



CERTIFIED RESTORER® (CR) CERTIFICATION

2011 APPLICATION FOR CANDIDACY

Congratulations on deciding to pursue advanced certification as an RIA Certified Restorer (CR). This 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 due to fire, smoke, flood and more. 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.

RIA CR PRE-CERTIFICATION PROCESS

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 CR 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. If needed, attend pre-requisite courses.
3. Complete self-study reading (Refer to Recommended Readings).
4. Attend RIA's Certified Restorer (CR) Prep Course.
5. Take the CR exam. (A 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 pre-req courses prior to attending the CR Prep Course.
- **Work History & Experience**
 - o Applicants must have a **minimum of five (5) 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**
 - o Applicants must show competency in the area of documentation.
 - o **Applicants must include a copy of any three (3) project documents they have been personally involved with over the past 12 months. Please delete any identifying information to protect clients. These documents can include, but are not limited to:**
 - Detailed restoration estimate or other evidence of direct participation in restoration work
 - Detailed Invoice of a restoration project
 - Consultation report for a restoration-related project
 - Documentation and report from a restoration school training exercise (only one project from this category can be submitted)
- **Applicant Status**
 - o Only individuals can become Certified Restorers, not firms.
 - o 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.

2011 CR CONTENT DOMAINS & PRE-REQUISITE COURSES

- Applicants must successfully complete the current required pre-requisite courses within each Content Domain listed below.
- **To fulfill the CR pre-requisite requirements for 2011, CR Candidates must complete one pre-requisite course(s) in Domain 1, in addition to 3 courses within the 4 (four) remaining Domains prior to attending the final CR 2011 Prep Course.**
- If the Applicant has already attended all pre-requisite courses, include a COPY of the Certificate of Course Completion with the CR Application.
- If the Applicant must attend some or all pre-requisite courses, upon completion of the pre-req course(s), email RIA a COPY of the Certificate of Course Completion.

Domain #1: Basic Skills in Fire & Smoke Damage Restoration (MANDATORY)

Candidate must complete basic restoration training that includes water loss instruction from any one or combination of course(s) listed below.

1. RIA Certified Restoration Technician Course (CRT) (covers fire, smoke & water)
2. IICRC Fire & Smoke (FST) **AND** IICRC Water Restoration Technician Course (WRT)



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Domain #2: Structural Restoration

Candidate must complete training in structural restoration from any one course listed below.

1. All those holding RIA's advanced certification WLS meet this Domain requirement
2. Past attendance at an RIA WLS Certification School
3. Building Science Corporation 2-day seminar (Joe Lstiburek, Ph.D., P.Eng., & John Straube, Ph.D.)
 - i. Equivalent course from community college or university
 - ii. Equivalent industry-related training course(s) submitted for approval
 - iii. RIA- sponsored workshop or seminar focused specifically on building science (i.e. RIA's 2010 Albuquerque Pre-Conference Building Science Workshop)

Domain #3: Contents Restoration

Candidate must complete Contents Restoration from any one course listed below.

- a. RIA's Content Restoration: Process & Handling Course (taught by Barb Jackson)
- b. RIA's Content Restoration: Science & Theory Course (taught by Marty King)
- c. Industry equivalent courses submitted for review and approval
 - a. Pack-outs by Barb Jackson
 - b. Industry online Contents Restoration course(s)

Domain #4: Health & Safety Training

Candidate must complete any one course listed below.

- a. OSHA 10-hr Haz-Com Course
- b. RIA 40-hr. HazWoper Course
- c. IICRC Health & Safety Technician (HST) course
- d. EPA Lead Renovators Course
- e. Other OSHA/Red Cross training equivalent (Confined Space, Lock-Out/Tag-Out, etc.: minimum of 10 hours training required.)

Domain #5: Project Management

Candidate must complete any one course listed below.

- a. IICRC Commercial Water Damage (CDS) Technician Course
- b. RIA-sponsored Project Management Workshops (2007 - 2011)
- c. RIA-approved Project Management course or industry equivalent
 1. Ex. Violand Management Associates/Kent State University

Self-study

To augment knowledge within the overall CR Body of Knowledge not covered by specific Content Domains, self-study from the Recommended Reading list is suggested. A complete list of books can be downloaded from the CR landing page located on RIA's website.

CR Prep Course

- CR Candidates must attend the CR Prep Course; this final required course has a separate registration fee paid to RIA.
- The CR Prep Course is a blended learning format, combining online live training sessions conducted in October 2011 along with live training scheduled in November 2011.

CR EXAM TERMS, PROCESS & CONDITIONS

- The CR certification exam is administered on Friday, the final day of the Prep Course.
- Candidates must pass the written CR examination with a score of 80% or better.
- 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 an exam re-take fee each time the exam is administered.
3. CR Exam Retakes can be scheduled at either:
 - a. Annual March Convention or at the next scheduled CR Prep Course 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 the final day of the CR Prep Course.



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CR 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 6 months to complete the Formal Report.
3. The 6-month 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 at the RIA yearly convention, 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.
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:

1. Payment of certification renewal fees
2. 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 28 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:

1. Payment of the certification renewal fee which is processed on a three-year cycle.
2. Submission of the required continuing education credits (CEC).

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, 12339 Carroll Avenue, Rockville, MD 20852
Phone: 301-231-6505 • Fax: 301-231-6569 • Email: certification@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 \$450 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 three (3) restoration projects, estimates, inspections, or work protocols you have recently done for a restoration project. See "Documentation of Experience" on page 1.

2011 CR PROGRAM APPLICATION FEE: \$450

TOTAL:

Charge my: MC Visa AMEX My check is enclosed

Account # Exp. Date

Name on card (print please) Sec. Code

Signature

Card Billing Address



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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
Domain 1:	_____	_____	_____
Domain 2:	_____	_____	_____
Domain 3:	_____	_____	_____
Domain 4:	_____	_____	_____
Domain 5:	_____	_____	_____

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 five (5) 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 below.

Supervisor Signature _____ **Date** _____

LETTER OF RECOMMENDATION



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

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:

CERTIFIED RESTORER CODE OF CONDUCT

- The CR will be familiar with, and adhere to, the contract and licensing requirements of the locality in which a project is performed.
- Labor and Material contracts will be based on the actual costs incurred or in accordance with a previously agreed-upon rate schedule. Backup data will be provided if requested by the party responsible for payment.
- Any estimate not prepared on the basis of direct inspection will be clearly marked as to the source of information and contain an introductory phrase indicating that the estimate was not based on direct inspection of the site.
- It is unethical to submit an estimate based on the format of another firm unless approval of the originating firm is obtained and they are prominently credited in the introductory section of the estimate.
- Estimates prepared after the work has been performed by another firm will be prominently marked as being prepared after the completion of work and not based on an inspection of actual site conditions.
- Commitments are not made by CRs unless there is a strong likelihood they will be kept.
- Estimate and contract provisions will be performed fully and accurately.
- Personal information regarding clients is kept confidential.
- Making disparaging remarks about competitors is unprofessional conduct.
- Mistakes, when made, should be frankly acknowledged.

Applicant Signature:

Date:

RIA CODE OF ETHICS



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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:

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 RIA, its CR program. 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:

CREDENTIAL CHECK AUTHORIZATION AND RELEASE



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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:

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.



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CHECKLIST FOR CR APPLICATION SUBMISSION

- ✓ Completed CR Application
- ✓ Non-Refundable Application Fee
- ✓ Copies of Pre-Requisite Course Certificate of Completion
- ✓ 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, 2 and 9 for your files, as these pages contain important reference information.
3. Return pages 3 –8.
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 all 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.

Information pertaining to RIA's 2011 CR Candidate Manual & Study Guide

- RIA's CR Candidate Manual & Study Guide will be available for purchase from RIA's online Bookstore on August 1, 2011.

Information pertaining to RIA's 2011 CR Prep Course

- The "live" portion of RIA's CR Prep Course will be held Monday, November 7, 2011 through Friday, November 11, 2011 at DK1 in Chicago, IL.
- The online portion of RIA's Prep course will be conducted in October 2011; dates and times to be announced.
- To register for RIA's CR Prep Course, visit www.restorationindustry.org and click on "Events & Education" and then "RIA Educational Events."

Information pertaining to RIA's 2011 CR Exam Administration

- After a morning "review," the CR exam will be administered on Friday afternoon, the last day of the Prep course.
- Exam time approximately 1:00 pm – 4:00 pm. (Time subject to minor adjustment.)

RIA Certified Restorer (CR) Program Deadlines:

Deadline for CR Application submission:	September 1, 2011
Deadline for Pre-req course(s) completion:	September 1, 2011
CR Candidate Diagnostic Testing:	September 2011
CR Candidate Online Training Sessions:	October 2011
CR Prep Course:	November 7 – 11, 2011
CR Certification Exam:	November 11, 2011

Submit application and payment to:

RIA, Attn: Certification Department
9810 Patuxent Woods Dr,
Suite K, Columbia, MD 21046

Phone: 443-878-1000 • Fax: 443-878-1010 • Email: info@restorationindustry.org