

RVDA-RVIA RV SERVICE TECHNICIAN CERTIFICATION PROGRAM

Certification Testing Information

Purpose

The RV Service Technician Certification Program is designed to assist the RV industry and the public in identifying those professionals who have demonstrated the knowledge and ability to satisfy established standards on RV diagnostic and repair procedures, as adopted by the RVDA-RVIA RV Service Technician Certification Governing Board. The program tests and certifies individual technicians; not dealerships, companies, or other types of business entities.

Objectives

- To continually improve the level of technical competency of RV service personnel.
- To verify the criteria by which RV service personnel can be measured for proficiency.
- To create an incentive for continued personal and professional development in the RV service field.

The RV Service Technician Certification

To achieve the status of Certified RV Service Technician requires two tests; the Registered Technician test and the Certification test. Information on each test is outlined below.

RVST Standard/DACUM

All of the RVDA-RVIA Certification tests are developed to measure the technical competency of RV Service Technicians as it relates to the standards of knowledge and performance outlined in the RVST Standard/DACUM. The RVST Standard/DACUM outlines the 12 duties and 75 tasks deemed necessary by the Industry to be a Certified Technician. A copy of the RVST Standard/DACUM may be purchased from RVIA's Education Department by calling 703-620-6003 ext. 367.

Prescriptive Training Report

The test is graded by the National Occupational Competency Testing Institute, (NOCTI) this process ensures that test score accuracy and validity remains beyond reproach.

Registered Technician

Test

The Registered Technician test is the first test for the RV Service Technician Certification. This is a mandatory test for any individual having never held an RVDA-RVIA certification.

NOTE: Those currently certified or those with an expired certification are exempt from the Registered Technician test.

The “Registered” test establishes that the technician is proficient in core knowledge areas such as propane, basic electricity and other skills. The following chart indicates that the duties and the number of questions for each duty from the RVST Standard/DACUM are being tested at this level:

<u>Duty</u>	<u>No. of Questions</u>
Propane Systems	37
Electrical Systems	27
DC Electrical Systems	4
AC Electrical Systems	4
Plumbing	5
Interior Components	6
Technical Skills	<u>22</u>
Total	105

The test consists of 105 multiple choice questions. The technician has 95 minutes in which to complete the test. The passing score for the “Registered” test is 76.2% or 80/105 correct answers.

The “Registered” test is delivered online utilizing an on-line proctoring service. To access the on-line proctoring, your computer must be equipped with a working web camera, microphone, speakers, and high-speed internet connection. Test Taker is required to have photo id. Proctored tests are available seven days a week. **NOTE: The NOCTI testing system is down for maintenance every Thursday evening at 8:00 p.m. Please do not plan any testing sessions between Thursday at 8:00 p.m. and Friday at 6:00 a.m. (Eastern Standard Time).** Please see the instructions at the end of this document to verify your computer is ready to take the test.

Requirements

Advance registration and payment of \$150/individual is required for the “Registered” test. The technician is also required to complete the 6-task sign-off sheets and indicate their completion on the application. Once your application has been processed, you will receive an e-mail (usually takes 48-72 hours) from help@proctorU.com with a link to create your account and schedule your test. (Latest version of Adobe Flash is required for testing.) Upon completion of the test, a *preliminary* score will appear on the computer screen that can be sent to your e-mail account.

NOTE: In all cases, results are not final until notified in writing by RVDA. Under no circumstances will test results be released by any means other than written notification.

Official results will follow in the mail in approximately 3-6 weeks. The results will contain a Prescriptive Training Report. The report will list the duties and tasks of the test. Each report has four columns: the number of questions on the test for that task, the number of questions the technician answered correctly for that task, the individual's percentage score for that task, and the individual's percentage score for that duty.

Re-test

Technicians unsuccessful in achieving a passing score on the "Registered" test have the ability to re-test one time for a reduced fee of \$25.00. To be eligible for this reduced fee, the test must be retaken within 90 days of the original test date.

Recertification

There are no recertification requirements for the Registered Technician designation. Upon successfully passing the Registered Technician test, the technician will be awarded the designation of "Registered Technician" for a period of five years beginning on the first day of the month following the month the test was taken. At the end of the 5-year period the technician either needs to retake the "Registered" test or have moved on to "Certified or Master" technician status.

Certified Technician

The Certified Technician test is the second test for the RV Service Technician Certification. After successfully completing the Registered technician test technicians can now move on to become a Certified technician.

NOTE: Technicians must have a current Registered technician designation to attempt the certification test. Anyone that has let their Registered status lapse must begin the process again.

Test

The "Certified" test is a comprehensive test designed to evaluate both general and specific knowledge outlined in the RVST Standard/DACUM. The following chart indicates the duties and the number of questions for each duty from the RVST Standard/DACUM that are being tested:

<u>Duty</u>	<u>No. of Questions</u>
Propane Systems	14
DC Electrical Systems	20
AC Electrical Systems	16
Plumbing Systems	19
Brake, Suspension and Towing Systems	18
Appliances	57
Generators	14
Hydraulic Systems	5
Exterior/Coach Body	7
Interior Components	15
Slideout Room Systems	12
Technical Skills	<u>3</u>
Total	200

The test consists of 200 multiple choice questions. The technician has 3 hours (180 minutes) in which to complete the test. The passing score for the “Certified” test is 76.5% or 153/200 correct answers.

The “Certified” test is delivered online utilizing an on-line proctoring service. To access the on-line proctoring, your computer must be equipped with a working web camera, microphone, speakers, and high-speed internet connection. Test Taker is required to have photo id. Proctored tests are available seven days a week. **NOTE: The NOCTI testing system is down for maintenance every Thursday evening at 8:00 p.m. Please do not plan any testing sessions between Thursday at 8:00 p.m. and Friday at 6:00 a.m. (Eastern Standard Time).** Please see the instructions at the end of this document to verify your computer is ready to take the test.

Requirements

Advance registration and payment of \$325.00 is required for the “Certified” test. The technician is also required to complete the 10 task sign-off sheets and indicate their completion on their application and to have successfully passed the Registered Technician test. Once your application has been processed, you will receive an e-mail (usually takes 48-72 hours) from help@proctorU.com with a link to create your account and schedule your test. (Latest version of Adobe Flash is required for testing.)

Upon completion of the test, a *preliminary* score will appear on the computer screen that can be sent to your e-mail account.

NOTE: In all cases, results are not final until notified in writing by RVDA. Under no circumstances will test results be released by any means other than written notification.

Official results will follow in the mail in approximately 3-6 weeks. The results will contain a Prescriptive Training Report. The report will list the duties and tasks of the test. Each report has four columns: the number of questions on the test for that task, the number of questions the

technician answered correctly for that task, the individual's percentage score for that task, and the individual's percentage score for that duty.

Re-test

Technicians unsuccessful in achieving a passing score on the "Certified" test have the ability to re-test one time for a reduced fee of \$25.00. To be eligible for this reduced fee, the test must be retaken within 90 days of the original test date.

Recertification

All Certified Technicians must recertify every five years. Upon successfully passing the Certified Technician test, the technician will be awarded the designation of "Certified Technician" for a period of five years beginning on the on the first day of the month following the month the test was taken. Please note if a technician has let their certification lapse, they are required to take the Certification test again. They are not required to take the Registered technician test.

Certified Technicians seeking recertification must meet the following requirements:

- prove continuous (less than 1 year off) employment in the industry since the previous certification date.
- have proof of continuing education consisting of 20 hours of industry related training over the 5-year period.

Submittal of the recertification application, payment of \$100.00, and copies of employment and training documents is required prior to the expiration of current certification.

NOTE: Technicians that cannot meet the recertification requirements outlined above or have let their certification lapse, will be required to test at the current test cost. The technician must pass the test to be recertified. When the test alternative is used for recertification, the technician must achieve the appropriate score to retain the previous certification level. A technician who fails the test will lose their certification.

Master Certified Technician

The designation of "Master" Certified technician is awarded if all the following criteria are met:

- have five years of documented experience as an RV Service Technician
- take the "Certified Technician" test and achieve score of 90.0% or higher (180/200 correct answers)

In the event a technician with less than five years experience achieves the 90% or higher on the test, he/she will be designated a Certified Technician and will be automatically upgraded to

Master Certified Technician upon completion of the 5-year documentable experience requirements. Recertification requirements will be from the original certification date.

Recertification

All Master Certified Technicians must recertify every five years, determined by the date when “Master” was awarded. The requirements are the same as for a Certified Technician (see page 5).

Improprieties

An impropriety is another way of saying cheating. The validity and pride that Certified Technicians should and do have for their accomplishment must be protected from misuse and misrepresentation by anyone who has not honestly earned it.

Not following the rules as outlined by the proctor will be interpreted as cheating. Determination of cheating during the exam is at the sole discretion of the proctor who can stop the exam at any time.

Review Process – All test results and reports from the proctor will be subject to a preliminary review by RVIA staff before release to RVDA for candidate notification.

Appeal Process

Appeals must be submitted in writing, within 30 days of receipt of the official test results and shall be addressed to the RVDA-RVIA RV Service Technician Certification Governing Board, at the address below. The appeal must contain the date of the test and specific explanations as to why the appeal is being submitted. The Governing Board does not accept appeals from candidates that do not meet the determined score for each certification level. RVDA-RVIA staff will review the appeal and submit a written report to the Governing Board for review at its next scheduled meeting. The technician will be informed of the Governing Board’s decision in writing. The decision of the Governing Board is final. The address to submit appeals is:

RVDA-RVIA RV Service Technician Certification Governing Board
3930 University Drive
Fairfax, VA 22030-2515
Fax: (703) 359-0152
Email: techcert@rvda.org

Please complete the following system verifications on your computer prior to testing.

There are two systems verifications that should be completed to verify that your computer is compatible with the proctoring system and capable of administering the assessments. It is highly recommended that these verifications be done before you take the test.

Verifying computer is compatible with proctoring system ProctorU:

1. Click on the link below

<https://www.proctoru.com/testitout/>

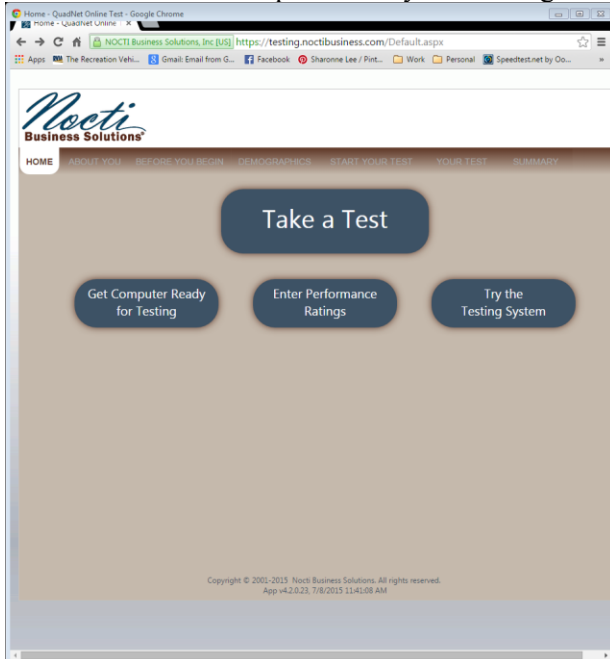
2. If the computer does not pass all tests or if you have any additional questions for ProctorU, fill out the form provided on the link and ProctorU’s technical support can assist you.

Verifying computer is capable of taking the assessment(s) (NOCTI):

1. Click on the link below

<https://testing.noctibusiness.com/Default.aspx>

2. Click on the “Get Computer Ready for Testing” icon.



3. If the computer does not pass all tests you may contact NOCTI’s technical support for assistance. NOCTI technical support **1-800-278-8506** is available Monday - Friday 8 am – 5:00 pm (EST) unless otherwise posted.

Please be aware --- both NOCTI's online testing and the Client Services Center are unavailable for use on Thursdays, from 8:00 pm until 6:00 am on Fridays, (Eastern time), for regular maintenance.