

FAQ: Frequently Asked Questions about the Certified Installer Credential

For State and Local Agencies & Groups

How can the exam be used by my state?

The Certified Installer or CIOWTS credential can be used as a stand alone requirement for installers or added to enhance an existing program.

Why should my state (locality) use this exam over developing one ourselves that is specific to the area?

First, NEHA encourages the use of any state or local exam that covers codes and regional concerns. Most of these exam, however, are short, basic and open-book. They tend not to cover the knowledge behind a successful installation. Both the Basic and Advanced levels of the Certified Installer credential cover in-depth the process behind the installation and provide real-world scenarios for the exam candidates to work though. The exam is updated and reviewed on a regular basis and the statistical analysis used in the grading process allows for constant analysis of the questions for bias and relevance. If a state chooses to have NEHA administer the credential, it relieves that burden from the state agencies. The agencies can then require proof that the individuals Certified Installer credential is current without having to go through the process of administering the test and tracking continuing education. They could also confirm the candidates credential status by going to the online database for individuals holding the Certified Installer credential.

Is the credential meant to be used at the local or state level?

The exam can be used at either level. Since the exam tests for the knowledge, skills and abilities to install a system, it can be used by localities that have fragile areas or by the whole state to ensure uniform, professional practices.

Can a local health department require and administer the credential?

Yes, local health departments can require the credential to work as an installer in their jurisdiction if the state code allows them to do so. NEHA is able to work with any group to support the credential.

Does the state administer the exam or does NEHA?

The Certified Installer credential can be administered by states or by NEHA. States can purchase the exam from NEHA and then administer and track the exam as they see fit (within security guidelines). This allows a state to develop their own eligibility and continuing education requirements and set their own fee structure.

Does the candidate need to take and pass the basic level before they take the advanced?

No, each level of the credential is a stand-alone credential. Individuals may take and states may require either the basic or the advanced or even require the advanced for certain systems or geographical areas.

Can the Installer Credential be started on a “volunteer basis”, that is, not required through legislation?

Yes, for a number of locations, that will be the first step on the road to acceptance of the credential at a state level. There are many “incentives” that Health Departments can provide to installers to encourage them to take the exam and demonstrate their knowledge. Incentives can include being at the top of the list of licensed installers or highlighted on that list and identified as a national credentialed installer. Health departments can also decide on a less stringent inspection process for certified individuals or allow them to put in more complex systems.

What if my state association wants to administer the exam?

NEHA strongly encourages cooperation and interaction between state and local health officials and state associations. State associations that meet the security standards and proctor requirements for the exam are able to administer the exam and the credential.

How many times a year will the test be offered?

The exam will be offered at local and national conferences and also at LaserGrade testing sites throughout the nation. NEHA will work within the state requirements to ensure candidates have options in taking the exam. The LaserGrade testing sites offer computer based testing that is straightforward and easy to use even for those without computer experience. To set up a test date in your area, please contact Heidi Shaw at 303.756.9090 x339.

Is there a provision for candidates that cannot read well or having other disabilities?

NEHA is committed to ensuring that no individual is deprived of the opportunity to take a credentialing examination solely by reason of a disability or impairment. All test centers are fully accessible and compliant with the American with Disabilities Act (ADA).

To make a request for special accommodations a candidate must complete the Accommodation Request Form and Documentation of Disability Related Needs Form including the specific diagnosis of your disability; medical records, or other written proof of the diagnosis by an appropriate licensed professional; and the type of accommodation being requested.

For more information visit: www.neha.org/onsite