



CERTIFIED REFRIGERATION & AIR-CONDITIONING TECHNICIAN HANDBOOK

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2 INTRODUCTION

The handbook for the Refrigeration and Air-conditioning Technician qualification describes the certification process and the requirements for admittance to the certification process. The person certified under the certification scheme shall be an individual who has demonstrated competence, knowledge and experience in the field of Refrigeration and Air Conditioning (RAC) and has fulfilled all requirements as outlined in the respective certification scheme.

2.1 PURPOSE OF DOCUMENT

The purpose of this document is to outline the requirements to gain admittance to the exam, the structure of and description of the examination and other pertinent information regarding the certification.

This document is a basic reference and handbook for anyone interested in attaining the professional designation of Certified Refrigeration and Air Conditioning Technician, or interested in developing courses to assist persons prepare for the examination. These persons include, but are not limited to:

- System installers
- Maintenance and service staff
- Educators teaching refrigeration and air-conditioning and related subjects.
- Trainers / Training providers developing RAC programs.

As a basic reference, this document is neither comprehensive nor all-inclusive. This document is subject to review and change at intervals determined by the committee responsible for its development and maintenance. Changes may be made to cover changes in the certification scheme and changes in the scope of the certification. All updated versions will be made available to the public.

2.2 SCOPE OF CERTIFICATION

This system for certification covers the following three (3) scope of activities within the Refrigeration and Air-conditioning industry:

- Certified Refrigeration and Air-conditioning Technician – Residential
- Certified Refrigeration and Air-conditioning Technician – Commercial

- Certified Refrigeration and Air-conditioning Technician – Mobile / Automotive

The certification would be awarded to personnel who satisfied the requirements for certification within the designated scopes. An applicant shall apply for certification within any number of scopes listed above, with the minimum being one scope.

3 THE PROCESS

The Certification is broken up into two processes:

1. The Application Process
2. The Certification Process

The process is summarized in figure 1.

3.1 THE APPLICATION PROCESS

3.1.1 Qualification and Eligibility

To be admitted into the certification process the applicant must fulfil the eligibility requirements. The eligibility requirements are as follows:

To be eligible to apply for the examination and attain the certification the applicant must first:

1. Be eighteen (18) years and older
2. Have completed a program in Air Conditioning and Refrigeration Technology (CVQ Level 2, IVQ or equivalent) or have been certified via an NTA approved work force assessment centre (WAC) or through any other Prior Learning Assessment and Recognition (PLAR) program at the required level.
3. Have at least two (2) years' experience in the field (verified by portfolio review, job contracts, job descriptions and **testimonials/references**)
4. Provide proof of nationality* (copy of birth certificate, ID passport ...) and a certificate of good character

* This professional certification is available to both Trinidad and Tobago and CARICOM nationals. Currently all CARICOM nationals are required to sit the examination in Trinidad.

Documents must be brought to the National Training Agency. At that time the documents would be reviewed. (Please provide copies of each).

The Process Flow

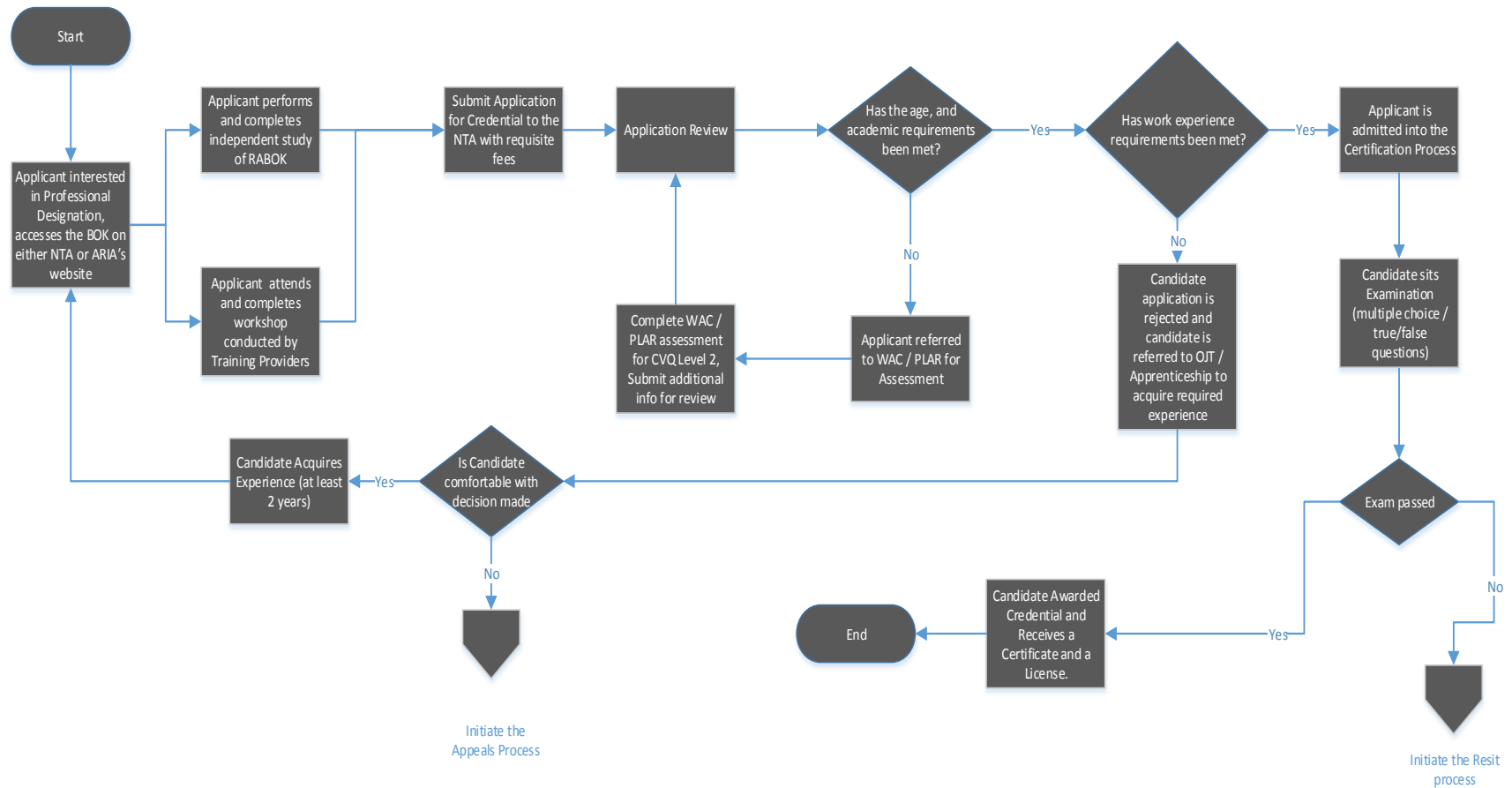


Figure 1: The Full Certification Process Flow

3.1.2 Application form and supporting documents submission

Applications may be filled either online via the NTA's website (www.ntatt.org), or a hard copy filled out.

Supporting documents must be submitted to the NTA in order for the applicant to be approved to move in to the certification process. The following documents must be submitted:

1. Documents to demonstrate / verify work experience: letters of recommendation, testimonials, job letters, contracts and any other proof to support claim.
2. Certificates in the skill area
3. A copy of your birth certificate (with affidavit where necessary)
4. Copy of your Identification card, or Copy of first page of passport for non-Trinidad and Tobago nationals
5. Certificate of Character (copy of receipt would be accepted with application documents, however certificate must be made available by the date of the examination)
6. Receipt for payment of fees at the bank (where applicable)

Application forms and supporting documents must be delivered to either of the addresses below.

Trinidad:

Attn: Quality Assurance and Accreditation Department – Professional Awards

The National Training Agency

#140-142 Mulchan Seuchan Road, Chaguanas

Telephone Numbers: 672-7107/8

Fax: 672-7109

Tobago:

Attn: Quality Assurance and Accreditation Department – Professional Awards

The National Training Agency

Tobago Technology Centre,

79 Milford Road, Canaan, Tobago, W.I

Telephone: 868-635-1721; 868-639-3530

Fax: 868-635-0820

3.2 CERTIFICATION PROCESS

Once the above eligibility requirements are met, the application fees are paid and the application reviewed and approved you would be admitted to the certification process as a candidate. You would then receive an acceptance email with a link to schedule your examination.

To achieve this professional certificate, you must now:

1. Review the Refrigeration and Air Conditioning Body of Knowledge (RABOK) and prepare for the Refrigeration and Air-conditioning Technician Examination (RATE) using a suitable route
2. Pay for and schedule your examination using the link provided in the acceptance email.
3. Take the examination
4. Pass the Certification Exam, based on the RABOK with a score of 70% or greater
5. Sign an affirmation indicating that you understand and would abide by the Code of Conduct for Certified Technicians in the Refrigeration and Air Conditioning industry and would use the qualification, documentation and the NTA logo only as permitted.

Once the results are available you would receive a results notification and an evaluation sheet.

Achieving a passing score on the RATE would demonstrate that you have the industry knowledge and competence to work in the field. Once the requisite fees are paid (certification fee) you would be issued your ID card, certificate and be registered on the NTA's database of skilled persons. This certification expires after three (3) years from the date of issue and requires you, the holder to renew in order to maintain your professional designation.

3.3 COST AND PAYMENT

The total cost of certification is \$1000.00, and is broken down as follows:

Credential	Initial Certification	Renewal of Certification
Certified Refrigeration and Air Conditioning Technician	\$1000.00 Breakdown: Application fee – \$150.00 Examination fee – \$350.00 Certification fee - \$500.00	\$700.00

For initial certification you would have the option of paying the full amount of fees at application (\$1000.00) or paying as you are admitted to the different phases of the process (application, examination, certification). A discount of \$200.00 would be given to candidates who are members of the Air Conditioning and Refrigeration Association (ARIA) and divided evenly across the examination and certification fees. (membership would be verified). Payment would be accommodated in the form of:

- Cash
- Manager's cheque made out to the "National Training Agency", or
- Direct deposit into **FCB #1030646, Branch: Market Street, Chaguanas**; deposit slip must be presented to the NTA.

4 THE EXAMINATION

4.1 EXAM SPECIFICATIONS

The examination is divided into sections (A and B).

- Section A is a General Knowledge Section which covers the fundamental knowledge required by all scopes (residential, commercial and mobile). Section A contains a total of twenty (20) questions.
- Section B is a Specialisation Section which covers knowledge areas specific to the scope of certification you applied for. A candidate who applies for multiple scopes would be required to write a specialisation section for each scope they have applied for. You would have the option to sit the additional Section B at the same time as the others or separately. Section B contains thirty (30) questions for each scope of certification.

Time Limit: 2 hours

Number of Questions: 50

Passing Score: 70% and greater

Question type(s): Multiple Choice and Truth and False

Listed are the percentages of questions that will be in each section of the RAC Technician exam.

The RABOK outlines the knowledge requirements for each section. You the candidate can also use the Question Booklet to assist in examination preparation.

4.2 TEST CENTRES

Candidates would be allowed to take certification exams at NTA Testing Centers, either in Trinidad or Tobago. All test centers for this certification exam would be published on the NTA's website (www.ntatt.org).

4.2.1 Special Accommodations

The NTA is committed to equal opportunity for all certification candidates and complies to the Trinidad and Tobago Equal Opportunity Act, 2000. Reasonable examination accommodations will be made at no extra charge to individuals with documented disabilities. Documentation of the requested accommodation must include documentation of need provided by an appropriate, licensed medical doctor, healthcare practitioner or other relevant professional on the professional's letterhead. The documentation must include the candidate's name and address as well as the diagnosis of the disability. Applicants requiring special accommodations must complete and submit the special accommodations request form at least six (6) weeks before the date of the examination.

4.2.2 The Examination Session

- The NTA suggests that you arrive at least 30 minutes before the scheduled exam time.
- Each candidate MUST have a photo ID to present to the Invigilator. No one will be allowed to take an NTA exam without it.
- Please be prepared to shut off all electronic devices and leave them in a safe area designated by the Invigilator.
- For the tests you would be able to bring # 2 pencil(s), and a non-programmable scientific calculator
- Scrap paper would be provided
- Seats would be arranged side by side with at least 36 inches of space between each seat.
- The invigilator will read an introduction to the testing group, there will be time for questions and answers concerning the exam and they will inform candidates how much time has been allotted for each test.
- Each candidate will receive a unique login for the examination that they scheduled, please read the opening page and make sure it is the exam that you registered for.
- The Invigilator will then tell the candidates to start the examination.
- After you have completed your examination, the NTA advises that you review your responses before submitting. Once submitted no changes can be made.
- The candidate would receive results within 15 minutes of submission, and thus would be required to sit outside the examination room until given their initial results.

4.2.3 Prohibited Items

Candidates are not permitted to bring the following items into the testing area:

- programmable calculators
- cell phones
- photographic or recording equipment
- writing instruments other than pencils (scrap paper will be provided)

All recording and communication devices and other unauthorized materials should be left in your car or at home or they will be collected by the invigilator(s) before admission and returned as candidates exit the site.

4.2.4 Cheating

Individuals suspected of cheating will be subject to the NTA's disciplinary procedures. Any incidents of suspected cheating, disturbances, attempts to remove exam materials or notes from the testing room, or other exam-related irregularities will be reported immediately. All serious incidents will be investigated by NTA and may result in termination of a candidate's participation in the examination or invalidation of exam scores.

4.3 AFTER THE EXAM (EXAM RESULTS)

Examination results are reported to candidates within 30 days of the assessment date. Once results are available the candidate would receive a results notification and an evaluation sheet. If successful at the examination the candidate receives their certificate and ID card when receiving their results notification. Any candidate that is not successful at their first examination is allowed one (1) re-sit of the certification examination based on the certification's resit policy.

All cases where candidates did not meet the scoring requirements, a manual re-scoring is performed to verify final results. The final exam result for candidates not successful will include their score, the minimum passing score, and a diagnostic report (evaluation sheet) indicating areas of strength and those requiring improvement. Results are provided to the candidate directly.

4.4 RE-SIT POLICY

Any first time candidate that is unsuccessful at the exam (scoring less than 70%) is allowed one re-sit of the examination. This resit is to be scheduled:

1. No sooner than one month from the date the candidate receives their initial examination results and evaluation sheet
2. No later than 4 months after receipt of their evaluation sheet and notification of results.

If the candidate fails to schedule their re-sit within the timeframe stipulated above the candidate would be required to re-apply for certification.

4.5 CODE OF CONDUCT

As an NTA, Certified Refrigeration and Air-Conditioning Technician, I agree to the following:

- I will deal with clients, consumers, and other professionals and professional organizations fairly and in a timely manner.
- I will provide safe and quality services to clients and consumers.
- I will maintain and improve my technical competence through continuing education, peer counselling and interaction with other professionals in my prescribed field.
- I will act in a manner free of bias with regard to religion, ethnicity, gender, age, national origin or disability
- I will not misrepresent or permit misrepresentation of my qualifications or the qualifications of my associates
- I will not misrepresent or misuse the NTA's logo or any other item deemed the property of the NTA (certificates, ID cards)
- I will have regard for the environment and for public safety, health and the well-being of our clients
- I will uphold and follow all policies and procedures required by the Technicians in this field.
- I will not knowingly violate safety-related regulations, warning or instructions set forth by OSHA, recognized safety standards, or Codes.
- I will strive to be an upstanding member of my community, respecting the laws of Trinidad and Tobago and not be involved in any criminal activity

4.6 TECHNICIAN AGREEMENT STATEMENT

Upon completion of your exam you are required to sign a form agreeing to the statement below:

“By signing and submitting this form, I certify that I verified that the examination on-screen was the examination I scheduled, and the answers marked on screen are my own. I also certify that I will not discuss any aspect of the exam after the test session. I understand that if I should become certified, the certificate is the property of the NTA and I must surrender it if certification is revoked. I confirm that I have read the Body of knowledge and Handbook and agree to abide by the certification eligibility requirements and the Code of Conduct.”

4.7 RECERTIFICATION

Over time, the critical job tasks, and its related knowledge, skills and abilities, evolve. The purpose of recertifying every three years is to ensure that professionally certified persons maintain a level of continuing competence through acceptable professional development activities.

Each professional certification (or designation) offered by the National Training Agency expires three (3) years from the date of issuance, at which time the technician would be required to re-certifying in order to maintain their professional designation.

NTA's credentials are maintained by one of two methods: taking a current version of the certification exam or with thirty (30) professional development hours (PDHs) in subject matter related to the certification earned. Renewal requirements for NTA's certifications are posted at www.ntatt.org.

NTA accepts a wide variety of professional activities as PDHs. These include:

- Attendance at NTA recognised training courses
- Attendance at seminars, expos and training programs hosted by the National Ozone Unit
- Recognised seminars and conferences in your related field

The PDHs acquired can be tracked and assigned to a certification renewal at any time in your account on the Skills TNT website. Supporting documents should be submitted with each claim. All information submitted under certification maintenance is carefully reviewed by our staff and subject to external verification. Renewal candidates who knowingly and willingly submit false information or forged documents will be reported to the Ethics Council for review. Possible sanctions could include revocation of all certifications. All renewal fees are required to be paid in full before your certification renewal application will be processed.

4.7.1 Technicians are responsible for maintaining their certification(s)

The NTA sends notices in writing to the address in the NTA database. You will receive a letter at 90 days, an email at 60 days to remind you that your certification is expiring. If you have not updated your contact information, through www.ntatt.org or contacted the NTA office with changes to your information, your recertification notices may not be received.

Please review the following prior to recertifying:

1. Does NTA have all my correct contact information?
2. Do I have Professional Development Hours (PDHs) that have been recorded from NTA recognized courses that can be applied to my specialty?
3. Do I have Professional Development Hours (PDHs) that are NOT NTA recognized but I have kept track of and can demonstrate to NTA that these hours apply to my specialty?

4.7.2 Expired Certifications

A certification that has passed its expiration date is expired at the end of the month of the date shown on the NTA ID. It is the technicians' responsibility to retain this ID card and know when the certification(s) is about to expire. The new certification will date from the time you pass the new tests.

Technicians whose certifications have expired are no longer NTA -certified and cannot represent themselves as such. Any technician with an expired certification who represents himself as NTA -certified is behaving in a fraudulent and unethical fashion. These technicians may be denied future NTA Certification and be subject to legal action.

4.8 REVOCATION OF CERTIFICATION

The following are the grounds for revocation of certification:

- Violation of the Code of Conduct
- Being found guilty of a criminal act
- Continuous verified complaints regarding the quality of work performed
- Misrepresentation of the qualifications or the qualifications of associates

5 COMPLAINTS AND APPEALS

5.1 COMPLAINTS

An aggrieved party in a dispute which considers itself to have reasonable grounds for questioning the competency of a National Training Agency certified person may petition the NTA's RAC Certification Scheme Committee (the Committee) for non-renewal of the certification. Such a petition must be accompanied by all relevant facts and, if in the opinion of the Committee an adequate case has been presented, a full investigation of the circumstances under dispute will be initiated. If the petition is substantiated to the satisfaction of the Committee, the certificate will not be renewed without further test.

5.2 APPEALS

A candidate may request redress for issues concerning their certification status including but not limited to:

- Exam Pass/Fail
- Denial of certification and/or recertification
- Redress for professional development hours

The candidate must request, in writing, an action for review. Once the request is received, NTA and the Certification Scheme committee reviews the request as follows:

- Exam Pass/Fail the exams are placed into the formal review process. Once the review is complete, a letter is sent to the applicant explaining the status of the review.
- Denial of certification and/or recertification is based on the passing score of the exam. If the candidate requests, the exams will be reviewed.
- Redress for professional development hours all files for recertification using professional development are reviewed to determine if the submitted hours are documented and authentic. A candidate may request the hours be reviewed if they are denied for any reason.

6 RECORDS

The National Training Agency maintains records of successful and unsuccessful candidates. These records are accessible to the candidate, the Committee or its nominees at all reasonable times or when the law requires such information be disclosed.