and two Professional courses. The diplomas are automatically awarded at no extra cost when all of the prescribed courses have been successfully completed.

Technical Support

If a learner experiences an issue interacting with SCA systems during a course, the learner should first ask their AST for assistance. If the AST cannot help, then the learner should write to contact SCA at the email address below.

Please contact us at education@sca.coffee with any questions you should have.