



CERTIFIED RESTORER® (CR) CERTIFICATION

2010 APPLICATION FOR CANDIDACY

Congratulations on deciding to pursue advanced certification as a Certified Restorer (CR). The objective of RIA's Certified Restorer Certification Program is to raise committed restorers to a ***master's level of professional ability***. The program of study addresses both buildings and personal property and is based on the nature of materials and structures under the effects of various perils. Restoration theory addresses the mechanisms by which residue and odors are removed and cover toxic contamination, allergic response, water damage, contracts and insurance.



Please carefully read through this document as it contains valuable information you will need as you journey through the process.

Applicant Status: Only individuals can become Certified Restorers, not firms. Vendors who sell goods and services to Restorers, but who do not do restoration work themselves, are not in the practice of restoration and are not eligible for the CR certification.

RIA CR CERTIFICATION PROCESS OVERVIEW

PRE-CERTIFICATION STEPS

Obtaining an advanced certification is a PROCESS – a combination of many steps to complete the required course of study. The following steps are part of that process:

1. Complete the Application & submit for review; Applicants will be advised via email of their acceptance into the CR Program.
 - o **Submission of the Application begins the process, so do this first.** Applicants can then schedule pre-req courses.
2. Attend pre-requisite courses.
3. Complete self-study reading and research in restoration & related fields, plus ongoing experience in field work.
4. Attend RIA's Certified Restorer (CR) Prep Course.
5. Take the CR exam. Passing score of 80% or better is required to complete the Formal Report.
6. Submit Formal Report.
7. Upon approval of the Formal Report and formal notification, Candidate is officially "certified."

PRE-QUALIFYING REQUIREMENTS

- **Education**
 - o All Applicants must hold a high school diploma or equivalent.
 - o All Candidates must complete the required coursework prior to attending the Certified Restorer Prep Course.
- **Work History & Experience**
 - o Applicants must have a minimum of seven (7) years of verifiable work experience related to the restoration industry.
 - o Experience and field work can include: restoration worker, project supervisor, estimator, consultant, inspector, restoration company manager, facility manager, restoration instructor
- **Documentation of Experience**

Along with the CR Application, the Applicant must include a copy of any one (1) of the different restoration projects from the list below that they have been personally involved with the past 12 months. **Please delete any identifying information to protect clients. These documents can include, but are not limited to:**

- o Detailed restoration estimate or other evidence of direct participation in restoration work
- o Detailed Invoice of a restoration project
- o Consultation report for a restoration-related project
- o Documentation and report from a restoration school training exercise (only one project from this category can be submitted)
- o Evidence of consultation and/or lab analysis of a restoration project

2010 EDUCATIONAL LEARNING REQUIREMENTS

Prior to attending RIA's CR Prep Course, Applicants must successfully complete the current required pre-requisite courses.

1. If the Applicant has already attended one or both of the pre-requisite courses, simply attach the Certificate of Course Completion to the CR Application and submit along with the Documentation of Experience.
2. If the Applicant needs to attend one or both pre-requisite courses, email RIA the Certificate of Course Completion **after** attending the course(s), but still submit the CR Application with the Documentation of Experience.

Pre-requisite course requirements are:

1. RIA's Certified Restoration Technician (CRT) * AND
2. RIA's Content Restoration: Process & Handling Course **OR** RIA's Content Restoration: Science & Theory Course
**The following 2 (two) courses can be substituted in place of RIA's pre-requisite CRT course only and are subject to a \$150 Transfer Fee for each course:*
 - * IICRC Fire & Smoke (FST) 2-day course AND IICRC Water Damage (WRT) 3-day course

Self-study:

Similar to a master's program, to fill in knowledge gaps, self-study from the Domains of Knowledge & Recommended Reading list is recommended. A complete list of books can be downloaded from the CR landing page located on RIA's website.

CR Prep Course & Exam:

- a. CR Candidates must attend the CR Prep Course.
 - a. The CR Prep Course is a blended learning format, combining 3 online live training sessions conducted in late October and early November along with a 2-day (Thursday and Friday) live training session scheduled mid-November.
- b. The CR certification exam is administered from 8:00 am – 2:00 pm on the Saturday immediately after the 2-day Prep Course.



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CR EXAM TERMS, PROCESS & CONDITIONS

1. Candidates must pass the written 450-question CR examination with a score of 80% or better.
2. A successful passing score will enable the Candidate to proceed with the final stage of the certification process which is the submission of the CR Formal Report.

EXAM RE-TAKE POLICY

Candidates who fail the CR exam will adhere to the following guidelines

1. Candidates may re-take the CR exam two (2) times after the initial exam has been administered.
 - a. Candidates who fail the retake exam two times will be required to re-attend the CR Review & Prep Course before taking the exam a third time
2. Candidates must pay a \$150 exam re-take fee each time the exam is administered.
3. CR Exam Retakes can be scheduled at either:
 - a. Annual March Convention; Fall Conference or at the next scheduled CR Certification Review Prep Course & Exam at no additional charge aside from the exam re-take fee.
 - b. If taking the CR retake exam at the CR Prep Course, the retake exam will be conducted on Saturday morning, the final day of the CR Review & Prep Course.

FORMAL REPORT

The final stage of the certification process is the submission of the CR Formal Report.

1. Candidate must prepare a Formal Report on a restoration project.
2. Candidate has 1 (one) year to complete the Formal Report.
3. The one-year completion date begins from the Candidate's **initial** exam date.
4. The Formal Report can be turned in for review at any time during the year, but in order to be eligible to participate in the Induction Ceremony held in March of each year, the Formal Report must be turned in no later than the last standard work-day in December.
5. Candidates will be notified on or before February 1 if their Formal Report has been accepted and approved.

AWARDING OF THE CR

1. Upon successful completion of all CR requirements, including approval of the Formal Report, Candidates will be awarded their CR.
2. Upon notification, Candidates will receive their official CR number and information on all certification items. They may choose to participate in a formal Induction Ceremony held at the annual RIA convention every year in March.
3. A Certified Restorer can be stripped of his CR for unethical behavior or unprofessional conduct. (i.e. Violation of Code of Ethics or standard Code of Professional Conduct.)
4. If the CR retires, he/she may apply for "Retired" CR status.

POST-CERTIFICATION REQUIREMENTS

CONTINUING EDUCATION CREDITS (CECs)

Upon certification, the Certificant must maintain certification by completing two requirements:

- Payment of certification renewal fees
- Acquisition of appropriate continuing education credits.

Below is a brief overview of the CEC process:

1. Cycles for newly inducted CRs begins on the January 1 prior to the date of induction.
2. Payment of certification renewal fee every three years.
3. All RIA continuing education is based on a three-year continuous cycle and based on points. To maintain certification, Certified Restorers must accrue 4 points (equivalent to 32 hours) of continuing education within a 3-year cycle by participating in education venues selected from approved CEC Categories.
4. CRs are responsible for timely submission of Continuing Education Credits (CECs) using RIA's CEC Submission document.
5. Membership in RIA is not a requirement of certification.

LAPSED or INACTIVE CERTIFICATION STATUS

Certificants whose certification has lapsed must meet the following reinstatement requirements:

LAPSED: Certificants who have not paid their certification renewal fee and/or submitted the appropriate 4 (four) CECs by the end of their current three-year cycle will be moved to "Lapsed" status as of the first of the New Year. They will be given a six-month grace period (January 1st – June 1st) to comply and reinstate their "active" status.

INACTIVE: Lapsed Certificants who have not paid the renewal fee and/or have not submitted the appropriate CECs within the six-month grace period will be moved to "Inactive" status on June 1st and will need to adhere to current reinstatement guidelines by calling the RIA office.

Please keep pages 1 and 2 for your files, as these pages contained important reference information. Return pages 3 –7.

Submit application and payment to: RIA, Attn: Certification Department, 9810 Patuxent Woods Dr, Ste K, Columbia, MD 21046
Phone: 443-878-1000 • Fax: 443-878-1010 • Email: info@restorationindustry.org



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Date _____

Please complete the following application. Upon submission of your Application for Candidacy, estimates and protocols, and credential check approval, please register for your pre-requisite courses.

Applicant name _____

Company name _____

Business address _____

City _____ State/Prov _____ Zip/PC _____ Country _____

Business phone () _____ Fax () _____

Cell phone () _____ Home phone () _____

Email _____

INITIAL CR APPLICATION FEES AND DOCUMENTATION

A one-time non-refundable Candidacy processing fee of \$150 must accompany the following:

1. **APPLICATION FOR CANDIDACY:** Applicants must complete and return the Application for CR Candidacy with appropriate fees.
2. **CREDENTIAL CHECK FORMS:** Applicants must authorize RIA and its designated investigative agency to perform credit, civil and criminal background checks. RIA reserves the right to conduct the background check(s) at any time.
3. **DOCUMENTATION OF EXPERIENCE:** Attach one (1) copy of any one (1) restoration project, estimate, inspection, or work protocol you have recently done for a restoration project. **See "Documentation of Experience" on page 1.**

2010 CR PROGRAM APPLICATION FEE: \$150

Course Substitution Transfer Fee: (\$150 per course)

Course #1: _____

Course #2: _____

TOTAL: _____

Charge my: MC Visa AMEX My check is enclosed

Account # _____ Exp. Date _____

Name on card (print please) _____ Sec. Code _____

Signature _____



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FORMAL EDUCATION REQUIREMENTS

All Candidates must hold an equivalent of a high school diploma. List additional educational experience below.

Level	Name	City/State	Years Attended	Degree	Field of Study
High School			to		
Technical Institute			to		
College/University			to		
Post-Graduate			to		

Prior to attending RIA's CR Prep Course, Applicants must complete the required courses. **Applicants must include copies of verifiable Certificates of Attendance / Course Completion for all pre-requisite courses attended and submit those with their Application for Candidacy.**

	Pre-requisite Course Provider	Course Title	Date/Location of Course
Contents Restoration	_____	_____	_____
Cert. Restoration Tech. (CRT)	_____	_____	_____
CRT Substitute Course #1	_____	_____	_____
CRT Substitute Course #2	_____	_____	_____

PROFESSIONAL EXPERIENCE & BACKGROUND

Are you or your firm directly associated with any insurance company or adjusting firm? YES NO

If YES, please note name and address:

Are you directly or actively engaged in damage repair/restoration work? YES NO

What is your specialty? Damage repair Environmental Contents Other

Does your firm hold a state or municipal contractor or remodeler license? YES NO

QUALIFIED WORK EXPERIENCE

All Candidates to the CR Program **must have a minimum of seven (7) years of verifiable work experience directly related to the damage repair industry.**

- a. For the work experience portion of the requirements, Candidate must provide documentation of experience (resume acceptable, please attach) including verification of their work claims and sign-off from their company owner/manager or supervisor.

Supervisor Signature _____

Date _____

LETTER OF RECOMMENDATION

Please include a Letter of Recommendation from either a current Certified Restorer, Supervisor or related Restoration Professional attesting to your qualifications to enter the CR Program.



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BACKGROUND DATA

Have you ever been convicted of a felony? Yes No

If YES, please explain:

Have you ever filed for bankruptcy? Yes No

If YES, please explain:

Do you have any outstanding judgments against you? Yes No

If YES, please explain:

Have you ever had any license suspended or revoked? Yes No

If YES, please explain:

Has your right to do business in any locality ever been suspended or revoked? Yes No

If YES, please explain:

CHECKLIST FOR CR APPLICATION SUBMISSION

- ✓ Completed CR Application
- ✓ Non-Refundable Application Fee
- ✓ Copies of Pre-Requisite Course Certificate of Completion
- ✓ Course Transfer Fees (If Applicable)
- ✓ Documentation of Experience (Estimate, Etc.)
- ✓ Letter of Recommendation
- ✓ Signed Credential Check Release Form

1. Please retain a copy of this application for your records.
2. Retain pages 1 and 2 for your files, as these pages contain important reference information.
3. Return pages 3 –7.
4. All pre-requisite courses must be completed prior to attending the CR Prep Course and Exam .
5. Reminder about Certificates of Pre-requisite course completion:
 1. If Applicant already has completed both pre-requisite courses, attach a COPY of the Course(s) Certification of Completion to the CR Application and submit with other required documentation.
 2. If Applicant has yet to complete the pre-requisite courses, email copies of the Course(s) Certification of Completion upon completion of the course.

Submit application and payment to: RIA, Attn: Certification Department, 9810 Patuxent Woods Dr, Ste K, Columbia, MD 21046
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AFFIDAVIT

I attest that I have read all elements of the application and understand them and that I have completed this application fully and accurately. I understand that acceptance into the **Certified Restorer** program is contingent on the information provided herein. By my signature below, I grant the Restoration Industry Association (RIA) and its agents permission to contact references and previous employers listed herein as well as to obtain credit, civil, and criminal background information.

I further agree to the following terms and conditions which become applicable and enforceable upon my acceptance into candidacy for the Certified Restorer certification and which shall not expire:

I agree that my name may be published as part of the CR Candidate program.

I understand and agree to abide by the rules of the Certified Restorer Program and will conduct myself in a manner that will reflect credit on the program and my fellow restorers.

I understand and agree that the Certified Restorer program, its rules and procedures, and any and all elements of the program may be changed at any time by the program sponsor in the sponsor's sole and unfettered discretion.

I understand and acknowledge that a Certified Restorer can be stripped of his CR certification for unethical behavior or for unprofessional conduct that discredits the Certified Restorer program.

I understand that written course materials provided are for my personal use only; they remain the property of the CR program and its course providers. I will not, nor will I permit others to, abstract, reproduce, distribute, or otherwise employ these materials for personal use. I will accept and abide by the rulings of the Association or RIA in all matters pertaining to both my candidacy in the Certified Restorer Program and in the future administration of the program's affairs.

I agree that "Certified Restorer" is a registered trademark and remains at all times the property of the program sponsor, Restoration Industry Association, and that my use of the terms "Certified Restorer" and "CR" are subject to all usage terms and conditions as established by the program sponsor which shall include, but are not limited to, the following:

- I. only individuals who have been approved by RIA may represent themselves as a "Certified Restorer"
- II. that the "Certified Restorer" is a mark of individual achievement and may not be used in any manner that creates an implied accomplishment of a company or business
- III. that the appropriate display of the "CR" abbreviation is immediately following the Certificant's name
- IV. that the certification shall not be ever used without connection to the designee's name and it may not be used as an adjective or pronoun

Applicant Signature: _____

Date: _____

RIA CODE OF ETHICS

As providers of property damage restoration, remediation and cleaning services to the public, we subscribe to the following principles in our relationships with customers, employees and business associates:

- To treat our customers and their property with care and respect.
- To provide professional service in accordance with high standards of practice that will, where possible, restore the customer's property to its pre-damaged or pre-soiled condition.
- To operate in a manner consistent with ethical principles and sound business practice.
- To be proficient in our work through ongoing participation in education and training.
- To provide our customer with accurate information concerning the scope of work required and its costs, maintaining strict impartiality in our professional opinions.
- To disclose to the customer any connection we may have to their insurer or any other interested third party.

Adopted June 20, 2006 RIA Board of Directors

I have read and understand the requirements as set for by RIA regarding the association's Code of Ethics. By signing this document, I attest to abiding by and adhering to these standards in my daily business and professional practice.

Applicant Signature: _____

Date: _____

CREDENTIAL CHECK AUTHORIZATION AND RELEASE

In connection with my application to RIA for the **Certified Restorer Program**, I understand that information may be requested as to my character, credit, criminal history, and other public records. I agree that any false information or significant omission provided by me in support of my application may cause my application to be denied.

I understand that I will be evaluated for admittance to the program in accordance with the written procedures of the **Certified Restorer Program** and that I will be given the opportunity to review and respond to any information which might adversely affect my CR candidacy.

I hereby authorize and release from all liability without reservation, RIA, Credential Check Corporation and any law enforcement agency, administrator, state/federal agency, institution, prior or present, insurance company or person gathering or furnishing the above information.

Applicant Signature: _____

Date: _____



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CR APPLICANT INQUIRY RELEASE

*In connection with, and for the duration of my certification (or independent contract for services) with The Restoration Industry Association® (RIA) (Company), I understand that investigative background inquiries are to be made by RIA® or its third-party designee on myself including consumer, criminal, driving, and other reports. **These reports will include information as to my creditworthiness, character, work habits, performance and experience along with reasons for termination of past employment from previous employers. These reports and records will be used for the purposes of making decisions to accept me into the RIA® certification program** or investigating certain incidents. Further, I understand that you will be requesting information from various federal, state and other agencies which maintain records concerning my past activities relating to my driving, credit, criminal, civil and other experiences as well as claims involving me in the files of insurance companies. The aforementioned reports, records and information are hereinafter referred to as "Background Information".*

To the extent such inquiries and requests of Background Information constitute "Consumer Reports" under the Fair Credit Reporting Act, 15 U.S.C. §1681 et seq., then such inquiries and requests of information shall be in compliance with the Fair Credit Reporting Act, 15 U.S.C. §1681 et seq. (the "FCRA"), to the extent applicable. Pursuant to Section 606(b) of the FCRA, I may make a written request to you within days of the date of this release to make a complete and accurate disclosure of the nature and scope of any investigation which may be governed by the FCRA. You will make the disclosure in writing mailed, or otherwise delivered, to me not later than five (5) days after the date you receive my request for such a disclosure. If a decision not to employ, continue employment, or contract for services is contemplated because of the contents of a Consumer Report governed by the FCRA, then pursuant to Section 604(b)(3), I will receive a free copy of such Consumer Report and a summary of my rights as a consumer under the FCRA, a copy of which is attached hereto.

I understand and agree that the Background Information is of material importance to RIA® and that if I have given any false information, or I have omitted any material facts under any circumstances, I may not be accepted into RIA®'s certification program, or if accepted, I may be discharged immediately upon discovery of such false statements or omissions, regardless of how much time has passed between the date of my hire and the discovery of such misrepresentations, in the sole and absolute discretion of RIA®.

I hereby request that all references listed on my application, or the custodians of the Background Information, give all information concerning my previous employment and/or pertinent information they may have, personal or otherwise, to RIA® and I hereby consent to the release of such Background Information and release all such parties from all liability for any damage that may result from the furnishing of same to RIA® or third party designee.

I authorize, without reservation, any party or agency contracted by RIA® to furnish the above mentioned information:

PLEASE PRINT

(First)	(Middle)	(Last)	(Maiden Name or Alias)
Current Address:			
City	State	Zip	
Date of Birth	Social Security Number		
Driver's License Number			State Issued
Applicant's Signature			Date

California, Minnesota & Oklahoma Applicants Only:

Please check here to have a copy of your consumer report sent directly to you by Credential Check at the address listed above.