NARI
Universal Design Certified Professional (UDCP)
Program Manual

Use to prepare for the UDCP Certification

NATIONAL ASSOCIATION OF THE REMODELING INDUSTRY

Welcome, and congratulations on taking the first step toward earning the Universal Design Certified Professional (UDCP) designation. The National Association of the Remodeling Industry (NARI) has established the Universal Design Certified Professional (UDCP) designation to promote the highest standards of universal design and 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 UDCP designation.

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

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

The UDCP program continues to evolve and be refined as residential universal design is applied to the remodeling industry. 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 NARI's Universal Remodeling Course as well as information provided by NARI's certification staff, who may be contacted at (847) 298-9200 or certification@nari.org.

The NARI Certification Board would like to thank the Universal Design Certified Professional Development Committee for their diligent work in perfecting this program. The committee worked long hours toward establishing the standards and developing the exam for this program. Great job!

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 UDCP program, and all policy and standards related to the UDCP 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 Universal Design Certified Professionals.

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What is the purpose of the UDCP designation?

The purpose of the UDCP certification program is to:

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

The NARI Certification Board, with assistance and advice from professionals in relevant fields, has attempted to develop a credential that will recognize an accepted level of expertise in the profession with the goal of improving professional standards in universal 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.

What are the benefits of certification?

The benefits of certification for universal design remodeling professionals include:	The benefits of certification for employers include:
- Verification of your knowledge by an independent organization – a way to prove that you have the knowledge needed for the job - Professional growth and development - Enhanced job opportunities	- Increased productivity - Less training time needed to bring employees "up to speed" - Ability to display an understanding of client's current and future needs - Competitive advantage in promoting services to clients

PREPARING FOR THE TEST

Who can take the test?

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

- Are employed by or own a firm engaged in commercial or residential universal design and/or remodeling or a firm that is supporting the universal design and remodeling industry
- Have a minimum of two years continuous full-time experience in the remodeling industry
- Have completed 8 hours of education addressing universal design or universal remodeling principles within the last five (5) years or enrolled in NARI's Universal Remodeling Course
- Sign an attestation to uphold NARI's Standards of Practice and Code of Ethics

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

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How much does it cost?

The certification fee of $400 for NARI members and $500 for non-members must accompany the application. The UDCP 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.

A nonrefundable fee of $100 is included in the application fee. This $100 charge is incurred upon receipt of your application by NARI. If for some reason you fail to meet the eligibility requirements at the time of application, your application and documentation will be returned to you. Your fee will be refunded, less the $100 nonrefundable portion.

How do I apply?

You must complete the current Universal Design Certified Professional application. You should allow at least ten (10) days for delivery if using first class mail. Applications received less than 45 days before your scheduled exam will be rejected and your fee will be refunded less the $100 nonrefundable portion.

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 once during the next 24 months. If unsuccessful on the first attempt, subsequent examinations taken within this 2-year window are subject to a retest fee of $50 per test. You may take the exam two more times total during this 2-year window if you do not pass on the first attempt. If you are not successful at passing the exam within two (2) years of your application date and wish to sit for the exam, you will be required to resubmit an application and required certification fee at the time of reapplication.

When and where is the test given?

Exams are typically conducted at participating NARI Chapters. Chapters may charge an additional proctor fee to administer the exam. Please note that examination locations are subject to the availability of facilities and minimum enrollment numbers. If you are not able to take a scheduled examination, contact NARI for additional guidance on arranging an individual proctor.

The NARI Certification Board has established fixed exam dates for all NARI Certifications. These dates apply regardless of where the prep (study group) class was conducted. NARI National uses these dates as a planning tool when establishing certification study groups and advises chapter to do the same in their planning. NARI National encourages members to pursue certifications as appropriate to the member's role in the industry.

Visit http://www.nari.org/industry/development/prep-class-and-exam-date-summary/ for the most current list of test dates.

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.

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What is the format for the test?
The exam is offered in a single, 90 minute session. The test will have between 60 and 90 multiple-choice questions. 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.

What do I need to know for the test?
The exam content outline organizes the knowledge and tasks deemed essential to universal design and remodeling into seven areas.

The UDCP exam content outline
The composition of the exam is guided by research, on the job tasks performed and knowledge needed by professionals working on projects that contain universal design principles.

The following pages list the exam domains and the approximate percentage of the exam devoted to each one. Listed with each domain is the recommended reference from the UDCP 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 August 2012.

A.   Universal Design Fundamentals   15 to 18%
　　　　1.   Describe and explain the concepts and principles of Universal Design and how it relates to remodeling.
　　　　2.   Explain the common definitions of terms used in Universal Design discussions.
　　　　3.   Compare the costs of remodeling using Universal Design vs. moving to a retirement community.
　　　　4.   Understand the language and theories of Universal Design as it relates to remodeling.
　　　　5.   Describe the differences between model building codes and the Americans with Disabilities Act (ADA).
　　　　6.   Describe the target client and explain who may benefit from Universal Design.
References:
- Residential Rehabilitation, Remodeling and Universal Design, The Center for Universal Design,
  http://www.design.ncsu.edu/cud/pubs_p/docs/residential_remodelinl.pdf
- Principles of Universal Design, The Center for Universal Design
  http://www.design.ncsu.edu/cud/about_ud/udprinciples.htm
- ANSI Standard: Accessible and Usable Building and Facilities ANSI A117.1-2009

B.   Client Needs Assessments   10 to 12%
　　　　1.   Describe the key components of a client interview required to determine the appropriate Universal Design applications in remodeling.
　　　　2.   Conduct a professional client interview including a home audit and specify the appropriate Universal Design application.
　　　　3.   Describe who Universal Design specialists are and when to bring them to bear on your project.
　　　　4.   Identify and describe the various external support systems that should be in place to assist the client in maintaining quality of life.

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References:

- Fixing to Stay: A National Survey on Housing and Home Modification Issues, http://assets.aarp.org/rgcenter/il/home_mod.pdf
- Disability Etiquette – Tips on Interacting with People With Disabilities, United Spinal Association, http://www.unitedspinal.org/disability-publications-resources/disability-publications/

C.   Design   28 to 32%

1. Identify the basic requirements of kitchen, bathroom, and common living areas related to Universal Design and Universal Remodeling.
2. Describe the principles of using color and texture beyond aesthetic purposes.
3. Describe the advantage of installing alternative cabinets and accessories for easier use and safety.
4. Select appropriate materials to address issues in home flooring and modify them for safety and comfort.
5. Describe and apply new technologies in kitchen and bathroom fixtures to make homes more appealing and functional.
6. Describe the techniques that will allow for future modifications and support enhanced resale value.

References:

- Universal Design for the Home, Wendy Jordan, Quarry Books
- NKBA Kitchen and Bathroom Guidelines, http://www.nkba.org/guidelines/default.aspx
- ANSI Standard: Accessible and Usable Building and Facilities ANSI A117.1-2009
- Visitability: Housing that builds in freedom. http://www.visitability.org/

D.   Construction Techniques   10 to 12 %

1. Describe the concepts of Universal Remodeling construction techniques used in kitchens, baths, living areas, and areas of special interest.
2. Describe installation of safe entrances into showers, tubs, and modify for no step thresholds.
3. Describe the requirement to use specialty appliances to increase safety.
4. Describe the installation procedures for handrails, elevators, and other forms of mobility.
5. Specify low maintenance building materials for ease of use and upkeep by clients.
6. Describe and specify the installation of different forms of access and egress that are easy to use.
7. Describe common sense construction principles used in Universal Remodeling.

References:

- Modern Carpentry, Wagner and Smith, Goodhart-Willcox Co. Units 8, 9, 12, 16, 18, 20, and 25
- Installing Trench Drains: http://www.design.ncsu.edu/cud/pubs_p/docs/trench_drain.pdf
- Creating Stepless Entrances: http://www.design.ncsu.edu/cud/pubs_p/docs/Stepless_Entrances.pdf
- Curbless Showers: An installation guide: http://www.design.ncsu.edu/cud/pubs_p/docs/Curbless.pdf

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E. Electrical Systems   **10 to 12%**
1. Recognize the proper placement of electrical devices to meet Universal Design requirements during the construction process.
2. Use the appropriate terminology to identify electrical devices and smart technology systems applicable to universal design.
3. Describe the application of appropriate lighting for interior and exterior living spaces.
4. Identify assistive technology as it applies to Universal Design.
5. Describe the guidelines used to design lighting systems to Universal Design standards.
6. Describe the Universal Design technologies that are used in support of communication in and around the home.

References:
- Modern Carpentry, Wagner and Smith, Goodhart-Willcox Co. Unit 26
- Residential Remodeling and Universal Design, HUD, http://www.huduser.org/Publications/PDF/remodel.pdf Pages 92 through 100

F. Plumbing Systems   **18 to 22%**
1. Describe basic plumbing fixtures typically used in Universal Design applications.
2. Explain the different installation options used in barrier free shower installations.
3. Become familiar with the various products used in accessible shower construction.

References:
- Modern Carpentry, Wagner and Smith, Goodhart-Willcox Co. Unit 27

G. Exterior Universal Design Considerations   **1 to 2%**
1. Describe the various landscaping options in support of Universal Design.
2. Identify the techniques used to apply Universal Design to the home's exterior entries.

References:
- Universal Design for the Home, Wendy Jordan, Quarry books
- Residential Remodeling and Universal Design, HUD, http://www.huduser.org/Publications/PDF/remodel.pdf Pages 8 through 18, and 101 through 114

How do I prepare for the test?
You may choose to study on your own or you may decide to join a study group at your local chapter to gain a better understanding of one or more content areas. Find a study group, contact your chapter representative or visit http://www.nari.org/certify/index.asp for a current list of virtual study group/course information.

When planning your studying, 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. The references listed in the authoritative literature above may be helpful when you are reviewing the content areas included on the test.

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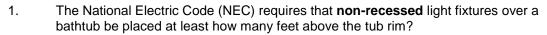Page   6

TAKING THE TEST

What are the requirements during the test?

You should arrive at the testing site approximately thirty (30) minutes to one (1) hour prior to the test to allow sufficient time for you to check-in and locate your seat. Late arrivals cannot be admitted to the test. Be prepared to provide a photo ID to the test administrator as part of the registration process.You may not use devices with memory capabilities. Audible beepers, cellular phones, books, and papers will not be allowed in the testing room. Note taking is prohibited during the test. Paper for conducting calculations will be provided by the test administrator and will be collected at the completion of the exam period.Unauthorized visitors will not be allowed at the test site. Observers approved by the NARI Certification Board may, however, be present during the testing session.Only water will be allowed in the testing room. All other materials, food, and beverages are prohibited.

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.

Sample Examination Questions

The following questions have been selected for inclusion in candidate materials as sample questions. While these sample questions are intended to give candidates a better sense of the UDCP questions, the actual examination may include these and other similar types of questions in varying proportions. The answers to these sample questions are given on the last page of this handbook.

1.   The National Electric Code (NEC) requires that **non-recessed** light fixtures over a bathtub be placed at least how many feet above the tub rim?
     A.   6
     B.   7
     C.   8
     D.   9

2.   In order to properly task light a 24" deep kitchen counter that has 12" deep upper cabinets, how far away from a wall should the recessed can light fixtures be placed?
     A.   At 12"
     B.   No more than 24"
     C.   At least 30"
     D.   Wherever there is an open joist space

3.   When computing interior door openings how much space should be allowed for shims?
     A.   Allow 1 ½" of shim space on each side
     B.   Allow 3/4" shim space on each side
     C.   Allow ¼ " shim space on each side
     D.   No shim space is required for interior doors

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4.   For convenience, NKBA recommends a toilet paper holder should be located 8" to 12" in front of the edge of the toilet bowl and how many inches to the center line above the floor?

   A.   12
   B.   18
   C.   21
   D.   26

5.   Minimum turning diameter for a wheelchair is

   A.   48".
   B.   54".
   C.   60".
   D.   72".

6.   In order to obtain the best information about what is needed for a Universal Remodeling project, you should?

   A.   Use an assessment tool to define the scope of the project
   B.   Designate a single point of contact for decisions to filter through
   C.   Collaborate with family members to understand what is best for each one of them
   D.   Make professional recommendations based on past experiences

7.   A Universal Remodeling assessment tool can best be used for which of the following?

   A.   Designing accessible spaces
   B.   Predicting future needs
   C.   Identifying past needs
   D.   Specifying construction materials

8.   When conducting a residential remodeling project for a client using assistive tools, the ADA Standards recommends a minimum space for a toilet of

   A.   60" radius
   B.   30" x 60"
   C.   48" square
   D.   56" x 60"

9.   The intent of universal design is to _____ life for everyone by making products, communications, and the built environment more usable for as many people as possible at little or no extra cost.

   A.   simplify
   B.   complicate
   C.   intensify
   D.   restrict

10.   Which of the following represents the best Universal Design solution?

   A.   Cooktop with controls at back
   B.   Floor mounted front loading washer and dryer
   C.   Refrigerator with fixed, opaque shelves
   D.   Cooktop with knee space below

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11. When selecting/specifying cooktops for an accessible kitchen which of the following features must be considered?
   A. Cooktops with controls located in the front
   B. Natural gas fired cooktops
   C. Induction cooktops
   D. Cooktop color

12. The variance in rim height between an ADA comfort height toilet and standard height toilet is
   A. 1.25 inches.
   B 2.5 inches.
   C. 3.5 inches.
   D. 4 inches.

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?

UDCP test results will be mailed approximately four (4) weeks after the exam. You may elect to receive notification via email by completing the appropriate form at the time you take 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 will be available on the day of the exam or they may be requested from certification@nari.org. At no time will a completed exam be returned to the candidate for review or comment.

Request for re-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 and must be accompanied by a payment in the amount of $50, made payable to NARI. Request for hand scoring can be honored only up to 30 days after distribution of the results.

Retaking the test

There is a limit of two times that you may apply for and re-take the test within two years of your original examination date. If you do not succeed in passing the test by the second anniversary of your original examination 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 UDCP exam.

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Appeals

Within 20 business days after the announcement of the results of the UDCP examination, unsuccessful candidates may file an appeal of their score with the NARI Certification Board on the basis of alleged inappropriate exam administration procedures or testing conditions severe enough to cause a major disruption of the examination process. 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.

Answers to sample questions

1. C
2. B
3. C
4. D
5. C
6. C
7. B
8. D
9. A
10. D
11. A
12. A

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