



## **EM NARI 2010 CERTIFICATION PROGRAMS**

### **What's in it for you?**

- Distinction and Respect among Customers and Peers
- Consumer Recognition and Trust
- Personal Satisfaction
- A Valuable Marketing Tool



# EM-NARI 2010 Certification Programs



## *Do you know the benefits of Certification?*

### Demonstrate your:

- High Standards of Performance
- Commitment to Ethical Conduct
- Ongoing Training

### Get:

- Distinction and Respect among customers and peers
- Consumer Recognition and Trust
- Personal Satisfaction
- A Valuable Marketing Tool

**The EM-NARI Chapter is pleased to confirm the following Certification Programs for members in 2010. Remember, certification goes a long way in presenting your business and your employees as professional, reliable, educated, and capable.**

Certification identifies you as a dedicated professional and acknowledges your personal achievements, improves your level of practice, and highlights you as a leader in the industry.

NARI certification is a valuable marketing tool as well, providing customers with assurance that they are choosing expert professionals with years of experience, dedication to ongoing training, and a commitment to ethical conduct.

Certified individuals are viewed as:

- Better trained
- More highly skilled
- More professional
- More reliable
- More knowledgeable, with up-to-date information on the latest tools, techniques, and materials
- Quality-oriented with a sense of pride in their work

The Chapter's focused **Study Groups** prepare students for each certification. The study groups meet one morning a week, two hours each, for nine weeks, with exams given after the groups complete their preparation and review. Successful candidates will earn their certification and join the ranks of hundreds of NARI members

who have also demonstrated their commitment to education, business practices, customer service, and skills.

NARI's certification programs are the industry standard in training, testing, and identifying those remodelers with a level of professionalism above the rest.

Today's consumer is used to looking for something to distinguish the best from the rest. A NARI certification identifies you as the best of the best. It tells the consumer that you are dedicated to high standards of workmanship and have proved your knowledge through rigorous testing. No matter how good you think you are, you need a short, concise identifier to let the world know you are. NARI certification provides that identifier. Through the study group process, you will meet others with whom to share your skills. The group has a synergistic effect, always raising the bar for all.

The Study Group programs are designed to assist participants to successfully prepare for these exams by offering lectures and peer group discussions based on the contents of the study guides for each program. Attendees will receive a structured approach to studying and strengthening their understanding of the study guide materials. Questions will be encouraged during the sessions. Upon completion of the study group, participants will have enhanced their knowledge, raised their confidence, and increased their ability to successfully study for the exam.

**Review this information packet carefully for information on Certification. See the check list on page 3 to make sure that you have completed the process for the study groups and/or certification. Questions, call Ann Dube' at 508-907-6249.**



## EM NARI CERTIFICATION REGISTRATION CHECK LIST

Please use this check list as a guide to make sure that you have completed and sent the proper applications to EM NARI and NARI National as the process has changed from last year.

- Complete the EM NARI Study Group Application Form A (one application per person)
  - For the **Green Certified Professional Study Group**, please use **Form A**. The cost for materials and administrative fee is \$400.00. If you decided to take the CGP Exam after completing the study group, it will be an additional \$550 and you must download and complete the CGP Application and manual and forward directly to NARI National. Once it has been determined that you are a candidate for the CGP exam, you will be notified.
- Attach administration Fee for EM NARI Study Group (\$200 per person)
- Mail EM NARI Study Group Application and check to Ann Dube' at 831 Beacon Street, #186, Newton Centre, MA 02459
- Download and Complete the NARI National Certification Application (One application per person) CLC, CR/CRA, CKBR (you can download applications from the website at [www.emnari.org](http://www.emnari.org))
- Attach Application Fee for Certification Exam (see fee schedule for course pricing—includes materials and test fee)
- Mail Application and Course Fees to NARI National to Dan Taddei at 780 Lee Street, Suite 200, Des Plaines, IL 60016

## Why Certify

### What does NARI Certification mean to the homeowner?

For a homeowner, deciding to remodel your home is a big decision. Outside of buying the home, it may be the single biggest investment a homeowner makes. A consumer considering a major home improvement needs to know that the remodeling contractor he or she chooses is a full-time, dedicated remodeling professional. NARI's certification program offers this assurance through its extensive screening and testing process.

Only full-time, professional remodeling contractors are eligible for NARI certification. A homeowner who hires a home improvement contractor with a NARI certification is hiring an individual who has made a strong commitment to not only his or her own professionalism, but that of the remodeling industry and to his or her business. And because remodelers are not eligible for certification until they have been actively involved in the remodeling industry for at least five years, a homeowner knows that the NARI certified remodeling professional they hire has had a number of years to develop the experience and skills that can only be gained through extensive hands-on practice.

For the homeowner, it's comforting to know that their remodeling contractor has a long-term commitment to his or her profession and the home improvement industry.

For the remodeler, it sets them apart in the market and offers a unique selling proposition.

How does a remodeling contractor become certified?

NARI certification is a challenging process, requiring extensive knowledge of the remodeling industry and a commitment to professional conduct. Even highly experienced and skilled remodelers find the screening and testing process formidable.

A homeowner can gain a sense of security knowing that the NARI certified remodeling professional they hire has:

- Received an acceptable review by the NARI Certification Board by providing an outline detailing their hands-on experience, industry training, involvement in continuing education, technical skills, practices in business management, as well as association and community service.
- Committed to intensive study on a broad range of critical home improvement industry issues. Most certification candidates participate in a formal study group and spend eight to twelve weeks studying in preparation for a one day written exam.
- Successfully completed a comprehensive written examination covering critical subject areas such as sound business management practices, knowledge of building codes and construction law, plans and specification, proper and safe use of tools and equipment, safety, standards of practice, math, and several special skill areas. Once awarded their certification, NARI certified remodeling professionals must meet annual recertification requirements involving continuing education and participation in industry related programs.



## Who are NARI Certified Professionals?

NARI's certification program recognizes the skills and achievements of five distinct groups of remodeling professionals of particular interest to homeowners:

**NARI Certified Remodelers (CRs)** are professional remodelers who provide a full range of remodeling services. To become a CR, candidates must possess skill and knowledge in a broad range of business management and technical skill areas.

To qualify for the CR designation, applicants must meet all of the following:

- Be employed by or own a firm that derives at least 90% of its sales volume through remodeling work
- Adhere to NARI's Standards of Practice and Code of Ethics
- Have a minimum of five years continuous experience in the remodeling industry
- Completed 16 hours of continuing education
- Successfully completed a comprehensive application that details their background and experience
- Successfully complete a one-day written examination addressing 20 knowledge areas related to general remodeling practices and business
- Submit all required application materials and fees

**NARI Certified Remodeler Specialists (CRSs)** are professional remodelers who focus on specific type of work and serve the needs of homeowners interested in their area of technical excellence, such as concrete and masonry work, electrical work, insulation, mechanical systems, plumbing systems, and roofing and siding.

To qualify for the CRS designation, applicants must meet all of the following:

- Be employed by or own a firm that derives at least 90% of its sales volume through remodeling work
- Adhere to NARI's Standards of Practice and Code of Ethics
- Have a minimum of five years continuous experience in the remodeling industry
- Completed 16 hours of continuing education
- Successfully completed a comprehensive application that details their background and experience
- Successfully complete a one-day written examination addressing knowledge areas related to general remodeling practices and business
- Submit all required application materials and fees



## **Certified Remodeler Associate (CRA)**

**NARI Certified Remodeler Associates (CRAs)** actively support the remodeling industry in professions such as architects, designers, manufacturers, suppliers, and consultants.

To qualify for the CRA designation, applicants must meet all of the following:

- Have a minimum of five years continuous service in support of the remodeling industry as an architect, designer, educator, manufacturer, publisher, supplier, or consultant
- Adhere to NARI's Standards of Practice and Code of Ethics
- Completed 16 hours of continuing education
- Successfully completed a comprehensive application that details their background and experience
- Successfully complete a one-day written examination addressing knowledge areas related to general remodeling practices and business
- Submit all required application materials and fees

## **Certified Kitchen and Bath Remodeler (CKBR)**

**NARI Certified Kitchen and Bath Remodelers (CKBRs)** provide remodeling services specific to kitchens and bathrooms. To become a CKBR, candidates must possess skills and knowledge focused on the requirement of materials, layout, and installation of kitchens and bathrooms.

To qualify for the CKBR designation, applicants must meet all of the following:

- Be employed by or own a firm engaged in remodeling kitchens and bathrooms
- Adhere to NARI's Standards of Practice and Code of Ethics
- Have a minimum of five years continuous experience in the remodeling industry
- Have completed 4 kitchens and/or bathrooms per year
- Completed 16 hours of continuing education
- Successfully completed a comprehensive application that details their background and experience
- Successfully complete a one-day written examination on business, construction, and remodeling practices related to kitchen and bathrooms
- Submit all required application materials and fees



## **Green Certified Professional (GCP)**

Designed to recognize and identify remodelers who apply green or sustainable principles to their remodeling projects.

To qualify for the GCP designation, applicants must meet all of the following:

- Be employed by or own a firm engaged in conducting green remodeling projects
- Adhere to NARI's Standards of Practice and Code of Ethics
- Have a minimum of five years continuous full time experience in the remodeling industry
- Have 3 years experience conducting remodeling projects applying green principles and processes
- Have 3 years experience conducting green remodeling projects
- Completed 16 hours of continuing education
- Successfully completed a comprehensive application that details their background and experience
- Successfully complete a one-day written examination on building science, indoor air quality, resource conservation, renewable energy, and 12 trade related areas of green program application
- Submit all required application materials and fees

**NARI Certified Lead Carpenters (CLCs)** are the hands-on field personnel who oversee every aspect of the project: customer satisfaction, personnel management, administration, etc. while working on the project.

To qualify for the CLC designation, applicants must meet all of the following:

- Have a minimum of five years continuous practice in the remodeling industry, with at least two of those years as a lead carpenter - defined as a remodeling professional who is involved in tasks and has responsibilities beyond the technical production aspects of a project; he or she is responsible for customer contact and communication, supervision of subcontractors and employees, managing the job site, scheduling, and safety issues
- Adhere to NARI's Standards of Practice and Code of Ethics
- Successfully completed a comprehensive application that details their background and experience
- Successfully complete a half-day written examination on pre-construction issues, technical knowledge, and special skills (people and job management)
- Submit all required application materials and fees



## **Universal Design Certified Remodeler (UDCR)**

You are eligible to sit for the UDCR exam if you meet the following requirements:

- Are employed by or own a firm engaged in commercial or residential universal design and/or remodeling or a firm that is supporting the universal design and remodeling industry
- Have a minimum of five years continuous full time experience in the remodeling industry
- Have completed 8 hours of education addressing universal design or universal remodeling principles within the last five (5) years or be enrolled in NARI's Universal Remodeling course.
- Sign an attestation to uphold NARI's Code of Ethics

All experience must be completed at the time the application is submitted.

### **NARI certified remodeling professionals have pledged to abide by a strict Standards of Practice and NARI's Code of Ethics, which is as follows:**

1. By promoting in good faith only those products and services which are known to be functionally and economically sound, and which are known to be consistent with objective standards of health and safety.
2. By making all advertising and sales promotion factually accurate, avoiding those practices which tend to mislead or deceive the customer.
3. By writing all contracts and warranties such that they comply with federal, state, and local laws.
4. By promptly acknowledging and taking appropriate action on all customer complaints.
5. By refraining from any act intended to restrain trade or suppress competition.
6. By attaining and retaining insurance as required by federal, state, and local authorities.
7. By attaining and retaining licensing and/or registration as required by federal, state, and local authorities.

It's no wonder homeowners feel more comfortable relying on remodeling contractors who have earned NARI certification.

The National Association of the Remodeling Industry (NARI) is the only national association dedicated solely to the remodeling industry. NARI's focus is on professional conduct, continuing education and training, and fair and ethical treatment within the home improvement industry. NARI certification of professional remodeling contractors serves as the association's recognition of remodeling professionals who have met stringent criteria for experience and pledged a commitment to the highest standards of practice and to NARI's Code of Ethics.

Among the factors NARI encourages homeowners to consider when selecting a remodeling contractor, in addition to NARI certification, is an assessment of and satisfaction with the remodeling contractor's workmanship, reputation and integrity, durability of materials used, and equipment. Before hiring any home improvement contractor, homeowners are urged to check references and if possible, visit and inspect similar projects that he or she has completed.



# 2010 Fee Schedule for NARI Certification Courses

(The Study Group Fee is a separate fee payable to EM NARI)

## Fee Schedules

### **Fee Schedule: Certified Remodeler (CR), Certified Remodeler Specialist (CRS), Certified Remodeler Associate (CRA)**

Component	NARI Members	Non-Members
Certification Fee	\$599 payable at time of application. *	\$679 payable at time of application.*
Annual Recertification	\$75	\$150
*If an applicant is found to not be qualified to sit for the exam this fee will be refunded minus a \$200 processing charge		

### **Fee Schedule: Certified Kitchen and Bath Remodeler (CKBR)**

Component	NARI Members	Non-Members
Certification Fee	\$599 payable at time of application.*	\$679 payable at time of application.*
Annual Recertification	\$75	\$150
*If an applicant is found to not be qualified to sit for the exam this fee will be refunded minus a \$200 processing charge		

### **Fee Schedule: Green Certified Professional (GCP)**

Component	NARI Members	Non-Members
Certification Fee	\$550 payable at time of application.*	\$750 payable at time of application.*
Annual Recertification	\$75	\$150
*If an applicant is found to not be qualified to sit for the exam this fee will be refunded minus a \$200 processing charge		

### **Fee Schedule: Universal Design Certified Remodeler (UDCR)**

Component	NARI Members	Non-Members
Certification Fee	\$249 payable at time of application.*	\$349 payable at time of application.*
Annual Recertification	\$49	\$98
*If an applicant is found to not be qualified to sit for the exam this fee will be refunded minus a \$100 processing charge		

### **Fee Schedule: Certified Lead Carpenter (CLC)**

Component	NARI Members	Non-Members
Certification Fee	\$395 payable at time of application.*	\$510 payable at time of application.*
Annual Recertification	\$49	\$98
*If an applicant is found to not be qualified to sit for the exam this fee will be refunded minus a \$100 processing charge		

# Form A

## Eastern Mass NARI Certification *Study Group* Official Application (for local Chapter Office)

Please provide all of the information below. Submit one Application per person.

Company Name: \_\_\_\_\_

Certification Candidate Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email(s): \_\_\_\_\_

Contact Person (other than candidate): \_\_\_\_\_

Candidate Home Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Candidate Home Phone Number: \_\_\_\_\_ Cell: \_\_\_\_\_

Email Address that candidate checks frequently \_\_\_\_\_

### Study Group you are signing up for:

*Provide Credit Card info or Enclose Check to cover the Study Group fee.*

*\$200 (Members) \$400 (non-Members)*

**CR Certified Remodeler**

**CRA Certified Remodeler Associate**

**CRS Certified Remodeler Specialist**

**CLC Certified Lead Carpenter**

**CKBR Certified Kitchen and Bath Remodeler**

**GCP Green Certified Professional Study Group (member \$400; non-member \$600)**

Name on Card: \_\_\_\_\_

Card Number: \_\_\_\_\_ Security Code \_\_\_\_\_

Billing Address: \_\_\_\_\_

Card Expiration Date: \_\_\_\_\_  MC  Visa  AMEX.

Amount \$ \_\_\_\_\_ Signature: \_\_\_\_\_

### Mail this completed form and payment to:

EM NARI, Attn: Certification Study Groups, 831 Beacon St, #186, Newton, MA 02459 or Fax to: 617-663-6566  
Questions: Call: 508-907-6249

*You must also complete and submit the Certification Application. This is required in order to receive your Study Group Materials. Check here to indicate you have submitted the other application and fees: \_\_\_\_\_*

*\*GCP—total for the study group is \$400. This includes books and administrative fee. Please note that to sit for the GCP exam, you must complete the application and forward along to national with payment of \$550.*