



**Certified Remodeler  
(CR)  
Program Manual**

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Applicable as of July 1, 2025. All policies, procedures, and fees are subject to change.





**Welcome**, and congratulations on taking the first step toward earning the Certified Remodeler (CR) designation [Certified Remodeler Associate (CRA) or Certified Remodeler Specialist (CRS)]. The National Association of the Remodeling Industry (NARI) has established the Certified Remodeler (CR) designation to promote the highest standards of remodeling through credentialing of remodeling professionals. By choosing to review this handbook, you have taken the first step toward joining those who will distinguish themselves by earning the CR designation.

This handbook summarizes key aspects of the CR program and is intended to help you understand the process of certification and recertification. The handbook is a useful reference as you:

- Make your decision whether to pursue the CR
- Develop your course of study to meet the eligibility requirements of the CR
- Complete the CR application
- Seek to maintain (or provide yourself another opportunity to earn) the CR

The Certified Remodeler program reflects the current state of the industry and strives to be current with the existing Building Code (IRC and IBC), accepted business practices, and standard building practices. No single printed document can address every potential question, process, policy detail, or future change. You are encouraged to use this handbook as a supplement to the program information provided in the CR Study Guide as well as information provided by NARI's certification staff, who may be contacted at (847) 298-9200 or [certification@nari.org](mailto:certification@nari.org).

### **The NARI Certification Board**

The NARI Certification Board, the certifying agency of the National Association of the Remodeling Industry, is responsible for the governance of the CR program, and all policy and standards related to the CR designation. This program is administered by the NARI staff, which implements the policies. This structure allows the NARI Certification Board to maintain integrity concerning policy matters related to certification.

The NARI Certification Board issues certifications to individuals who successfully meet its standards. These individuals may present themselves to the public as Certified Remodelers.

### What is the purpose of the CR designation?

The purpose of the CR certification program is to:

- Establish the body of knowledge for Certified Remodelers
- Assess the level of knowledge demonstrated by Certified Remodelers in a valid and reliable manner
- Encourage professional growth in the field of remodeling
- Formally recognize individuals who meet the requirements set by the NARI Certification Board
- Serve the public by encouraging quality remodeling practices

The NARI Certification Board, with assistance and advice from professionals in relevant fields, has developed a credential that will recognize an accepted level of expertise in the profession with the goal of improving professional standards in remodeling; however, no certification program can guarantee professional competence. In addition, given the frequent changes in recommended practice and technology, the NARI Certification Board cannot warrant that the test materials will at all times reflect the most current state of the art. The NARI Certification Board welcomes constructive comments and suggestions from the public and profession.

### Who is a Certified Remodeler?

A survey of NARI members found that the nature of the remodeling business and the remodelers that run them are as varied as they are individualistic. Some examples of remodelers follow:

- the owner of a general contracting firm
- the project manager at a kitchen and bath remodeling firm
- the sales staff and estimator at a design build company
- the owner operator of a handyman business
- the project manager at a roofing and siding installation company
- the owner of a window and door installation company
- the owner operator of a single person boutique remodeling firm
- a partner in a general remodeling firm

In addition the annual sales volume that remodeling businesses generate ranges from \$100,000 to over \$100 million in sales. Remodelers are owners, supervisors, superintendents, carpenters, designers, sales staff, and estimators at all levels of these companies. Based on our study the one thing that can be said is that there is not a typical remodeler.



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### What are the benefits of certification?

<p>The benefits of certification for certified remodelers include:</p> <ul style="list-style-type: none"><li>• Verification of your knowledge by an independent organization – a way to prove that you have the knowledge needed for the job</li><li>• Professional growth and development</li><li>• Enhanced job opportunities</li></ul>	<p>The benefits of certification for employers include:</p> <ul style="list-style-type: none"><li>• Increased productivity</li><li>• Less training time needed to bring employees “up to speed”</li><li>• Competitive advantage in promoting services to clients</li></ul>
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### Certification Renewal

Upon passing the examination and becoming certified, the certified professional must maintain and renew the certification on an annual basis (within 12 months of the initial certification date or current expiration date). The annual renewal fee is available at [www.nari.org](http://www.nari.org).

In addition to submitting a renewal application along with the renewal fee annually, the certified professional must also submit 10 hours of remodeling related continuing education which has taken place within the preceding 12 months.



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### PREPARING FOR THE TEST

#### Who can take the test?

You are eligible to sit for the CR exam if you meet the following requirements:

- Are employed by or own a firm primarily engaged in remodeling
- Adhere to NARI's Standards of Practice and Code of Ethics
- Have a minimum of five years continuous experience in the remodeling industry
- Completed 16 hours of continuing education
- Successfully completed a comprehensive application that details your background and experience
- Submit all required application materials and fees

\*All experience and coursework must be completed at the time the application is submitted.

#### How much does it cost?

Current certification fees can be found at [www.nari.org](http://www.nari.org). The CR application documents your qualifying experience, technical competence, professional development activities, and attestation to uphold NARI's Standards of Practice and Code of Ethics. All experience and coursework must be completed prior to the exam. Once the application has been approved, all fees are non-refundable. Fees are non-transferrable.

#### How do I apply?

You must complete the current online Certified Remodeler program application available at [www.nari.org](http://www.nari.org).

When your application has been reviewed and accepted, you will receive an acknowledgement and your name will be entered on the roster of eligible candidates. Successful applicants are qualified to take the exam during the next 24 months. If unsuccessful on the first attempt, subsequent examinations taken within this 24-month window are subject to a retest fee of \$50 per test. You may take the exam a total of two more times in the same 24-month window if you are not successful on your first attempt. If you are not successful at passing the exam within 24 months of your application date and wish to sit for the exam, you will be required to resubmit a new application and required certification fee at the time of reapplication.

#### When and where is the test given?

Exams are delivered entirely online. A live proctor will connect with you via your telephone camera and will observe you for the entire duration of the exam.

Exam periods are scheduled at regular intervals throughout any particular year. NARI offers three exam periods per year. You can review the most current year's exam period schedule [here](#).

### **How are special testing arrangements made?**

The NARI Certification Board will make reasonable efforts to accommodate eligible candidates who require special arrangements to take the exam. Candidates who request special accommodations must make their request in writing at least 60 days in advance of the test date. Documentation should be in the form of a letter on the official letterhead of a licensed or certified professional qualified to diagnose and treat special conditions. A description of the special accommodation(s) requested should be included. Your request, with the supporting documentation, will be reviewed to determine if the accommodation will be granted. If approved, you and your exam proctor will be notified. The special accommodations and auxiliary aids and services must not present an undue burden to the NARI Certification Board and must not fundamentally alter the measurement of the knowledge the exam is intended to test.

### **What is the format for the test?**

The exam is offered in a single, 4-hour session. The test will have 200 multiple-choice questions. The test is closed book. Simple calculators are allowed but programmable devices, cell phones, and laptops are not permitted. Each question will have four options or choices, only **one** of which is the correct or best answer. You will be asked to select the correct or best answer from these options. You will take the exam in one 4-hour period.

### **What do I need to know for the test?**

Research conducted via survey and peer review guided the composition of the CR exam which focuses on job tasks performed and knowledge needed by remodelers.

Our survey indicated that a solid understanding in the following knowledge areas could be an indicator for success:

- Business Operations and Procedures
- Building Codes and Construction Law
- Project Existing Conditions and Jobsite Site Evaluation
- Remodeling Plans and Construction Specifications
- Remodeling Tools and Jobsite Safety
- Kitchen and Bath Remodeling
- Trade Contractors and Trade Related Building Systems

In addition to the above list, an area noted in this survey as an emerging requirement is the need for knowledge in the area of building science processes.

### **The CR exam content outline**

The exam will evaluate your level of knowledge in the eight knowledge/skill domains listed. The following pages list the exam domains and the approximate percentage of the exam devoted to each one. They will also indicate the domain's applicability to the CRS and CRA certifications.

Listed with each domain is the recommended reference from the CR Authoritative Literature. The list is intended for use as a study aid only. The NARI Certification Board does not intend the list to imply endorsement of these specific references, nor are the test questions necessarily limited to these sources. The NARI Certification Board reviews the Authoritative Literature on a biannual basis. This list was updated in December 2024.

1. Smart Business for Contractors, by Jim Kramon, Taunton Press, Inc., Newtown, CT, 2001.
2. Run Your Business So It Doesn't Run You, by Linda Leigh Frances, Borah Press, Redwood Valley, CA, 2000.
3. International Residential Code for One- and Two- Family Dwellings (IRC) Current edition
4. Modern Carpentry, the current edition by Willis Wagner, Goodheart-Willcox, Tinley Park, IL
5. Residential Energy by John Krigger and Chris Dorsi, Saturn Resource Management Inc. Helena, Montana
6. Mastering the Business of Remodeling by Linda Case and Victoria Downing, Remodelers Advantage, Laurel, MD
7. Certified Remodeler Study Guide by NARI, Des Plaines, IL (The Certified Remodeler Study Guide is provided electronically upon approval of the certification application.)

### **Domain 1 (All)**

**35 to 40%**

#### **Business Operations**

##### **A. General Business Operations and Procedures**

1. Understand the NARI Code of Ethics and Standards of Practice.
2. Understand the different types of remodeling business models.
3. Understand the advantages and disadvantages of different business entities.
4. Describe the components of a business plan.
5. Understand the different types of business risks and how to mitigate them.
  - a. Insurance needs
  - b. Construction contracts
  - c. Sub-contractor agreement

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6. Describe the importance of developing Standard Operating Procedures and systematizing and documenting business processes.
7. Understand how to manage human resources.
  - a. Understand the components of a comprehensive employee manual.
  - b. Understand the importance of and how to develop comprehensive job descriptions and an organizational chart outlining reporting relationships.
  - c. Describe the purpose and process of conducting employee performance reviews.
  - d. Understand the importance of implementing hiring and termination procedures.
8. Understand the importance of developing business continuity, disaster recovery, and succession plans.
9. Understand how technology can support business functions.

**References:**

<b>General Business Operations and Procedures</b>	
Run Your Business So It Doesn't Run You	Chapters 1- 3 and 8 - 12
Smart Business for Contractors	Chapters 2, 3, 4
Mastering the Business of Remodeling	Parts 3 and 11
NARI Code of Ethics and Standards of Practice	All

**B. Financial Systems and Procedures**

1. Understand the components of and how to develop an annual budget.
2. Understand how to interpret the various financial reports.
  - a. Profit & Loss Statement
  - b. Cash Flow Report
  - c. Balance Sheet
  - d. Job Cost/Work in Progress Report
3. Distinguish between costs included in overhead and those included in cost of goods sold.
4. Understand and apply the fundamental business formulas to assure profitability.
5. Explain the difference between accrual and cash accounting methods.
6. Understand the components of a project budget and how to use, review, and apply it.

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**References:**

<b>Financial Systems and Procedures</b>	
Run Your Business So It Doesn't Run You	Chapters 4, 5, 6
Smart Business for Contractors	Chapters 1, 5, 6, 7, 8, 12
Mastering the Business of Remodeling	Parts 4 and 5

**C. Project Management and Operations**

1. Outline the components of a stakeholder communication plan.
2. Understand how to develop a remodeling project schedule.
  - a. Building inspections scheduling and developing relationships with inspectors.
  - b. Setting project milestones and financial targets
3. Describe the critical path to project completion.
4. Understand the importance of the pre-construction conferences.
5. Understand the common reporting relationships and the delegation of duties among the production team.
6. Understand how the production team should monitor and control project costs and compare project budget to actual costs.
7. Understand best practices for managing change orders and how they can impact a project's bottom line.

**References:**

<b>Project Management and Operations</b>	
Mastering the Business of Remodeling	Parts 12, 13, and 14

**D. Sales and Marketing Process**

1. Describe and understand the components of a marketing plan.
2. Understand how to evaluate the effectiveness of marketing tactics.
3. Understand the importance of and how to develop a standardized sales process.
4. Describe the client pre-qualification process and the components of a pre-qualification checklist.
5. Understand how to lead the client to signing the pre-construction or design agreement.
6. Understand how to turn design into a profit center and lead the client to sign the construction contract.

**References:**

<b>Marketing Systems and Plans</b>	
Certified Remodeler Study Guide	Module 1, chapter 1
Mastering the Business of Remodeling	Parts 7, 8, and 9

**Domain 2 (All)**

**2 to 5%**

**Building Codes and Construction Law**

1. Understand the basic contract components required in your jurisdiction.
2. Ensure compliance with local, state, and federal licensing and permitting requirements
3. Develop conflict resolution process and language for use in contracts
4. Describe the process used to apply for building permits
5. Understand state and local laws for liens in your jurisdiction.
6. Understand the International Residential Code as well as state and local codes that are in effect in the jurisdictions in which you work.

**References:**

<b>Building Codes and Construction Law</b>	
IRC	Chapters 1-11

**Domain 3 (CR and CRS)**

**6 to 10%**

**Project Existing Conditions and Jobsite Evaluation**

1. Understand the benefits of using a checklist when reviewing the site of a prospective project.
2. Describe how to verify ownership of the project site.
3. Evaluate building for possible hazardous building materials (asbestos, mold and lead)
4. Inspect the existing building envelope, including the roofing systems, for any obvious failures, consider corrective actions.
5. Differentiate between load bearing and non-load bearing walls.
6. Understand how to identify signs of insect or pest infestation.
7. Describe how to identify signs of moisture damage to structural and non-structural members
8. Understand how to identify any structural changes made to the building.
9. Understand how to identify any visible stress in structural members and identify the cause.
10. Understand how to identify substandard electrical, mechanical, and plumbing systems.
11. Know how to differentiate between hand cut roof and engineered trusses.
12. Understand how to evaluate the condition of existing flooring.
13. Understand the types of wall and floor framing structures.
14. Identify the requirements associated with foundation or retaining wall drainage.
15. Identify lot lines, setbacks, easements, and zoning restrictions on a project site.
16. Evaluate whether footing or foundations are adequate for the planned project.
17. Describe the impact various soil types may have when designing a remodeling project
18. Evaluate existing concrete pads and walkways.
19. Identify existing above and below-ground utilities (septic tank, gas piping, underground electric, oil tanks)
20. Evaluate the job site in preparation for demolition.
21. Identify site conditions which may make the project more challenging.

**References:**

<b>Project Existing Conditions and Jobsite Evaluation</b>	
Modern Carpentry	Unit 25
IRC	Appendix J

**Domain 4 (CR and CRS)**

**3 to 7%**

**Remodeling Plans and Construction Specifications**

1. Identify the various types and describe the purpose of plans, drawings, and specifications that are required to support a remodeling project, including:
  - a. As-Built (Existing)/demolition plan
  - b. floor plan
  - c. elevation plan
  - d. mechanical, electrical, plumbing (MEP)
  - e. specifications
  - f. foundation
  - g. materials schedules
  - h. site or plot plan
  - i. Cross/Wall sections

**References:**

<b>Remodeling Plans and Construction Specifications</b>	
Modern Carpentry	Unit 6
IRC	Chapter 3

**Domain 5 (All)**

**14 to 18%**

**Remodeling Tools and Jobsite Safety**

1. Discuss a plan for the purchase, inspection, and identification of tools that require replacement and repair
2. Discuss your options for purchasing or renting power tools appropriate to the task at hand
3. Understand how to create a culture of safety and recognize an unsafe work environment
4. List the components of a project specific safety and emergency information plan
5. Describe the requirements for compliance to OSHA safety regulations to include:
  - a. hand and power tools
  - b. safety inspections of all power tools
  - c. fall protection
  - d. setup and use of scaffolding and ladders
  - e. excavations deeper than two feet
  - f. conducting regular safety meetings
  - g. conducting safety training for employees
  - h. fire extinguishers

- i. unsafe materials
  - j. Material Safety Data Sheets (MSDS)
  - k. respirable silica
  - l. confined spaces
6. Understand local requirements for OSHA certifications for field employees.
  7. Manage or maintain an Injury and Illness Prevention Plan (IIPP)
  8. Verify and assure compliance with EPA or state lead (RRP) and asbestos regulations

**References:**

<b>Remodeling Tools and Jobsite Safety</b>	
Modern Carpentry	Unit 2, 3, 4, and 29

**Domain 6 (All)**

**10 to 15%**

**Building Science Processes**

1. Define and understand how Building Science applies to remodeling
2. Describe the effects of building placement and orientation on the performance of the building to include sun angle and heat gain/loss to improve efficiency
3. Describe the dynamics of the building envelope
4. Describe the cause and effect of building practices that do not comply with accepted building science guidelines.
5. Understand how the various systems in a building impact heat loss/gain and make recommendations to improve efficiency

**References:**

<b>Building Science Processes</b>	
Modern Carpentry	Units 24, 25
IRC	Chapters 11, 23
Residential Energy	Chapters 1, 2, and 10

**Domain 7: (CR)**

**3 to 7%**

**Kitchen and Bath Remodeling**

1. Outline the materials and products needed.
2. Detail the management process for overseeing remodels.

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3. Explain how to evaluate the proper installation of materials in renovations.
4. Know IRC and local code requirements as well as NKBA recommended guidelines for effective kitchen and bathroom design.
5. Understand NKBA accessibility guidelines and Universal Design principles.

**References:**

<b>Kitchen and Bath Remodeling</b>	
NKBA Kitchen and Bathroom Design Guidelines	All
IRC	Chapter 3

**Domain 8: (CR and CRS as appropriate to specialty)**

**20 to 25%**

**Trade Contractors and Trade Related Building Systems**

**A. Carpentry Techniques and Processes**

**1. Rough Carpentry**

1. Identify types and sizes of lumber and its appropriate uses, including engineered lumber
2. Estimate the lumber requirements of a remodeling project
3. Understand the various framing systems, such as:
  - a. load bearing and non-load bearing walls
  - b. roof and ceiling
  - c. floor
4. Understand how to construct all sheathing and brace walls according to engineered plans, code, and manufactures instructions
5. Know how to inspect lumber for defects and perform quality control of rough carpentry
6. Evaluate whether stairways meet the allowable dimensions for such components as stair width, riser height, tread length, and head clearance

**References:**

<b>Rough Carpentry</b>	
Modern Carpentry	Units 1, 8, 9, 15, and 25
IRC	Chapter 5, 6

**2. Finish Carpentry**

1. Estimate the amount of material required to trim and mold a remodeling project
2. Evaluate space for cabinet installation, walls plumb, square, and floor level
3. Understand proper cabinet installation
4. Understand how to install various trim components
5. Understand the various types of molding materials
6. Understand the installation of finish components for stairs and hand railings.

**References:**

<b>Finish Carpentry</b>	
Modern Carpentry	Units 17, 18

**3. Window and Door Installation**

1. Specify exterior and interior door types and understand their installation requirements and critical dimensions.
2. Specify window types and understand their installation requirements and critical dimensions.
3. Describe the advantage/disadvantage of various window coatings to clients
4. Understand how to explain the National Fenestration Rating Council (NFRC) rating system to clients
5. Analyze a home for heat loss/gain through its current windows and recommend appropriate windows to improve home efficiency
6. Understand how to properly seal a window

**References:**

<b>Window and Door Installation</b>	
Residential Energy	Chapter 5
Modern Carpentry	Unit 12

**B. Interior Finishing Procedures and Processes**

1. Understand how to specify the appropriate drywall type and thickness for the application
2. Know how to estimate the required number of drywall sheets
3. Understand drywall installation requirements and best practices
4. Know how to identify signs of failure in plaster walls and/or ceilings
5. Understand the different types of paint and their appropriate application

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6. Know how to estimate the amount of paint required
7. Understand the appropriate techniques to prepare surfaces to accept paint
8. Understand the different types of flooring products and their applications
9. Know how to accurately estimate the required amount of flooring product
10. Understand installation requirements and best practices for various types of flooring products.
11. Understand the appropriate techniques to prepare hardwood floors for finishing

**References:**

<b>Interior Finishing Procedures and Processes</b>	
IRC	Chapter 7
Modern Carpentry	Units 15, 20

**C. Roofing and Siding Procedures and Processes**

1. Understand the various roofing materials, their applications, and cost/benefit
2. Know how to inspect and calculate for proper attic ventilation
3. Understand appropriate techniques to ensure proper application of roofing materials
4. Know proper application of flashing to required areas to prevent moisture leaks
5. Know how to identify the cause of and how to prevent ice dams
6. Understand appropriate techniques for flashing windows and doors
7. Understand the various siding materials, their applications, and cost/benefit
8. Know how to identify hazardous siding material

**References:**

<b>Roofing and Siding Procedures and Processes</b>	
IRC	Chapters 8, 9
Modern Carpentry	Units 10, 11

**D. Insulation Requirements**

1. Know how to inspect for and identify sources of heat loss in a home
2. Identify the different types of insulation and describe the benefits and limitations of each
3. Understand insulation installation requirements and best practices
4. Determine the amount of insulation required

5. Understand the relationship between insulation and the infiltration of moisture
6. Understand how to properly air seal a residence

**References:**

<b>Insulation Requirements</b>	
Residential Energy	Chapters 3, 4
Modern Carpentry	Unit 14

**E. Electrical Systems**

1. Know how to identify unsafe or inadequate electrical components and how to correct for code compliance
2. Know how to identify aluminum wiring systems and how to correct for code compliance
3. Know how to identify knob and tube wiring systems and how it will affect the project and budget
4. Understand the various types of electrical wires and where and how they are used
5. Know proper placement of and clearance around electrical panels
6. Know how to locate GFCI breakers and outlets and test for proper functionality
7. Know when and where AFCI breakers are required by code

**References:**

<b>Electrical Systems</b>	
IRC	Chapters 33 - 40
Residential Energy	Chapter 7
Modern Carpentry	Unit 26

**F. Heating, Ventilation and Air Conditioning Systems (HVAC)**

1. Know how to identify backdrafting issues and specify the corrective action
2. Understand how to identify mold and mildew, locate the cause, and take corrective action
3. Understand how to specify appropriate exhaust ventilation and makeup air
4. Know how to perform a blower door test and analyze the results
5. Understand how attics are ventilated by static or power ventilation and when additional ventilation is needed
6. Understand how to determine proper sizing and electrical or gas requirements of the heating/cooling system.

**References:**

<b>Heating, Ventilation and Air Conditioning Systems (HVAC)</b>	
IRC	Chapters 12-21
Residential Energy	Chapters 6, 8
Modern Carpentry	Unit 28

**G. Plumbing Systems**

1. Know how to inspect the existing water supply system, drain/waste/vent (DWV), and gas systems and identify required modifications
2. Understand proper plumbing rough-in and finish installation to ensure compliance with code and manufacturer's instructions
3. Understand the pros, cons, and installation requirements of tank versus tankless water heaters and how to determine appropriate size to meet client needs.

**References:**

<b>Plumbing Systems</b>	
IRC	Chapters 25-32
Residential Energy	Chapter 9
Modern Carpentry	Unit 27

**H. Masonry and Concrete**

1. Understand the precautions that must be taken when working with mortar and old bricks
2. Know how to identify the signs of moisture damage in masonry and concrete
3. Understand the process for properly finishing concrete
4. Understand how to specify concrete admixtures for strength or climate conditions
5. Understand the process for base preparation for the installation of concrete slabs or pavers
6. Understand the requirements and process for the installation of concrete footings, foundations, and retaining walls.
7. Understand the requirements and process for installation of brick, concrete masonry units (CMU), and insulated concrete forms (ICF).

**References:**

Masonry and Concrete	
IRC	Chapters 4,10
Certified Remodeler Study Guide	Module 9
Modern Carpentry	Unit 7

**How do I prepare for the test?**

You may choose to study on your own or you may attend an online preparatory course provided by NARI.

When planning for studying for the exam, you should also think about what percentage of the test questions will cover each major content area. Decide which resources will better help you prepare for the test from the reference lists.

## **TAKING THE TEST**

### **What are the requirements during the test?**

- You may take your exam at any time during the testing period.
- Assure you have a stable internet connection to avoid interruption of your online exam. Assure you will be undisturbed for the duration of the exam.
- Assure you have the device on which you plan to take your exam prepared and plugged into a charger.
- Assure you have a smartphone with a camera available to allow the proctor access to your camera to observe you for the duration of the exam.
- Assure your cell phone can be placed in a location which will allow the proctor to observe you and your workspace throughout the exam.
- Having your phone plugged in and charging is encouraged to avoid your device running out of battery and preventing the proctor from observing you as this will result in an invalid test.
- Have your ID ready to provide proof of identity to the proctor.
- This is a closed book exam. No materials other than blank scratch paper, pen or pencil, and a simple calculator are allowed during the exam.
- You may not copy exam questions onto blank scratch paper.

Before you take the exam, you will be asked to sign the following statement: “Due to the confidential nature of this test, I agree that I will not copy or retain test questions or transmit them in any form to any other person or organization.” If you do not sign this statement, you will be dismissed from the testing center or your test results may be invalidated. The theft or attempted theft of the test or copying or disclosure of test questions is punishable by law.

### **What information will I receive about my score?**

The test is designed to distinguish those who have the basic level of knowledge from those who do not. There is no evidence that someone who receives a very high score on the test will perform significantly better on the job than someone whose score falls exactly at the passing point. Therefore, if you pass the test, you will be informed only that you have successfully completed the credentialing process. You will NOT be notified of your actual score. Your completed exam will not be returned to you for review or comment.

If you do not achieve a passing score, you will be notified of that fact and will receive a report showing your pass/fail performance in each content area. This information is provided to assist you in deciding whether to retake the test and how to plan your study efforts for future tests.

### **When will I receive my test results?**

CR test results will be e-mailed approximately four (4) weeks after the exam. To protect the confidentiality of your test score, no results will be given over the telephone. Results will not be released to any third party without your specific written permission. Forms may be requested from [certification@nari.org](mailto:certification@nari.org). At no time will a completed exam be returned to the candidate for review or comment.

### **Request for hand scoring**

If you do not achieve a passing score on the exam, you may ask that your test be rescored to verify the reported score. Your request must be in writing within 30 days of distribution of results and must be accompanied by a payment in the amount of \$50, made payable to NARI.

### **Retaking the test**

There is a limit of two times that you may apply for and re-take the test and the final retake must be within two years of your initial application date. If you do not succeed in passing the test by the second anniversary of your application date you will be required to submit a new application form, fees, and meet all eligibility requirements in effect at the time of the application. There is a \$50 fee each time you retake the CR exam.

### **Appeals**

Within 20 business days after the announcement of the results of the CR examination, unsuccessful candidates may file an appeal of their score with the NARI Certification Board on the basis of alleged inappropriate exam administration procedures, testing conditions severe enough to cause a major disruption of the examination process or the content of the exam. No one other than the candidate may make the appeal. The NARI Certification Board shall respond to the candidate within 60 days of receiving the appeal.

### **Nondiscrimination policy**

The NARI Certification Board does not discriminate against any person on the basis of age, gender, sexual orientation, race, religion, national origin, medical condition, physical disability, or marital status.