

## AudioVisual Solutions Provider (AVSP) FAQ

### Q: Why is InfoComm changing the CAVSP program?

A: InfoComm members want and deserve recognition for all forms of professional development, including both certification and training. The AVSP Program expands the requirements to allow for both.

### Q: What are the AVSP levels and requirements?

A: The commercial AV levels and requirements are:

#### Sapphire

25 percent of all Customer Service, Sales and Technical staff must have and maintain general or advanced CTS certification or certain InfoComm Academy course completion.

#### Emerald

35 percent of all Customer Service, Sales and Technical staff must have and maintain general or advanced CTS certification or certain InfoComm Academy course completion.

- No more than a quarter of the 35 percent can qualify exclusively through InfoComm course completion.

#### Diamond

50 percent of all Customer Service, Sales and Technical staff must have and maintain general or advanced CTS certification or certain InfoComm Academy course completion.

- No more than a quarter of the 50 percent of designated staff can qualify exclusively through InfoComm course completion. Of the 50 percent, 15 percent must have advanced CTS designation. A minimum of one advanced CTS is required.

### Q: What InfoComm Academy courses qualify for a course completion?

A: All InfoComm Academy courses, both online and onsite courses, listed in the InfoComm Academy education catalog in Designer Track, Installer Track, Project Manager Track, Rental/Hire Technician Track, Sales/Executive Track, Technology Manager Track except for QuickStart to the AV Industry and InfoComm Academy seminars held at InfoComm tradeshows.

Courses that count toward AVSP application (only one course completion per person can be counted):

- GEN102 Essentials of the AV Industry for Technical & Sales Professionals Online
- GEN103 Audio-Video and Control System Networking Online
- GEN110 AV Essentials for IT Professionals
- GEN111 Essentials of the AV Industry (Classroom)
- GEN112 CTS Study Group
- INS201 Installation Online
- INS212 Installation Technician
- INS311 Lead Installation Technician
- INS312 CTS-I Study Group
- DES201 Design Online
- DES212 AV Design Principles: Environment
- DES213 AV Design Principles: Infrastructure
- DES312 Applied AV Design/CTS-D Study Group
- PMA211 Project Management for AV

- AVIT211 AV/IT Integration for Technical Professionals
- AVIT212 AV/IT for Sales & Business Professionals
- PME311 Selling and Managing AV Projects
- PTS101 Principles of Tech Support Online
- VID211 Videoconference: Applications, Trends and Technology
- VID214 Video Conference
- LVP211 Lighting for Videoconference and Presentation Spaces
- DGS214 Digital Signage

Q: Does an InfoComm course completion expire?

A: Yes, an InfoComm course completion can be counted toward the AVSP application for three years after the InfoComm course has been completed.

Q: Can an individual with a CTS certification and an InfoComm course completion count both on the application?

A: No, the individual can only submit one CTS certification or one InfoComm course completion towards a company's AVSP application.

Q: Is the new program for both Commercial AV and non-Commercial AV companies?

A: No, the AVSP program is for Commercial AV companies only. A new program is in development for non-Commercial AV companies.

Q: What is the cost for the AVSP application fee?

A: The AVSP application fee is \$100 for InfoComm members and \$150 for non-members.

Q: Is it based on location?

A: No, the AVSP program is company-wide, so the entire company has one application and the AVSP designation is then applied company-wide.

Q: Do current CAVSP companies (as of December 31, 2008) need to meet the requirements as of January 1, 2009?

A: No, current CAVSP companies (as of December 31, 2008) will be grandfathered into the program for 2009. They will need to meet the new requirements when they renew January 1, 2010.

Q: Do new companies applying for AVSP need to meet the requirements as of January 1, 2009?

A: Yes, any new companies (or lapsed CAVSP companies as of December 31, 2008) need to meet the new AVSP requirements to apply for the program as of January 1, 2009.

Q: When does an AVSP designation expire?

A: AVSP companies must renew the designation annually.

Q: Will companies that are grandfathered into the new program receive new logos, decals and certificates?

A: Yes, since the program is being rebranded all current (as of December 31, 2008) will receive new AVSP material in January 2009.

Q: When should my company stop using using CAVSP logos and materials and begin using AVSP logos and materials?

A: Companies will need to transition from using CAVSP logos and materials to using AVSP logos and materials by February 28, 2009. The AVSP logos will be sent to all grandfathered CAVSP companies in early January 2009.