

Creating Professionals for Our Industry's Future

In today's competitive labor market, we compete not just among ourselves for quality workers, we compete with every other service and construction related industry. In order to maintain status in the public eye as the premier source of garage door and operator sales, installation and service, dealers must be recognized as utilizing professional technicians.

The door and access systems industry is a highly skilled professional career for quality-minded individuals. Consumers expect professional services and place a higher value on quality when it involves the most prominent feature on their homes.

The Institute of Door Dealer Education and Accreditation created the Residential Installer Training and Certification program to give door companies the tools needed to attract, recruit and retain quality technicians, and at the same time, serve the interests of the general public in recognizing professionalism in our industry.

The Residential Installer Certification program is designed to give professional dealers an upper hand in the labor market, to enhance the professionalism of our industry and to create career paths for individuals seeking a rewarding and long term career.

This program gives dealers a valuable training resource and builds on our industry's commitment to excellence and success. This brochure will explain how you and your valued employees can benefit from this exciting opportunity.



RESIDENTIAL INSTALLER CERTIFICATION

**INSTITUTE OF DOOR DEALER
EDUCATION AND ACCREDITATION**

PO BOX 236
WEST MILTON OH 45383-0236

(937) 698-1027

(877) 702-8097 E-FAX

www.dooreducation.com

The Components of Residential Installer Training and Certification

IDEA Residential Installer Certification is both a training and credentialing program designed to promote professional development in the door and access systems industry. Individuals are eligible to apply for this certification program at any time, whether they are industry veterans or recent hires.

When used as a training resource, the Residential Installer Certification course provides a roadmap for success through the delivery of quality work practices, safety and professionalism. Importantly, much of the material contained in the course is just as applicable to experienced installers, many of whom have been trained to learn the technical aspects of the job, but will find much of the content to be new and valuable.

HOW TO EARN CERTIFICATION

The first step towards earning Residential Installer Certification is to complete an application and submit it to the IDEA office. Upon receipt of the application you will be able to download the study guide. The Residential Installer Certification Study Guide is a comprehensive self-study course that covers all aspects of the job, with an emphasis on safety, standards and professional work practices.

Residential Installer Certification represents an independent, third party validation of an individual's professional status. This program is available to installers in residential installation who have been verified as being fully and fundamentally trained by an IDEA-Sanctioned Trainer.

ABOUT THE RESIDENTIAL INSTALLER CERTIFICATION COURSE

The IDEA Residential Installer Certification Study Guide covers the following subjects:

- Introduction to Residential Sectional Door Systems
- Understanding Codes and Standards
- Residential Sectional Door Construction
- Residential Sectional Door Components
- Fundamentals of Residential Door and Installation
- Methods of Operation
- Installation of Residential Operators
- One Piece Doors
- Residential Door Service and Repair
- The Importance of Safety
- Basic Math
- Industry Terminology (Glossary)
- DASMA Standards and Technical Data Sheets

EARNING CERTIFICATION

Certification is earned by passing a comprehensive written examination based on the IDEA Residential Installer Certification Study Guide. Those who pass the written examination with a score of 70% or higher will earn the designation: Certified Residential Door Systems Technician

Upon completing the program, certified installers will receive a certificate suitable for framing, an identification card displaying their professional status, and a supply of special uniform patches for them to wear on the job.

Testing opportunities will occur throughout the year in a variety of locations. Companies with 10 or more eligible installers can arrange for testing at their place of business by contacting IDEA at 937-698-1027.

MAINTAINING CERTIFICATION

Residential Installer Certification applies for a three-year period beginning with the effective date assigned by the IDEA after completing all of the program requirements. In order to maintain certification, each applicant will be required to submit a renewal form with a renewal fee. In addition, certified installers must earn 9 hours of continuing education during the three-year renewal cycle. IDEA will provide certified installers with additional information regarding the availability of eligible CEU courses.



Eligibility Requirements and Program Rules

Please read this section carefully, as it contains answers to most of the frequently asked questions regarding Residential Installer Certification, and identifies the criteria for earning the designation.

1. Certification applies to the individual and does not grant special privileges to the company, except as outlined herein. Installers may be owners, employees or self-employed.
2. Certification is for three years, following which the certified installer must complete a renewal application and pay a \$50 renewal fee for an additional three-year certification.
3. It is the responsibility of the certified installer to notify IDEA of any address change to receive information. If a listed address is no longer valid, and the certified installer has not provided a new mailing address by the time of renewal, the certification will be terminated.
4. The written certification examination is 100 questions, all multiple choice or True-False, and all questions are based on the Residential Installer Certification Study Guide. Examinations are reported as Pass or Fail with 70% being the minimum passing score.
5. All examinations are administered in a proctored environment. Testing candidates may not speak to one another during examination time. Cell phones or other mobile communication devices may not be used during testing. Books, notes and other materials also are prohibited.
6. Each installer seeking certification must be verified as being fully and fundamentally trained by an IDEA-Sanctioned Trainer, or through documentation of equivalent training from another verifiable source.
7. Certified installers receive identification cards, uniform patches and a certificate. They may promote or advertise their certification, including the Certified Residential Door Systems Technician emblem, without restriction provided the certification is active for the duration of the advertisement or promotion. If the certification is terminated or non-renewed, all such privileges are immediately revoked.
8. There are strict rules pertaining to the advertising of certified installers:
 - a) Advertising the use of certified installers or technicians in general by companies is limited to those who have enrolled all eligible employees in the applicable certification program.
 - b) Individual installers used in advertising may be identified as certified provided no representation is made or implied that would mislead the general public into believing all company-employed installers are certified, if that is not the case.
 - c) Use of the term certified in advertising under this program must make clear the term relates to Residential installation and service. Use of the term certified in any misleading or untruthful manner may result in legal action.
 - d) No representation may be made using the term only in advertising a company as having the only certified technicians in a particular market.
 - e) Any use of the IDEA Residential Door Systems Technicians Certification designation in advertising that is not specifically addressed in this document, must be pre-approved by IDEA in writing prior to publication or broadcast.
 - f) Companies desiring to advertise the use of certified technicians in any manner not specifically addressed herein, may petition the IDEA in writing or in person, but will be subject to administrative or legal action if prohibited advertising is conducted without such approval.
9. Certification is awarded under the strict adherence to all rules governing the program.





**INSTITUTE OF DOOR DEALER
EDUCATION AND ACCREDITATION**

PO BOX 236
WEST MILTON OH 45383-0236
(937) 698-1027
(877) 702-8097 E-FAX
www.dooreducation.com