

EIFS Quality Assurance Program

Manufacturer's Sales Representatives
Certification Handbook

April 2009



This Handbook contains information on how to become a QAP certified *EIFS Manufacturer's Sales Representative*. Information in this Handbook represents current policies for the *EIFS Manufacturer's Sales Representative* certification. Information in this Handbook supersedes information contained in any previously published documents.

This booklet may not be brought into the certification examination.

Eligibility standards, exam content, exam standards, fees, and guidelines are subject to change. Please contact EIFS Quality Assurance Program Inc. (EQI) at 866-391-3437 for updates.

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IMPORTANT ITEMS TO REMEMBER FOR YOUR WRITTEN EXAMINATION

- To schedule an exam, call EQI at 866-391-3437. Location(s), dates and availability of seating details will be provided upon inquiry.
- Cancellations must be done 5 business days in advance of appointment. **All cancellations and rescheduling of existing appointments done less than five business days before the scheduled appointment will incur a \$50.00 fee.**
- You should plan to arrive at the exam location **30 minutes** before your scheduled appointment to complete the required admission process before testing begins.
- **Do NOT call the EIFS Council of Canada (ECC) office to cancel or reschedule your appointment.** The ECC does not have information regarding your scheduled exam. Please cancel or reschedule all appointments by calling EQI at 866-391-3437.
- If you require special accommodations because of a disabling condition, you may request such accommodations. This request must be submitted 30 days in advance of your desired exam date. Once EQI approves the request, you will receive instructions on scheduling.

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BEFORE YOU REGISTER FOR A WRITTEN EXAMINATION

- Step 1 Ensure you have the latest version of this Handbook by calling EQI at 866-391-3437.
- Step 2 Read all information contained in its entirety.
- Step 3 Refer to the outline contained in 3.3.2.5 to be sure that you understand and are capable of performing the critical tasks required of certified *EIFS Manufacturer's Sales Representative*.
- Step 4 Obtain the reference materials required for the examination and study these references well in advance of taking the examination.
- Step 5 If you do not pass the examination, you will need to wait until the next scheduled examination session. To retake the exam, contact EQI at 866-391-3437.

About EIFS

EIFS is an acronym for exterior insulation and finish systems. EIFS is a non-load bearing exterior wall cladding that consists of a water resistive barrier (secondary barrier) where required, thermal insulation board attached either adhesively or mechanically to a substrate, a base coat reinforced with fiberglass mesh, primer where required and a textured decorative finish coat. This certification scheme does not cover exterior finish systems (EFS) such as; decorative coatings over cement board, insulated concrete forms (ICFs), conventional stucco, etc.

EIFS is a proprietary system comprised of either components provided or authorized by a manufacturer that work together to form an insulated cladding system. Unauthorized substitution of components within a manufacturer's proprietary system is prohibited.

The ECC (EIFS Council of Canada) was founded in 1987 to provide an industry forum and the basis for the development of new technologies resulting in the continuous improvement of EIFS.

The EIFS Industry and its manufacturer members have and will continue to invest significantly in product and systems development. These investments have been made on both an individual and cooperative basis, and include;

- Participation in the MEWS study with NRCC.
- Wall performance study conducted by Oak Ridge National Laboratories.
- Development of CCMC Technical Guide for EIFS.
- Development of Standard Specifications for the installation of EIFS.
- Development of the ULC 716 family of Standards.
- Technical bulletins on EIFS to address a range of fundamental industry subjects.
- Design and development of the EIFS Quality Assurance Program.

1. About the EIFS Quality Assurance Program

The EIFS Quality Assurance Program (QAP) has been developed to identify specific responsibilities of the manufacturer, the distributor, the trade contractor and the individual mechanics to ensure that the product and the installation produce a functional cladding system for the building.

The QAP Manual outlines the requirements and obligations for each of the parties and includes an independent audit process to ensure that all of the requirements are being met.

QAP Key Components

- Research & Development – R & D is carried out on a continual basis by EIFS manufacturers.
- Standards & Specifications – Both the recognition of existing relevant standards and the development of new standards and specifications as required.
- Manufacturer Evaluations & Licensing –Products and systems are evaluated against established criteria and if successful the manufacturer is licensed to use the QAP logo in promotional materials.
- Contractor Accreditation & Licensing – The EIFS trade contractor is accredited based upon compliance with all administrative procedures and processes required by QAP and are licensed to use the QAP logo in promotional materials.
- Installer Certification – Individual EIFS mechanics who have gained the knowledge required on EIFS installation either through training or by hands on experience, undertake a certification process in accordance with ISO 17024 General Requirements for the Certification of Personnel whereby their knowledge of critical tasks is confirmed against installation standards and manufacturers' instructions.
- Documentation – The mechanic is required to document the installation process in order to confirm that the project requirements as they relate to installation have been met.
- Site Audits – Each project will have site audits conducted according to the frequency outlined in the program. Site audits

shall be conducted in accordance with ISO 17020 General Criteria for the operations of individuals performing inspection.

- Conflict Resolution – Conflict resolution is an integral part of the QAP and includes an appeal process as a fair and reasonable means of assessing and allocating responsibility.
- Data Base – Results of site audits will be tracked to assist all parties in continual improvement.
- Financial Instrument – Manufacturers and trade contractors are both required to put in place a financial instrument as a mandatory element of program participation.
- Third Party Warranty – The program includes a third party warranty, which provides coverage when the manufacturer and/or contractor is/are unable or unwilling to correct defects.
- Continuous Improvement – The QAP is a living program which will utilize feedback and input from its users for continual improvement of the program.

3.0 EIFS Certification Scheme

3.1 *EIFS Manufacturer's Sales Representative Certification Scheme*

Certification is specifically designed for those involved in the sales and promotion of EIFS for construction applications. These applications include residential, commercial and institutional buildings both new construction and retrofits that fall under the National Building Code of Canada and subsequent Provincial/Municipal Building Codes.

3.2 Certification Scheme Objectives

The objective of this certification scheme is to ensure that EIFS is used in appropriate applications only and that other more appropriate cladding assemblies are used where it is not appropriate for EIFS applications by confirming that the sales persons have the appropriate knowledge of EIFS and its application. An objective of this certification is for the industry to provide a consistent message on the requirements for EIFS applications. The *EIFS Manufacturer's Sales Representative* shall have appropriate knowledge of the EIFS Quality Assurance Program.

3.3 Outline of *EIFS Manufacturer's Sales Representative Certification Scheme*

3.3.1.1 Qualifications

For individual *EIFS Manufacturer's Sales Representative* to become certified, a combination of experience in the industry and successful completion of a written exam is required. The *EIFS Manufacturer's Sales Representative* shall have a minimum of six months experience in the industry or shall have attended the following training sessions / workshops approved by EQI;

- a. Building Science
- b. EIFS Mechanic Installation

3.3.1.2 Evaluation Requirements and Procedures

The evaluation of each individual *EIFS Manufacturer's Sales Representative* shall be done by a verification of experience through the means of a notarized affidavit detailing months of experience provided by the Sales Representative's EQI licensed manufacturer employer and successful completion of a written examination.

A written exam will be administered that has been developed in accordance with exam specifications that have been approved by EQI. The exam instrument will be administered at locations across Canada.

3.3.1.3 Surveillance

Surveillance shall be conducted on the individual *EIFS Manufacturer's Sales Representative* during the certification period by monitoring any expression(s) of concern regarding the competence level of the individual.

3.3.1.3.1 Methods and Frequency

Methods

The surveillance may include, but is not limited to the review of concerns expressed by design professionals, owners, builders, etc. or any additional parties to the construction process, i.e. inspectors.

Annual Activities

The individual *EIFS Manufacturer's Sales Representative* shall renew their certification on an annual basis. EQI shall review the individual's file to determine whether there are any outstanding concerns expressed.

3.3.1.4 Withdrawal of Certification

Should the certified individual *EIFS Manufacturer's Sales Representative* not maintain or not continue to prove his competence to the satisfaction of BPQI, the certification shall be withdrawn. In the event the certification is withdrawn, the BPQI certification manager shall review the individual record and provide a written statement in regards to steps that shall be taken in order for the certification to be reinstated.

Reasons for withdrawal of an individual certification by BPQI include, but are not limited to:

1. Failure of exam instrument

2. Failure to meet requirements of the Code of Conduct consistent with that of the EIFS Council of Canada.

3.3.1.5 Recertification

The *EIFS Manufacturer's Sales Representative* shall be required to recertify every five years. The recertification process shall include, but will not be limited to the following items:

- a. File review by EQI.
- b. Individual providing proof of attendance at an educational session developed with input from the EIFS industry which will update the individual on industry issues including non-compliance cases, feedback from the industry and technical changes to components / systems, building codes or other relevant items.
- c. Individual shall have obtained 15 continuing education units.
- d. Successful completion of the written examination instrument.

The recertification requirements for individuals shall be completed prior to re-issuance of the certification. For individuals that do not meet the recertification requirements, the certification shall be withdrawn immediately and they shall be notified by EQI by letter.

3.3.1.6 Certification Scheme Review

The certification scheme shall be reviewed on an on-going basis by a certification scheme committee (as defined in ISO 17024) made up of individuals with the credentials and experience within the industry. A meeting to review statistics, industry changes and current certification scheme requirements shall be scheduled by EQI on a regular basis. Recommendations and input shall be documented through meeting minutes with any recommendations for change made duly by motion, seconded and approved by the majority of certification scheme committee members.

The certification scheme committee members shall seek input from external sources including, but not limited to:

- a. industry associations
- b. professional groups
- c. government agencies
- d. consumer/owner advocacy groups

3.3.1.7 Responsibility for Development of Scheme

EQI will be responsible for the development, maintenance and oversight of the certification scheme, will conduct the surveillance of individual *EIFS Manufacturer's Sales Representative* during the certification period, will make determinations regarding withdrawal of certifications and recertification, and will administer and organize certification scheme committee meetings and document and report the results of such meetings.

3.3.2 JOB / PRACTICE ANALYSIS FOR *EIFS Manufacturer's Sales Representative*

3.3.2.3 Frequency

Job / Practice analysis for individual *EIFS Manufacturer's Sales Representative* shall be conducted every five years.

3.3.2.4 Description of Individual *EIFS Manufacturer's Sales Representative* Candidates

The individuals targeted as candidates for certification fall into five categories:

1. Those that currently work within the industry and are directly involved in the marketing, promotion or selling of EIFS.
2. Existing EIFS distributors and contractors
3. Manufacturer's Specialist or Field personnel not currently involved in working with design professionals
4. Individuals involved in other cladding industries or in the building envelope industry
5. Those with no prior related applicable experience or any skill sets closely relate to the critical tasks performed by a certified *EIFS Manufacturer's Sales Representative*.

The purpose of targeting these candidates is to draw on a wide variety of individuals and to increase their knowledge of EIFS to an appropriate level.

3.3.2.5 Critical Tasks Performed

The critical tasks performed by individual consist of:

- a. **Manufacturer's corporate responsibility**
 - i. Knowledge and understanding of the administrative obligations of the EIFS Quality Assurance Program.
 - ii. Familiarity with the QAP Program Manual.

- b. Building Science**
 - i. Heat flow
 - ii. Moisture flow
 - iii. Air flow
 - iv. Combining all of the above

- c. Details**
 - i. CMHC Best Practice Guide
 - ii. OAA Rain Penetration Control (Ontario)

- d. Components and Materials**
 - i. Installation of components in proper sequence and in compliance with manufacturer's instructions and EIFS technical bulletins

- e. Building Code**
 - i. NBC Part 3, Specifically 3.1.5.5 and 3.2.3.7.
 - ii. NBC Part 5
 - iii. NBC Part 9

- f. National standards**
 - i. S716.1 Materials specification
 - ii. S716.2 Installation (in development)
 - iii. S716.3 Design and applications (in development)

- g. Installation requirements**
 - i. Assessment of environmental conditions
 - ii. Assessment of work for compliance to the EIFS Site Quality Assurance Program and project contract documents
 - iii. Repairs of deficiencies

- h. Contract documents**
 - i. General conditions
 - ii. Standard three part specifications for EIFS (i.e 7240)
 - iii. All related sections

3.3.3 EIFS MANUFACTURER'S SALES REPRESENTATIVE CERTIFICATION REQUIREMENTS

3.3.3.3 Rationale

EIFS is a cladding comprised of various components that have been chosen by the manufacturer to comprise the system. The rationale for the *EIFS Manufacturer's Sales Representative Certification* is to ensure that the information provided and the positions presented are consistent with EQI and technically supported. By confirming that the *EIFS Manufacturer's Sales Representative* has the knowledge required, the design professional shall be able to obtain the information required for their project.

3.3.3.4 Evaluation Mechanisms

The *EIFS Manufacturer's Sales Representative Certification Scheme* is outlined in detail in Section 3.3 of this Handbook. Briefly, the evaluation of each individual shall be done by a verification of experience / education through a notarized affidavit detailing months of experience by the sales representative's EQI licensed manufacturer employer and successful completion of a written examination.

3.3.3.5 Written Examination Instruments

A written examination instrument shall be administered in order to ensure competency in the critical tasks defined by BPQI. This shall provide documented evidence that the individual has the appropriate knowledge when the passing requirements have been met. All written examinations shall consist of multiple choice and may include graphics or details.

3.3.4 EXAMINATION SPECIFICATIONS

3.3.4.3 Written only

The examination shall be written in both English and French. Any individual wishing to have the exam administered orally is required to make arrangements with EQI in advance.

3.3.4.4 Content Outline

The exam focuses on eight key areas of knowledge and is weighted appropriately in regards to the critical functions required. The exam will be divided into eight sections:

a.	Manufacturer's corporate responsibilities	5%
b.	Building science	20%
c.	Details	25%
d.	Components and materials	20%
e.	Building Code	5%
f.	Standards	5%
g.	Installation requirements	10%
h.	Specifications	10%

3.3.4.5 Types of Questions Posed

The exam is constructed in a multiple choice format. Each question will have four answer choices in which one will be true and three will be false. The question may include a graphic illustration or a detail.

3.3.4.6 Cognitive Level

The questions have been developed in a grade 12 English or French language level.

3.3.4.7 Number of Questions for Each Subject

Each subject will include a minimum of five questions to a maximum of thirty questions. The number of questions for each subject will be based upon the weighting criteria established.

3.3.4.8 Time Length for Examination

The time length for the written examination will be three hours in length.

3.3.4.9 Method for Establishing Acceptance Level of the Mark

The passing mark for the examination is eighty percent (80%). In addition, the examinee must achieve a minimum of sixty percent (60%) in each section of the exam in order to pass. Use of any notes, other manuals or materials during the exam is strictly prohibited.

3.3.4.10 Method for Marking

Once the exam has been administered, completed answer sheets will be sent to BPQI. BPQI will use an answer key to mark the exam and each marked answer sheet will be carefully checked for accuracy by the certification administrators. Random checks of the marked answer sheets will be conducted by the certification manager at a rate of 10%.

3.3.4.11 Rotation of Written Examination Instrument Questions

A bank of questions will be used for each of the eight exam sections. Each question will be assigned a unique number in the question bank. The exam questions will be rotated on an annual basis. Each section will have at least fifty percent (50%) of the questions changed from the previous year's version of the exam.

Each delivery of the exam shall have the order of the questions in each section randomly shuffled.

New questions developed for the exam shall be added to the question bank on a regular basis.

3.3.4.12 Market Transparency of Scheme

In order to maintain transparency, all interested candidates will be provided with this Handbook which outlines the requirements to obtain certification. This Handbook will be available on the Internet as a downloadable resource or as a hard copy upon request.

3.3.5 CERTIFICATION DEVELOPER QUALIFICATIONS

Employees of BPQI involved in the development of this certification scheme shall have a minimum of five years experience in the development and delivery of certification programs. An education degree or certificate in adult education from a recognized training institution will be required of the certification manager, along with having more than five years of certification experience.

4. Exam Registration

Scheduling an Exam

Location(s), dates and availability of seating details will be provided upon inquiry. To obtain the exam schedule check the EQI website or contact EQI at 866-391-3437. The exam is expected to be delivered every six months.

Exam Fees

Examination fees cover the costs of exam location coordination and staffing, examination development, review, production and scoring. Please refer to the latest course registration form or call EQI at 1-866-391-3437 for current exam fees.

Hours of Operation

EQI business hours are between 8:00am and 5:00pm CT, Monday to Friday.

The exam may be administered Monday to Friday, with the exception of national holidays or holiday weekends. EQI experiences heavy exam volume from December – February so be sure to book in advance during these times.

Cancelling and Rescheduling an Exam

To change or cancel your reservation you must notify EQI **no later than 2 business days** before your scheduled examination. **If you call EQI after this time you will be charged \$50.00.** The fee from your first appointment will be owed in addition to the fee for the new exam date.

Leaving a message on the local exam location answering machine is NOT an acceptable method of cancelling / rescheduling your appointments. You can reschedule your exam date by calling 866-391-3437 between 8:00am and 5:00pm CT, Monday to Friday.

Failure to Appear for a Scheduled Exam

If you are absent from an examination that you were scheduled to attend, and you did not reschedule or cancel according to policy, you will owe the full examination fee for the missed examination. You will not be permitted to take future exams until the fee owed for the previous missed exam is paid in full.

There are no refunds for examinations not taken. All individuals seeking excused absences must submit written verification and supporting documents of the situation to EQI within 5 days of the original examination date. Illness excuses must be written by an attending physician. Inclement weather is not acceptable as an excused absence unless the exam location was closed. If on the day of your exam you are unable to attend the examination for which you were scheduled, you may be excused without monetary penalty for the following reasons:

- Documented illness, either yourself or immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty; or
- Military duty

Inclement Weather or Other Emergencies

Exam administration will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the exam location inaccessible or unsafe, the exam administration may be cancelled. In the event of the exam location closing due to inclement weather, individuals will be contacted by EQI to reschedule their appointment free of charge.

Re-examination

There is no limit to the number of times unsuccessful individuals may take the exam, however this exam is expected to be delivered twice per year and the individual shall need to wait for the next exam delivery.. Exam individuals will be charged the full exam fee for each exam session scheduled.

5. Individuals with Disabilities

If you have a documented disability that would prevent you from taking the examination under standard conditions, you may request a reasonable accommodation, as permitted by law. Disabled applicants requesting an accommodation must provide documentation of the disability from a licensed medical professional. Applicants requesting accommodation on the basis of a learning disability must also submit a diagnosis of the disability corroborated by psychological testing. Reasonable accommodations are granted to ensure that every individual has the opportunity to test on a level field with other individuals, but not to provide any individual with an unfair advantage over other individuals. Accommodation requests are considered on a case by case basis.

To request an exam with special conditions contact EQI at 1 866-391-3437.

We highly recommend that you submit your request for accommodation at least 30 days prior to your preferred exam date.

6. About the Exam

The total exam seat time includes:

- Exam - 3 hours
- Exit survey on the exam - 5 minutes

7. Studying for the Exam

Exam Preparation – Keys To Success

1. Set a schedule: Like you would for any goal, set a timeline and clearly define a course of action for earning the *EIFS Manufacturer's Sales Representative Certification*.

2. Review the learning essentials: Be sure you understand the full outline of 3.3.2.5 Critical Tasks Performed and decide whether or not you understand and can accomplish each of the critical tasks. Candidates for certification should take a close look at the recommended qualifications and also review the content areas of the exam and sample questions to determine whether or not they are ready to take the exam. All individuals shall understand and be familiar with the requirements, submittals, technologies and strategies before taking the written examination.

Written Examination Sample questions:

- 1) A nanogram is;
 - a. One billionth of a gram.
 - b. A unit of measure for ultraviolet light.
 - c. Equivalent to the weight of a single drop of water at 37.5 degrees Celsius.
 - d. Equivalent to the amount of moisture vapour contained in one cubic meter of air at a temperature of 37.5 degrees Celsius.

- 2) R Value is;
 - a. A term predominantly used in the building industry to describe the insulation properties of certain building insulation materials.
 - b. Is limited to situations where thermal insulation is achieved by retarding the flow of heat through the material itself.
 - c. The reciprocal of its apparent thermal conductivity multiplied by the material thickness.
 - d. All of the above.

- 3) Expansion joints are required:
 - a. building expansion joints
 - b. at locations where dissimilar substrates meet
 - c. at deflection tracks in steel stud construction
 - d. all of the above

3. EIFS Mechanic Technical Review Program: EQI offers a day and one half review that allow you to learn from expert instructors and exchange ideas and information with your peers. While attendance at an EIFS Mechanic Technical Review can be helpful, this does not guarantee a passing score on the exam and the Technical Review has not been designed for this certification scheme. It can help you to learn more about the fundamentals of the installation of EIFS.

4. Reference Materials: Preparation for the exam may include review of materials identified in Section 3.3.2.5, i.e. CMHC Best Practice Guide, the National Building Code, CAN/ULC S716 standard(s), etc.. In addition, course materials pertaining to EIFS may be beneficial.

8. Examination Day

What to Bring

You must present two forms of ID: one with a photo and both with signature
examples of acceptable forms of photo ID are:

- driver's license
- passport
- military identification
- employee identification card

Examples of acceptable forms of signature only ID cards are:

- credit card
- check cashing card

Unacceptable forms of ID are:

- Social Insurance Card

Please note that photo ID cannot be expired.

Be sure to register with the exact same name that will be presented as identification at the exam location or you will not be allowed to take the exam.

Arrival Time

It is recommended that you arrive at the exam location at least 30 minutes prior to your scheduled exam appointment to get settled and check-in. Individuals who arrive at the exam location 30 minutes after their scheduled exam times will lose their reservations and be considered absent, and the policy for ***Failure to Appear for a Scheduled Exam*** will apply.

Your exam session should begin within 30 minutes of your scheduled appointment. If circumstances arise at the exam location that delays your exam session more than 30 minutes after your scheduled appointment time, you will be given the choice of continuing to wait or rescheduling your appointment.

Sitting the Exam

You must remain in your seat during the examination except when authorized to leave by the examination administrator.

As you progress through the exam, answer every question presented even if you are unsure of your answer choices. You can mark these questions for later review and return to them to re-evaluate your response if time permits. All unanswered questions will be scored as incorrect when your time expires.

Reporting a Problem with Your Exam Experience

Raise your hand to notify the examination administrator if:

- You need additional scratch paper or pencil
- You need to take a break (exam time will NOT be suspended)
- You need to leave the exam location for any other reason

In the event that you encounter negative conditions at the exam location such as bad lighting, excessive noise or uncomfortable temperature conditions we recommend that you immediately notify the examination administrator. In unlikely cases where such conditions may occur, it does not modify or change the required passing score.

After the Exam

If you complete the examination before the time limit has expired you may conclude your examination appointment and leave.

9. Exam Integrity

Written Examination Security

To ensure the integrity of the *EIFS Manufacturer's Sales Representative Certification* program, specific measures are enforced during the administration of your exam.

Before taking the examination, you will be required to accept a confidentiality statement, which prohibits any disclosure of exam content. Failure to comply with the agreement will prevent you from testing.

Exam questions and answers are the exclusive property of EQI.

The examination and the items (questions and answers) are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever.

Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.

Theft or attempted theft of exam items is punishable to the fullest extent of the law.

You will be observed at all times while taking the exam. This may include direct observation by the examination administrator as well as audio and video recording of your exam session. Your participation in irregular behavior during the exam may result in invalidation of the results of your examination, termination of your individual status, civil liability, criminal prosecution, or other appropriate sanctions.

Exam Location Requirements

The following is a list of items you are not permitted to have during your examination:

- Papers or books
- Food, beverages, bags (including pocketbooks and purses), or electronic devices

Eating, drinking, and tobacco use are prohibited in the exam room. Unauthorized paper shall not be brought into or removed from the exam room (scrap paper and pencils will be provided by the examination administrator and will be collected at the conclusion of your exam). You may not leave the exam room without the examination administrator's permission. You must present acceptable photo ID each time you enter the exam room.

Grounds for Dismissal from the Exam Location

Any individual who engages in misconduct or does not comply with the examination administrator's warning to discontinue inappropriate behavior may be dismissed from the exam location, have exam results invalidated, or be subject to other appropriate sanctions. The following behaviors are considered to be misconduct:

- Giving or receiving assistance of any kind
- Using any prohibited aids (any device that would provide an advantage while taking the exam)
- Attempting to take the exam for another person
- Creating a disturbance of any kind
- Removing or attempting to remove examination questions, answers or notes about the exam, in any format from the exam room
- The use of electronic devices
- Failure to comply with the exam regulations of the examination administrator

Examination Irregularities

Fraud, deceit, dishonesty, or other irregular behavior in connection with taking the exam is strictly prohibited. Irregular behavior includes, but is not limited to, copying or allowing the copying of examination content, failing to work independently, possessing unauthorized devices or source materials, surrogate testing or other dishonest conduct, disrupting other examinees, and possessing, reproducing, or disclosing exam questions, answers, or other information regarding the content of the examination.

Communication with other examinees or with any outside source by way of telephone, personal computer, Internet, or any other means during the course of the exam is prohibited.

The examination administrator is authorized to take appropriate action to investigate, stop or correct an observed or suspected irregular behavior, including discharging examinees from the exam location and confiscation of any prohibited devices or materials. Examinees or any other persons implicated in an irregularity will be reported to EQI for further action.

10. Challenging your Exam Results

Challenging Exam Results

Following completion of the exam, individuals may submit in writing comments on any question(s) they believe contain errors in content. EQI will not respond to complaints received more than 10 days following your exam date and does not respond to complaints sent to any other address than that of EQI

General Comments and Questions and Inquiries about Specific Questions

If you have comments or questions concerning your examination, direct your comments in writing to the address below within 10 days of your exam date. In your correspondence, include your contact information, exam date, as well as the specific concerns about the question. You are not allowed to copy the question before leaving the exam location and are not expected to recreate the entire question in your correspondence.

EQI will review the question and you will be notified of the findings. Because of the need for exam security, EQI will not release exam questions or answers to individuals.

EIFS Quality Assurance Program Inc.

c/o 410-250 McDermot Ave.

Winnipeg, MB

R3B 0S5

Exam Statistics

Official statistics regarding the EQI Certification exam, including all item performance data, individual data, and demographic data, will be considered confidential unless officially released by EQI. Individuals' scores will always remain confidential unless released with written consent of the examinee.

Individual Confidentiality

EQI recognizes your rights to control personal information and as such will safeguard this information from unauthorized disclosure. To protect your rights to control score distribution, exam scores are released only to you, the exam taker and authorized EQI staff. EQI does not release exam scores except for use in research studies that preserve your anonymity.

11. After the Exam

Certification Privileges

Passing the *EIFS Manufacturer's Sales Representative Certification* exam is a distinguishing achievement. Once you successfully pass the exam you will receive a congratulatory letter and certificate from EQI. You may display your EIFS Certified Manufacturer's Sales Representative credentials by displaying either your certificate or photo ID card.

Duplicate Certificates

Certificates will be mailed directly from EQI head office approximately six weeks after the exam date. In the event that a certificate arrives damaged, with an incorrect name or spelling or, after a reasonable period of time (three weeks after mailing) does not arrive at all, the certificate will be replaced free of charge. Please call EQI at 866-391-3437.

In the event a certified individual loses the certificate, needs a replacement, wants the name on the certificate to be changed, or would like a duplicate certificate the certified individual should forward this request in writing to EQI.

A \$25 fee will be charged for processing the new certificate and should be included in the request. Replacement certificates are processed monthly.

12. Frequently Asked Questions

1. How do I get signed up to take the written exam?

For the most up to date information on registration/scheduling requirements, dates, locations and fees contact EQI at 866-391-3437.

2. Can I register for the exam over the phone?

Yes, telephone registration is available for examinations.

3. Where can I take the written exam?

Examinations are administered on an as needed basis but generally no more than every six months. To get current schedule and location information call 866-391-3437.

4. Can I get my results over the phone?

No. Examination results are confidential and will only be provided in writing.

5. When will I receive my exam results?

Results for examinations will be mailed within three weeks after the exam date.

6. Does BPQI offer courses to pass examinations?

No. However ECC does offer courses and study references on the Installation of EIFS. The courses are not intended to serve as preparation to pass examination nor do they ensure you will pass an examination. The courses may allow you to increase your knowledge on code provisions but keep in mind that the content and instruction are not specific to contractor exams or contractor exam content

7. Can I review my exam that I recently took?

You can review only those questions on the exam that you marked incorrectly. A review is for the purpose of completing a challenge. There is a \$25.00 fee for a review session.

8. How often can I take the written exam?

You may take the written exam as many times as needed until you pass the exam. You must wait a minimum of six months between each time you take the written exam.

9. Can I reschedule or cancel my exam?

Yes but you must notify EQI at least 5 business days before the examination for which you have registered. If notice is received less than 5 business days prior, registration fees will be forfeited.

10. Can I get a confirmation of my results mailed to me?

Yes, your exam confirmations will be mailed to you.

11. Are the examinations open book?

You are not allowed to have any other papers or books with you during the exam.

12. How long are the examinations?

The length of time is three hours.

13. What type of format will the examination questions be in?

Exam questions are in four-option, multiple-choice, with one answer on each question scored as correct.

14. Should I guess if I don't know the answer to a question?

There is no guessing penalty, so answer every question.

15. What is considered a passing score?

The passing mark for the examination is 80%. The individual must also achieve a minimum of 60% in each section of the exam.

13. Other Information

Contact Information

EIFS Quality Assurance Program Inc.
410-250 McDermot Ave
Winnipeg, MB
R3B 0S5

Toll free: 1-866-391-3437
Fax: 1-204-956-5819