CERTIFIED
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UDCP

Universal Design Certified Professional (UDCP)
Program Manual

NARI
Remodeling Done Right.™

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 developing and maintaining this program.

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.

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

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 $65 ($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 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.

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.

Once the application has been approved, all fees are non-refundable. Fees are non-transferrable.

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 30 days before a scheduled exam period 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. Once accepted into the program, you may take your exam during the next regularly scheduled exam period. If unsuccessful on the first attempt, subsequent examinations may be taken within 24 months of initial enrollment in the program and are subject to a retest fee of $50 per test. You may take the exam two more times total during this 24-month window if you do not pass on the first attempt. If you are not successful at passing the exam within two 24 months 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 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, 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. The list is intended for use as a study aid only. This list was updated in August 2020.

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.

B. Client Needs Assessment   10 to 12%
1. Describe the key components of a client interview required to determine the appropriate Universal Design applications in remodeling.
2. Describe how to conduct a professional client interview including a home audit and specify the appropriate Universal Design application.
3. Describe the possible family stages to gain an understanding of the impact of Universal Design on specific stages.
4. Describe who Universal Design specialists are and how their skills come to bear on your project to benefit the client.

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. Identify various appropriate materials to address issues in home flooring and how to modify them for safety and comfort.
5. Describe and apply new technologies in kitchen and bathroom fixtures and other smart home devices to make homes more appealing, functional, and secure.
6. Describe the techniques that will allow for future modifications and support enhanced resale value.

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 residential construction principles used in Universal Remodeling.
8. Identify special considerations for accessibility when installing utility panels and controls

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.

F. Plumbing & Mechanical Systems   18 to 22%
1. Describe the basic plumbing and mechanical systems used in residential construction.
2. Describe basic plumbing fixtures typically used in Universal Design applications.
3. Explain the different installation options used in barrier free plumbing installations.
4. Identify and describe the various techniques and products used in accessible plumbing construction.
5. Identify special heating, cooling and ventilation options to improve ease of use and comfort.

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

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 click here for a current list of online preparatory course start dates.

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.

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 90 minute 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.

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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

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

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 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 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 24 months 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.

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.

UDCP

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. B