



**Certified Remodeler
(CR)
Program Manual**

Applicable as of July 1, 2019. 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.

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.



What are the benefits of certification?

<p>The benefits of certification for certified remodelers include:</p> <ul style="list-style-type: none">• 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	<p>The benefits of certification for employers include:</p> <ul style="list-style-type: none">• Increased productivity• Less training time needed to bring employees “up to speed”• Competitive advantage in promoting services to clients
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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 \$89 (\$130 if your company is not a NARI member).

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.

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?

The certification fee of \$600 for NARI members and \$850 non-members must accompany the application. 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 Certified Remodeler application for the CR program. You should allow at least ten (10) days for delivery if using first class mail. Applications received less than 30 days before your scheduled exam will be rejected.

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. 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 areas of green remodeling and 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 2012.

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. Conduct sales calls to include:
 - Write proposals for client approval
 - Present proposals to clients
 - Estimate project costs for inclusion in a contract
 - Create contracts based on an accepted proposal
 - Present contract to client for signature

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2. Use sales tracking procedures/software
3. Contract with trade (sub) contractors
4. Supervise project design and construction with a focus on monitoring costs
5. Develop construction procedures
6. Develop and implement a business plan
7. Review and purchase the required insurance for the remodeling company
8. Develop a personnel manual including:
 - Develop and implement standards of jobsite behavior and dress
 - Develop an organizational chart
 - Develop job descriptions
9. Conduct performance reviews of employees
10. Hire/fire trade employees

References:

General Business Operations and Procedures	
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

B. Financial Systems and Procedures

1. Develop a financial plan
2. Develop a company's annual budget
3. Develop a remodeling project's budget
4. Maintain accounting journals
5. Review a profit and loss statement
6. Review a balance sheet

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7. Use job-cost reports
8. Develop a payment schedule for a remodeling project
9. Evaluate comprehensive general liability insurance policy for exclusion and adequacy of coverage
10. Use accounting software

References:

Financial Systems and Procedures	
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. Marketing Systems and Plans

1. Develop a marketing plan
2. Develop advertisements for placement in local media

References:

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

D. Project Management and Operations

1. Develop project estimating methodologies

2. Develop a project schedule for a remodeling project
3. Locate the critical path to project completion on a project schedule
4. Update a project schedule for a remodeling project
5. Schedule and conduct preconstruction conference
6. Identify the areas of the home to be affected by the remodeling project and provide instruction to the homeowners
7. Schedule the appropriate inspection for a remodeling project
8. Process project change orders
9. Develop workarounds to address unforeseen problems
10. Work with homeowner to ensure material selections are made in a timely manner in support of the schedule
11. Conduct a final inspection of remodeling project with homeowner
12. Use estimating software
13. Process client payments including collection and recording

References:

Project Management and Operations	
Mastering the Business of Remodeling	Parts 12, 13, and 14

E. Business Ethics and Standards of Practice

1. Respond to and conduct corrective actions for customer complaints
2. Develop and supervise sales procedures
3. Sell projects in your client’s home
4. Review contracts for compliance with local, state, and federal regulations
5. Develop print ads for use in newspaper or yellow pages
6. Market warranties or guarantees as part of product promotion
7. Promote sales of merchandise or projects at your business
8. Provide owner’s manual to client upon completion of project
9. Supervise point-of-sale operations

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References:

Business Ethics and Standards of Practice	
NARI Code of Ethics and Standards of Practice	All

Domain 2 (All)

2 to 5%

Building Codes and Construction Law

1. Develop drawing required in a contract
2. Obtain license as required
3. Ensure compliance with local, state and federal licensing requirements
4. Resolve conflicts between your company and the client
5. Apply for building permits
6. Explain warranties to your client
7. Provide lien waivers

References:

Building Codes and Construction Law	
IRC	Chapters 1-11

Domain 3 (CR and CRS)

6 to 10%

Project Existing Conditions and Jobsite Evaluation

1. Evaluate buildings for hazardous building products (asbestos, mold and lead)
2. Identify failing roofing systems and specify corrective actions
3. Identify load bearing walls
4. Identify signs of insect infestation
5. Identify signs of moisture damage to structural and non-structural members
6. Identify structural changes that have been applied to the building

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7. Identify stress in wood and analyze the causative factors
8. Identify substandard electrical service
9. Identify stick built roofing systems
10. Identify truss built roofing systems
11. Evaluate western framed or platform structures in preparation for remodeling
12. Evaluate balloon framed structures in preparation for remodeling
13. Evaluate post and beam construction in preparation for remodeling
14. Identify the requirement and supervise the tasks associated with foundation or retaining wall drainage piping installation and modification
15. Locate easements on a project site
16. Verify lot lines
17. Verify setbacks and zoning restrictions
18. Verify the required depth of footing or foundations for a project
19. Determine the nature of the soil on a project site
20. Identify the requirements and supervise the tasks associated with concrete pads and walkways installation and modification
21. Identify the requirements and supervise the tasks associated with septic tank, gas piping, underground electric, oil tanks, and above ground utilities installation and modification
22. Identify the requirements and supervise the tasks associated with shoring, underpinning, excavation support and protection, erosion and sedimentation control
23. Identify the requirement and supervise the tasks associated with site demolition and site clearing
24. Use a check list when reviewing a site as a prospective project
25. Verify ownership of the project site

References:

Project Existing Conditions and Jobsite Evaluation	
Modern Carpentry	Unit 25
IRC	Appendix J

Domain 4 (CR and CRS)

3 to 7%

Remodeling Plans and Construction Specifications

1. Select the required plans to support a remodeling project
2. Use plans and drawings while working on a remodeling project
3. Use elevation plans to properly position cabinets and fixtures
4. Use plans to identify items that must be removed and where new items are to be placed
5. Use project specifications while conducting a remodeling project

References:

Remodeling Plans and Construction Specifications	
Modern Carpentry	Unit 6
IRC	Chapter 3

Domain 5 (All)

14 to 18%

Remodeling Tools and Jobsite Safety

1. Inspect and identify tools that require replacement or repair
2. Purchase power tools appropriate to the task at hand
3. Recognize an unsafe work environment
4. Prepare project specific safety and emergency information
5. Supervise for compliance to OSHA safety regulations
6. Explain the safety precautions required when using hand and power tools
7. Oversee/direct the safe use of power and hand tools
8. Conduct safety inspections of all power tools on the job site
9. Inspect job sites to ensure compliance with safety regulations
10. Supervise the setup and use scaffolding properly when conducting a remodeling project
11. Take corrective actions on problems found during a safety inspection
12. Use ladders properly when conducting a remodeling project

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13. Conduct or supervise excavations deeper than 2 feet as part of a remodeling project
14. Conduct regular OSHA safety meetings
15. Conduct safety training for employees
16. Determine the type and number of fire extinguishers required on a remodeling project
17. Develop an Injury and Illness Prevention Plan (IIPP)
18. Review the company's IIPP
19. Identify unsafe materials on a remodeling project
20. Maintain Material Safety Data Sheets on the jobsite

References:

Remodeling Tools and Jobsite Safety	
Modern Carpentry	Unit 2, 3, 4, and 29

Domain 6 (All)

10 to 15%

Green Remodeling and Building Science Processes

1. Specify Energy Star or better appliances as part of a remodel project
2. Recycle jobsite waste
3. Specify and supervise the installation of high efficiency HVAC equipment
4. Specify sustainable products for use in remodeling projects
5. Use deconstruction techniques to precondition the home for a remodeling project
6. Use or specify low or no VOC adhesives, paints and finishes

References:

Green Remodeling and Building Science Processes	
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. Develop and provide estimate of bathroom remodel costs to clients
2. Specify materials to be used in a kitchen and bathroom remodel
3. Conduct kitchen and bathroom remodels
4. Design kitchens and bathrooms
5. Supervise the installation of all materials in a kitchen and bathroom
6. Use accessibility standards in designing a kitchen and bathroom
7. Use NKBA design guidelines to help in kitchen and bathroom design

References:

Kitchen and Bath Remodeling	
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 lumber and its appropriate uses
2. Estimate the lumber requirements of a remodeling project
3. Inspect lumber for defects
4. Trim windows with siding materials
5. Frame a load bearing wall system
6. Specify the sheathing materials used to cover a roof or exterior wall
7. Use engineered lumber in the construction process

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8. Use span tables in the code to determine appropriate sized floor joists
9. Set up an onsite lumber storage area
10. Apply sheathing to roof an/or exterior walls
11. Construct a roof and ceiling system
12. Construct a site built beam
13. Frame a non-load bearing wall system
14. Install a floor system over a basement or crawl space
15. Install beam and girders with supports
16. Install sill plates

References:

Rough Carpentry	
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 and square and floor level
3. Inspect for proper cabinet installation
4. Specify materials for use as trim
5. Estimate the amount of materials required for a stairway project
6. Evaluate stairways for meeting the allowable dimensions for such components as stair width, riser height, tread length, and hand rail height
7. Inspect stairway for proper installation techniques
8. Install wood trim around doors
9. Install wood trim around windows
10. Specify cabinets for use in remodeling projects
11. Specify materials for use as molding
12. Specify materials required for a stairway project

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13. Design stairways and handrails
14. Install baseboard and base shoe molding
15. Install crown molding

References:

Finish Carpentry	
Modern Carpentry	Units 17, 18

3) Window and Door Installation

1. Specify exterior and interior doors
2. Specify windows for a remodeling project
3. Describe the advantage/disadvantage of various window coatings to clients
4. Translate the NFRC rating system to clients
5. Describe the various types of window construction to clients
6. Analyze a home for heat loss/gain through its current windows and recommend appropriate windows to improve home efficiency
7. Seal and insulate around a window
8. Consider building orientation, sun angle, and heat gain/loss when specifying windows
9. Identify the requirements and supervise the tasks associated with installing doors
10. Identify the requirements and supervise the tasks associated with installing replacement windows
11. Identify the requirements and supervise the tasks associated with installing windows into rough openings

References:

Window and Door Installation	
Residential Energy	Chapter 5
Modern Carpentry	Unit 12

B. Interior Finishing Procedures and Processes

1. Specify the appropriate drywall thickness for the application
2. Specify Moisture Resistant (M/R) Drywall as appropriate
3. Estimate the required number of drywall sheets for a remodeling project
4. Identify the requirements and supervise the tasks associated with installation of drywall
5. Estimate the amount of flooring product required for a remodeling project
6. Inspect plaster walls and/or ceilings for signs of failure
7. Specify the appropriate paint for a remodeling project
9. Estimate the amount of paint required for a remodeling project
10. Prepare surfaces to accept a painted finish
11. Specify flooring products
12. Identify the requirements and supervise the tasks associated with installing hardwood flooring
14. Prepare hardwood floors for a clear finish

References:

Interior Finishing Procedures and Processes	
IRC	Chapter 7
Modern Carpentry	Units 15, 20

C. Roofing and Siding Procedures and Processes

1. Identify various roofing materials
2. Inspect for proper attic ventilation
3. Inspect the roofing process to ensure proper application of materials
4. Apply flashing to required areas to prevent moisture leaks
5. Flash a window into the building's envelope
6. Describe the cost/benefit of the various roofing materials to your client
7. Identify the cause and prevention of ice dams
8. Inspect for the presence of hazardous siding material in existing siding

9. Trim windows with siding materials

References:

Roofing and Siding Procedures and Processes	
IRC	Chapters 8, 9
Modern Carpentry	Units 10, 11

D. Insulation Requirements

1. Identify sources of heat loss in a home
2. Identify the insulating properties of building products
3. Describe the benefits, limitations and drawbacks of each of the insulation types
4. Identify the different types of insulation in use today
5. Specify insulation products to ensure compliance with local code
6. Determine the type and amount of insulation required in an attic and an exterior wall
7. Educate and inform homeowners on topics related to insulation and the infiltration of moisture
8. Identify properly installed fiberglass batt insulation
9. Identify activities required to properly air seal a residence in remodeling

References:

Insulation Requirements	
Residential Energy	Chapters 3, 4
Modern Carpentry	Unit 14

E. Electrical Systems

1. Identify electrical service that does not meet current code
2. Identify aluminum wiring systems and specify corrective actions
3. Identify knob and tube wiring systems and correctly connect to modern system

Applicable as of July 1, 2019. All policies, procedures, and fees are subject to change.

4. Identify the various types of electrical cable used in remodeling and construction projects and where and how it is used
5. Inspect for proper clearance around electrical panels
6. Inspect or test GFCI breakers and outlets for proper installation
7. Specify AFCI's as required by code

References:

Electrical Systems	
IRC	Chapters 33 - 40
Residential Energy	Chapter 7
Modern Carpentry	Unit 26

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

1. Instruct your client concerning the hazards of backdrafting
2. Identify and supervise the corrective action to prevent backdrafting
3. Identify mold and mildew, locate the cause, and take corrective action
4. Analyze the results of a blower door test
5. Evaluate the existence and condition of static ventilators in the attic
6. Evaluate the need for an attic fan
7. Specify a properly sized forced air heating/cooling system or a hydronic heating system
8. Supervise the installation of a forced air heating/cooling system, a heat pump heating/cooling system, or a hydronic heating system

References:

Heating, Ventilation and Air Conditioning Systems (HVAC)	
IRC	Chapters 12-21
Residential Energy	Chapters 6, 8

G. Plumbing Systems

1. Inspect existing water supply system and identify required modifications to support the remodeling project
2. Specify plumbing fixtures for a remodeling project
3. Inspect plumbing fixture installation to ensure compliance with code and manufacturer's instructions
4. Inspect plumbing rough-in to ensure compliance with project plans
5. Specify a water heater size to meet the projected needs of the client
6. Use the local code to determine appropriate installation procedures to be used for plumbing fixtures
7. Verify the vent piping has been properly installed
8. Specify materials for use in a water supply system
9. Design a water supply system for a remodeling project
10. Inspect existing DWV system and identify required modifications to support the remodeling project
11. Inspect the water supply system to ensure compliance with design and local codes (IRC)
12. Specify on-demand or tankless water heaters
13. Supervise the installation of a water supply system, DWV system and a gas supply system

References:

Plumbing Systems	
IRC	Chapters 25-32
Residential Energy	Chapter 9
Modern Carpentry	Unit 27

H. Masonry and Concrete

1. Identify the precautions that must be taken when working with old bricks
2. Identify the signs of moisture damage in masonry and concrete

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 decide to join a study group at your local chapter to gain a better understanding of one or more content areas. To 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 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 and pen or pencil 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.

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 CR questions, the actual examination may include similar types of questions in varying proportions. The answers to these sample questions are given on the last page of this handbook.

1. Overhead is the _____.
 - A. entire cost of doing business
 - B. cost of doing business over and above the Cost of Labor
 - C. cost of doing business over and above the Cost of Materials
 - D. cost of doing business over and above the Cost of Sales

2. Accumulated earnings that a business keeps are best described by which term?
 - A. Net earnings
 - B. Profit
 - C. Return on investment
 - D. Retained earnings

3. The building code becomes effective when _____.
 - A. it is published by the code developer
 - B. more than 50% of builders agree to use it
 - C. the federal government accepts it
 - D. the governing body in your jurisdiction adopts the code

4. In residential construction, separate plumbing plans:
 - A. Are seldom included because residential plumbing is fairly simple, and the plumber does not need a separate plan to know what to do.
 - B. Are seldom included because plumbing must be installed according to local code, therefore most of the required detailed information is found in the local plumbing code.

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- C. Are usually included in order to explain how all of the various branches are to be connected together.
- D. Are usually included only if there is something unusual about the layout.
5. In balloon framing, the floor joists for the second floor rest on:
- A. the top plate of the first floor walls.
 - B. the double top plate of the first floor walls.
 - C. a horizontal ledger strip let into the studs.
 - D. 4 x 4 posts, spaced 48" on center.
6. The circular saw blade that produces the smoothest cuts is called a ____.
- A. ripping blade
 - B. combination blade
 - C. paneling blade
 - D. crosscut blade
7. What is the minimum length portable ladder that can be used to provide safe access to a flat roof whose edge is 20 feet above the ground?
- A. 20 feet
 - B. 24 feet
 - C. 28 feet
 - D. 30 feet
8. The determination of use and density of a site is called _____.
- A. zoning
 - B. easements
 - C. setback
 - D. floor area ratio

9. Which soil type is very poor as a foundation material?
- A. gravel-sand
 - B. silt
 - C. silty clay
 - D. organic soil
10. A survey of the owner's property will help determine:
- A. Type of soil
 - B. Municipal sewer or septic location
 - C. Location of electric power lines
 - D. Size of lot
11. Which of the following flashing materials may NOT be suitable for use in brick walls?
- A. Copper
 - B. Bituminous
 - C. Zinc
 - D. Aluminum
12. The blower door test is used to determine which of the following?
- A. Air exchange rate
 - B. Potential moisture damage
 - C. Concentration of air pollutants
 - D. Wind resistance

13. When using sheathing panels to cover a roof, the panels should be laid with the long dimension _____.
- A. at right angles to the roof frame
 - B. parallel to the framing
 - C. at a slight angle to the framing
 - D. suiting the spacing of the framing
14. What is the minimum allowed headroom for a finished main staircase?
- A. 6'-0"
 - B. 6'-8"
 - C. 6'-10"
 - D. 7'-0"
15. Upper cabinets should always be _____ to the wall.
- A. nailed
 - B. screwed
 - C. glued
 - D. nailed and glued
16. Sawn wood shingles should not be used on slopes below _____.
- A. 2/12
 - B. 3/12
 - C. 4/12
 - D. 5/12

17. Which siding material moves the most with changes in temperature?
- A. Wood
 - B. Steel
 - C. Aluminum
 - D. Vinyl
18. Which of the following is the greatest benefit of using motion sensing switches in low use areas?
- A. They are handy if your hands are full
 - B. They enable the use of brighter light bulbs
 - C. They are very inexpensive to install
 - D. They save electricity
19. The amount of heat in a BTU is about equal to _____.
- A. the heat given off by burning a wood kitchen match
 - B. one calorie
 - C. one horsepower
 - D. the amount of heat required to raise one pound of water 1 degree F (1°F)
20. Which of the following will produce the largest reduction of fiberglass insulation's R-Value?
- A. Installing a vapor barrier
 - B. Installing electrical outlets
 - C. Installing cladding on the exterior wall
 - D. Compressing the fiberglass batt by 1 inch

21. The gas valve for an appliance must be located in the same room and not more than ___ from the appliance.
- A. 2'
 - B. 3'
 - C. 4'
 - D. 6'
22. Which of the following is a component of your company's general liability insurance coverage?
- A. Exclusions
 - B. Deductible
 - C. Workers comp
 - D. Coverage of tools
23. The total of the three legs of the primary work triangle should not exceed ____.
- A. 20'
 - B. 24'
 - C. 26'
 - D. 28'
24. A landing space of at least ___ is desired on the latch side of a refrigerator.
- A. 12"
 - B. 15"
 - C. 18"
 - D. 21"

25. Insurance is the most common way to _____.
- A. control risk
 - B. assume risk
 - C. avoid risk
 - D. transfer risk
26. Which of the following is the best way to respond to a customer complaint concerning the conduct of a trade contractor?
- A. Wait a few days to allow client to cool off then follow up to determine the cause.
 - B. Call the trade contractor and direct them to meet with the client and correct the problem.
 - C. Wait until a supervisor is available and send the supervisor and the trade contractor to the client to resolve the problem.
 - D. Respond quickly to understand the client's issue, then follow up with the trade contractor to determine the corrective action.
27. Homes built as recently as _____ may contain lead paint.
- A. 1960
 - B. 1975
 - C. 1977
 - D. 1985
28. The term "bearing wall" refers to a wall:
- A. supported by a steel beam
 - B. supporting an earth backfill
 - C. supported by a trimmer arch
 - D. supporting loads above it

- 29 Citations for sloppy housekeeping are among the _____ violations issued against building contractors.
- A. most agitating
 - B. most serious
 - C. most common
 - D. least common

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. 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.

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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.

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Answers to sample questions

- | | | | |
|-----|---|-----|---|
| 1. | D | 16. | B |
| 2. | D | 17. | D |
| 3. | D | 18. | D |
| 4. | D | 19. | D |
| 5. | C | 20. | D |
| 6. | C | 21. | D |
| 7. | C | 22. | A |
| 8. | A | 23. | C |
| 9. | D | 24. | B |
| 10. | D | 25. | D |
| 11. | D | 26. | D |
| 12. | A | 27. | C |
| 13. | A | 28. | D |
| 14. | B | 29. | C |
| 15. | B | | |