

Digital Promise Global Policies and Procedures
Product Certification Program
Last updated October 17, 2024

I. Introduction

The Policies and Procedures set forth below (“Digital Promise Global Policies”)¹ shall govern the implementation and operation of Digital Promise Global’s Product Certification Platform (“Product Certification Platform” or “PCP”). The PCP recognizes edtech products that meet specific certification requirements.

Digital Promise Global intends for its PCP to provide:

1. Digital Promise and issuer partners with a streamlined assessor platform to support ongoing review of application submissions.
2. Edtech product teams with a consistent, clear, and straightforward application experience to attempt to demonstrate that the tool meets certification requirements.
3. Education leaders, educators, and others with public information solely about the extent to which an educational technology product demonstrates alignment to certification requirements.

Product developers may apply for one or more Product Certification(s) (“PC[s]”) by visiting Digital Promise Global’s Product Certification Platform and submitting online applications. All PC applications hosted on the platform are subject to Digital Promise Global’s review and approval. Digital Promise Global intends for its PCs to be technology-agnostic and portable across platforms, however, this does not need to be the case for issuer partners.

II. Summary of Digital Promise Global’s PCP

A. Digital Promise Global co-designs PC requirements with those who make decisions about and use technology, along with subject matter experts. The application is then tested through multiple rounds of engagements with edtech teams to develop a clear, straightforward, and consistent application experience.

B. Nonprofit partners who are aligned in values and mission – to provide consistent standards across the edtech industry – may host their certification(s) on the PCP, as well. These applications must meet the platform standards: Clarity in certification requirements, require evidence to review and potentially confirm alignment to certification standards, and issue Open Badges to the products that earn the certification. Digital Promise Global has sole discretion to determine what organizations shall be allowed to host on the platform. Digital Promise Global’s team will consider issuer partners on a case by case basis and will ensure alignment to these expectations before moving forward with signing an Issuer Agreement Memorandum of Understanding to host the certification.

¹ Capitalized terms are defined in the Glossary attached as Appendix 1.

C. Once launched, a product developer may apply for one or multiple PCs. The PC application process is described in Section III.

D. A product may earn a PC when the developer demonstrates through the submission of evidence that the product meets expectations for the desired certification.

III. Application for Digital Promise Global's PCs

A. Digital Promise Global has sole discretion to determine what organizations shall be allowed to participate in the PC Program. Digital Promise Global will use the qualifications outlined in Section III.B. below to evaluate applicants. Digital Promise Global may continue to review and develop its criteria for applicants and the application materials requested by Digital Promise Global as schools', districts', and states' needs evolve. PCs issued by issuer partners may, with prior written permission not to be unreasonably withheld, choose not to not adhere to Sections III.C. and III.D . PCs must, regardless of who they are issued by, adhere to sections III.B., III.E and the Issuer Agreement between Digital Promise Global and the issuer partner.

B. Qualifications and Assessment Rubrics

1. An application must demonstrate alignment to procurer needs and priorities, as determined by the Digital Promise Global team.
2. An applicant must be an organization, or an individual affiliated with an organization. Government, educational, for profit or non-profit organizations, or individuals associated with such organizations, may apply.
3. An applicant must show an attempt to demonstrate alignment to certification requirements through the submission of evidence described in the "Certification Requirements" section of each application.

C. Application Process

1. An organization shall apply for the PC by submitting evidence described in the application to attempt to demonstrate how the applicant satisfies the Certification Requirements.
2. Assessment
 - a. Digital Promise Global shall use a fair and non-discriminatory system for assessment of each application.
 - b. Each application shall be reviewed independently by at least two trained reviewers designated by the project lead. Each reviewer shall assess independently whether the submitted evidence demonstrates that the product meets the Certification Requirements as stated in the application rubric.

- c. Each reviewer shall make a recommendation whether a product has earned the certification, not earned the PC, or, in the instances of tiered badges, which tier the application meets. If the two reviewers reach the same recommendation, then the applicant shall be notified of the decision, along with feedback when appropriate. If both reviewers conclude the product has earned the PC, that status shall be made public at a time and in a manner to be determined by Digital Promise Global.
 - d. If the two trained reviewers make different recommendations about a product, then a third Digital Promise Global reviewer not previously involved in the assessment shall be brought in to review the application together with the original two reviewers. The three reviewers shall jointly make a determination as to what status the product has earned, and the applicant will be notified of the result. If the product has earned the PC, such status shall be made public at a time and in a manner to be determined by Digital Promise Global.
 - e. Digital Promise Global may provide applicants which did not earn the PC feedback on how to improve the product. Products may resubmit applications after incorporating this feedback.
3. Fees/Charges
- a. Digital Promise Global intends to charge a fee for submission and resubmission. Digital Promise Global in its sole discretion may modify, waive or change such fee.
4. No Obligation to Continue the PC Program
- a. Digital Promise Global shall have no obligation to continue the PCP for any specific time period. However, in the event that Digital Promise Global decides to terminate the PCP or modify or eliminate any significant aspect of the PCP, it will provide at least sixty (60) days' notice on Digital Promise Global's website and assess all applications that have been submitted at or by the date of notice.
 - b. In the event the PCP is terminated, holders of a PC Open Badge may continue to display their earned PCs.
5. Appeals

- a. An applicant which did not earn a certification may appeal that decision to Digital Promise Global’s Senior Director of Edtech & Emerging Technologies. The applicant shall state in writing that it is requesting an appeal and explain specifically why it believes the product meets the requirements for the PC. The Senior Director of Edtech & Emerging Technologies shall consult with the previous trained reviewers to determine whether the initial assessment process was fair and nondiscriminatory.
- b. The Senior Director of Edtech & Emerging Technologies’ decision whether the assessment process was fair and nondiscriminatory shall be final, and no further appeal shall be permitted.
- c. If the Senior Director of Edtech & Emerging Technologies determines that the review process was unfair or discriminatory in the case of any appeal, the Senior Director of Edtech & Emerging Technologies shall fashion appropriate relief to resolve the problem.

D. Withdrawal of Recognition under PCP

1. Digital Promise Global may withdraw any form of recognition that a product or its developer has received for cause.
2. If Digital Promise Global seeks to take action under this Section III.D, Digital Promise Global shall give the developer reasonable notice and an opportunity to explain why the product in question should continue to be recognized under the PC Program.
3. An applicant may appeal DPG’s decision to withdraw its certification to Digital Promise Global’s Senior Director of Edtech & Emerging Technologies. A decision on the appeal by the Senior Director shall be final, and no further appeal shall be permitted.

E. Privacy/Confidentiality/Terms of Use

1. All PC applicants own their Application Materials.
2. Digital Promise Global shall ensure only trained or in-training reviewers access application materials submitted to one of the Product Certifications issued by Digital Promise.

IV. Amendment of Policies and Procedures

A. Digital Promise Global, in its sole discretion, may change, modify, add or remove portions of the Digital Promise Global Policies at any time. Among other things, Digital Promise Global may modify the Policies to apply to additional certifications that Digital Promise Global

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may issue. Digital Promise Global will post notice of such changes on its website, and it is the responsibility of applicants, developers and other users to check the website for such changes.

APPENDIX 1

GLOSSARY

1. Definitions.

1.1. “**Application Materials**” means the documents, evidence, links, and other artifacts submitted to the PCP in the attempt to fulfill Certification Requirements of a PC.

1.2. “**Certification Requirements**” means the requirements described in the PC’s application against which Application Materials will be assessed for satisfactory fulfillment.

1.3. “**Digital Promise Global Policies and Procedures**” or “**Policies**” means the code governing the implementation and operation of Digital Promise Global’s Product Certification Platform.

1.4. “**Issuer Agreement Memorandum of Understanding**” means the document describing the agreement outline between Digital Promise and an issuer partner.

1.5. “**Open Badge**” means the verifiable, portable, controllable digital artifact that signifies the earning of a PC on the PCP.

1.6. “**Product Certification**” or “**PC**” means a certification, as embodied by a digital, Open Badge, signifying that an applicable edtech product is certified to meet certain criteria set forth in the PC rubric of the applicable PC.

1.7. “**Product Certification Platform**” or “**PCP**” means the streamlined assessor platform that supports ongoing review of application submissions to Digital Promise and issuer partners PCs.

1.8. “**Senior Director of Edtech & Emerging Technologies**” is a Digital Promise Global employee with purview of the PCP.