

# EIFS Quality Assurance Program Mechanics Certification Handbook

January 2012



This Handbook contains information on how to become an EIFS certified mechanic. Information in this Handbook represents current policies for the EIFS mechanic certification. Information in this Handbook supersedes information contained in any previously published documents.

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. Appointments are scheduled on a first come, first served basis.
- Cancellations must be done 2 business days in advance of appointment. **All cancellations and rescheduling of existing appointments done less than two 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.** 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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### Appendix A

- Mechanic Application Forms ( 4 pages)
- Affidavit Form

## **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 this Handbook 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 mechanics.
- Step 4      Obtain the reference materials required for the examination and study these references well in advance of taking the examination.
- Step 5      Pass the examination. If you do not pass the examination, you will need to wait 10 days from the exam date to retest. To retake the exam, contact EQI at 866-391-3437.

## 1. 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 works together to form an insulated cladding system. Unauthorized substitution of components within a manufacturer's proprietary system is prohibited.

The ECC founded in 1987, is a national non-profit industry trade association which represents the entire 'EIFS industry' in Canada. The ECC membership is comprised of EIFS manufacturers, distributors, component suppliers, contractors, building science/design consultants and financial services companies involved in the industry in Canada. The ECC serves as the 'official voice' of the EIFS industry and its mandate is to provide for the advancement and growth of the EIFS industry across the country.

The EIFS industry as well as manufacturer members specifically, have and will continue to invest in product and systems development. These investments have been made both on an individual company as well as ECC basis, and include;

- Design, development and introduction of the EIFS Quality Assurance Program (EQI).
- Development of Canadian Construction Materials Centre (CCMC) Technical Guide for EIFS.
- Development of National Standard Specifications for EIFS.
- Development of the ULC 716 family of Standards – Materials, Installation, Design.
- On-going technical bulletins to address a range of fundamental industry subjects.

- Development of EIFS Practice Guide
- Participation in the Moisture in Exterior Walls Study (MEWS) with National Research Council (NRC).
- Wall performance study conducted by Oak Ridge National Laboratories in the Natural Exposure Test (NET) Facility.
- Research and testing program on thermal performance of EIFS drainage cavity. (CCMC) (NRC)

## **2. 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 is licensed to use the QAP logo in promotional materials.

- Installer Certification – Individual EIFS mechanics undertake a certification process in accordance with ISO 17024 Conformity Assessment 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 Mechanic Certification Scheme**

Certification is specifically designed for those involved in the installation 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 continued high quality installations of EIFS.

### **3.3 Outline of EIFS Mechanic Certification Scheme**

#### **3.3.1.1 Qualifications**

For individual mechanics to become certified, verification of applicable experience in the trade and successful completion of a written exam is required;

- Level 3 – minimum of 2000 hours of field experience installing complete EIFS systems plus successfully pass certification exam.
- Level 4 - meet Level 3 requirements plus having worked on a minimum of 20 EIFS projects

#### **3.3.1.2 Evaluation Requirements and Procedures**

The evaluation of each individual mechanic shall be done by a verification of experience through the means of a notarized affidavit detailing hours of experience provided by the mechanic and a written examination.

The individual mechanic shall supply the required documentation to verify experience in the installation of all components comprising EIFS systems and/or related applicable trowel trade experience.

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 mechanic during the certification period by EQI using a variety of methods that have been approved by EQI.

#### **3.3.1.3.1 Methods and Frequency**

##### **Methods**

The surveillance may include, but is not limited to:

1. On-site assessment
2. Review of complaints from building owner/representative or any parties to the construction process
3. Confirmation of satisfactory workmanship

##### **Annual Activities**

The individual mechanic will be required to renew his certification on an annual basis. The requirements for renewal shall be set by EQI and will be determined on the basis of the non-compliance cases, feedback from industry and technical changes to components / systems, building codes or other relevant items.

On-going surveillance of the individual mechanic shall occur throughout the certification period by EQI on a random basis by on-site audits and assessments.

#### **3.3.1.4 Withdrawal of Certification**

Should the certified individual mechanic not maintain or not continue to prove his competence to the satisfaction of EQI, the certification shall be withdrawn. In the event the certification is withdrawn, the EQI certification manager shall review the individual mechanic's 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 mechanic's certification by EQI include, but are not limited to:

1. Failure of exam instrument
2. Failure of on-site assessment
3. Verification of a complaint by building owner or the owner's representative for failure to meet installation requirements and not correcting the deficiency

#### **3.3.1.5 Recertification**

Individual mechanics shall be required to recertify every five years or as determined by EQI. The recertification process shall include, but will not be limited to the following items:

- a. Administration of the written examination instrument

The recertification requirements for individual mechanics shall be completed prior to re-issuance of the certification. For individual mechanics 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 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

### **3.3.2 JOB / PRACTICE ANALYSIS FOR EIFS MECHANIC**

#### **3.3.2.3 Frequency**

Job / Practice analysis for individual mechanics shall be conducted every five years.

#### **3.3.2.4 Description of Individual Mechanic Candidates**

The individual mechanics targeted as candidates for certification fall into three categories:

1. Those that currently work within the industry under the guidance of a currently certified individual mechanic and/or for an accredited trade contractor and are directly involved in the installation of the components that comprise the system.
2. Those that currently work within similar industries and have applicable trade experience and skill sets that closely relate to the critical tasks performed by a certified individual mechanic.

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

#### **3.3.2.5 Critical Tasks Performed**

The critical tasks performed by individual mechanics consist of. (The ULC 716.2 Standard shall provide guidance on the these tasks.)

##### **a. Evaluation of substrate**

- i. Overall understanding of both mass walls, i.e. poured-in-place concrete, masonry, etc. and framed walls incorporating sheathing(s) as the substrate for EIFS
- ii. Familiarity with general issues such as; appropriate spacing of framing and relative to thicknesses of sheathing, attachment methods, frequency and type of fasteners, planar regularity of wall surfaces
- iii. Knowledge of appropriate level of preparedness of wall areas, i.e. degree of cleanliness, dryness and/or moisture content, presence of curing compounds or sealers, etc.

- iv. Understanding of test methods available to confirm adequate level of dryness of substrates.
  - v. Awareness of substrates not suitable for attachment of EIFS.
  - vi. Understanding of acceptability of transitional details, i.e. from wall to windows, etc.
  - vii. Recognition of needs for associated flashings.
- b. Assessment of environmental conditions and any required controls**
- i. Thorough understanding of temperature ranges for installation of EIFS components.
  - ii. Appreciation of the effects of high humidity on drying conditions.
  - iii. Knowledge of building effective enclosures for protection of work, i.e. hoarding.
- c. Organization of appropriate job site setup**
- i. Familiarity and training of appropriate set-up requirements of scaffolding, swing-stages and alternative working platforms.
  - ii. Organization of work so as to minimize environmental effects on EIFS, i.e. direct sunlight, winds, etc.
  - iii. Understanding of work layout to ensure compliance with industry standards.
- d. Confirmation of proper tools and equipment on site**
- i. Proper inventory of all required tools and specialty instruments on-site for proper installation.
  - ii. Understanding of maintenance and servicing requirements of heaters, fans, etc.
- e. Estimation of required material/component and quantities**
- i. Understanding of all material and accessories required and amounts for completion of day's estimated scope of work.
- f. Compliance with material preparation and component mixing requirements**
- i. Familiarity with manufacturer data sheets for components.
- g. Installation of components in proper sequence and in compliance with manufacturer's instructions**

- i. Understanding of requirements for curing of components and timing for subsequent steps in the installation.
- h. Protection of work either in progress or completed and maintenance of appropriate environmental control**
  - i. Ensure protection of work from associated trades.
  - ii. Provide direction to be followed for post installation of signage, railings, etc.
  - iii. Protect freshly completed work from exposure to wind-borne contaminants.
  - iv. Provide protection during drying so as to minimize the development of efflorescence.
  - v. Protect adjoining surfaces from splashes, spillage and overspray of EIFS components.
- i. Handling and storage of materials and components as required by manufacturer**
  - i. Confirm availability of and familiarity with Material Safety Data Sheets (MSDS) for EIFS components.
  - ii. WHMIS training.
  - iii. Availability of appropriate storage location for materials and protection from damage due to freezing or excessive heat.
  - iv. Understand degree of sensitivity of materials to explosion, i.e. solvent-based materials.
  - v. Utilization of proper lifting techniques and transport of materials around site.
  - vi. Utilization of proper breathing protection.
- vii. Implementation of appropriate site waste management and disposal**
- viii. Maintain work platforms free of obstacles and impediments.
- ix. Respect prevailing by-laws governing debris management, i.e. littering.
- j. Assessment of work for compliance to the Site Quality Assurance Program and project contract documents**
  - i. Performance of all work in compliance with proper safety**
  - ii. Ensure proper protection of the public from falling obstacles
  - iii. Have received fall protection

- k. Maintenance and completion of appropriate site reporting documents**
- l. Performance of repairs (if necessary)**

### **3.3.3 EIFS MECHANIC CERTIFICATION REQUIREMENTS**

#### **3.3.3.3 Rationale**

EIFS is proprietary by nature and all components within an EIFS assembly are sold or manufactured by a single manufacturer. The performance of the installed assembly is directly related and highly dependent on the skills of the individual mechanic.

#### **3.3.3.4 Evaluation Mechanisms**

The EIFS Mechanic Certification Scheme is outlined in detail in Section 3.3 of this Handbook. Briefly, the evaluation of each individual mechanic shall be done by a verification of experience through a notarized affidavit provided by the mechanic detailing hours of experience and 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 EQI. This shall provide documented evidence that the individual mechanic has the appropriate knowledge when the passing requirements have been met.



### **3.3.4 EXAMINATION SPECIFICATIONS**

#### **3.3.4.3 Oral or Written**

The examination shall be written; in the alternative, the exam may be provided orally by an approved examination administrator. 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 five key areas of knowledge and is weighted appropriately in regards to the critical functions required. The exam will be divided into five sections:

a.	Building science	10%
b.	Site preparation	10%
c.	Components and materials	30%
d.	Tools and equipment	10%
e.	Installation requirements	40%

#### **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.

#### **3.3.4.6 Cognitive Level**

The questions have been developed in a grade 8 English language level.

#### **3.3.4.7 Number of Questions for Each Subject**

Each subject will include a minimum of ten questions to a maximum of forty questions. The number of questions for each subject will be based upon the weighting criteria established by EQI

#### **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, as set by the EQI, is seventy five (75%). The exam is a closed book exam and the mechanic may not review any material while writing the exam.

#### **3.3.4.10 Method for Marking**

Once the exam has been administered, completed answer sheets will be sent to EQI. EQI 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 five 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 by EQI will 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.

## 4. Exam Registration

### ***Scheduling an Exam***

Appointments are scheduled on a first come, first served basis. Register early to get your preferred date. To schedule an exam contact EQI at 866-391-3437.

### ***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. 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
- Exit survey

## 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 Mechanics 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. The Building Envelope:
  - a. Is a combination of all components or assemblies that separate the interior environment from the exterior environment.
  - b. Never develops any leaks.
  - c. Cannot be altered because of structural requirements.
  
2. The basic tools used for the installation of EIFS systems are:
  - a. Screw gun and a groove tool
  - b. Hawk and trowel
  - c. Rasp and float
  - d. All of the above
  
3. Can EIFS be installed over any substrate?
  - a. No
  - b. EIFS can only be installed over substrates suitable for the systems.
  - c. If it approved by the system manufacturer.
  - d. Yes.

*Answers: 1.(a); 2.(d); 3.(b)*

**3.Self Study.** Self study is also recommended to help prepare you for the exam. A variety of study materials are available through the ECC and other industry sources..

## 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 Mechanics 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. (EQI)  
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 Mechanic Certification exam is a distinguishing achievement. Once you successfully pass the exam you will receive a congratulatory letter . Once completely certified you may display your EIFS Certified Mechanic credentials by displaying either your certificate or photo ID card.

## **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 frequently across the nation. To get current locations 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. 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 10 days between each time you take the written exam.

**7. Can I reschedule or cancel my exam?**

Yes but you must notify EQI at least 2 days before the examination for which you have registered.

**8. Can I get a copy of my results mailed to me?**

Yes, your exam results will be mailed to you.

**9. Are the examinations open book?**

No. You are not allowed to have any papers or books with you during the exam.

**10. How long are the examinations?**

The length of time is three hours.

**11. 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.

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

There is no guessing penalty, so answer every question.

**13. What is considered a passing score?**

The passing mark for the examination is 75%.

## **13. Other Information**

### ***Contact Information***

EQI  
410-250 McDermot Ave  
Winnipeg, MB  
R3B 0S5

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



## **Appendix A**

- a. Mechanic Application Form (4 pages)
- b. Affidavit Form

