

Renewal Unit (RU) Provider Handbook and Application



Renewal Unit Provider Program Guidelines and Requirements
For All Levels of Certified Technology Specialist (CTS) Renewal Units
3/01/11 Edition

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NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.

Certification Renewal Unit (RU) Provider Program Guidelines for All Levels of Certified Technology Specialist (CTS®)

Contents

This handbook is separated into three parts:

- **Part One** contains information about how to apply for approval to provide renewal units (RUs) for your audiovisual related educational programs as well as other general guidelines. **NOTE: This is the primary section of this handbook.**
- **Part Two** contains background information for RU providers to understand the scope of the renewal process, and how important a role RU provider companies play in the process. Information about how CTS holders meet renewal requirements is included. For more information, see the Certification Renewal Handbook located at www.infocomm.org/renewal.
- **Part Three** contains Appendices: The RU Provider application and content outlines so you can see where your programs fit into the CTS credentialing requirements.

Note: For assistance completing the application or for any questions related to the process, please contact the Certification Office at certification@infocomm.org or call 703-279-6395.

Renewal Overview

The InfoComm Board of Governors established an independent InfoComm Certification Committee (referred to as the "InfoComm Certification Committee") to provide oversight for development and administration of credible Certified Technology Specialist certifications (CTS, CTS-D, and CTS-I), and to ensure the credentials meet high standards of ethical and professional practice for the audiovisual industry that assures the proficiency and competency of AV professionals. Continuing education is an important component in demonstrating a personal and public commitment to maintaining competency within a professional certification program. The InfoComm Certification Committee renewal program for the CTS certification program reflects that commitment and as such, meets the ISO/IEC/17024 accreditation requirements as administered in the United States by the American National Standards Institute (ANSI).

All levels of CTS certifications are awarded for a period of three years. Individuals wishing to maintain their CTS, CTS-D and/or CTS-I designations must meet the renewal requirements of the InfoComm Certification Committee in order to maintain their certification(s).

The renewal process provides certified audiovisual specialists the opportunity to demonstrate their ongoing efforts to enhance the knowledge, skills and abilities required to perform their jobs in the field. The program facilitates continued competence through participation in a variety of learning experiences, each of which may be linked to the current competency requirements of the certification examinations. Commitment to uphold and abide by the CTS Code of Ethics and Conduct is also a requirement for maintaining and renewing certification.

Renewal programs are revised and approved by the Renewal Committee. Renewal programs are approved for a period of two years or, in the case of significant program changes, prior to that timeframe.

The InfoComm Certification Committee does not endorse, accredit, approve, or sanction any particular course. The renewal units awarded are based upon documented guidelines and supporting materials provided during the application process.

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Implementation Schedule

For NEW renewal unit provider applications, the specific requirements related to matching the renewal units to Exam Content Outline domain areas is a requirement. For existing renewal unit approved programs, updated information regarding the approved program should be submitted prior to October 1, 2008.

PART ONE: Becoming a Renewal Unit Provider

Program Applications for Awarding of Renewal Units

In all cases, the renewal unit provider application should be received in the InfoComm Certification Office a **minimum of 30 days prior to the start of the course**. The application and documentation will be reviewed and notification will be made within 10 business days of receipt of the application. For further questions contact the InfoComm Certification Office at certification@infocomm.org or (703) 279-6395.

RUs are awarded based upon the following general guidelines: RUs are offered in half (.5) units, based upon 30 minutes of contact time rounded to the nearest 30 minutes (e.g., 35 minutes = .5 RUs, 45 minutes = 1 RU, and 1 hour and 40 minutes = 1.5 RUs).

Renewal units are awarded and referenced to specific certification levels and the corresponding Exam Content Outline Domain area using the manufacturer or non-manufacturer guidelines in this handbook. (See Content Outlines in Appendix A for CTS, Appendix B for CTS-I, Appendix C for CTS-D). **Renewal units awarded for educational programs or activities are approved until the program changes or for a two year period, whichever comes first.**

NOTE: Existing programs with RUs previously awarded will maintain approved status through December 31, 2008, but will need to provide updated information to the InfoComm Certification Office. Previously approved programs not updated prior to December 31, 2008 will be removed from the online listing until the required updated information is provided to the InfoComm Certification Office and approved by the Renewal Committee.

RU Provider Logo

InfoComm's distinctive RU Provider logo, as seen on the cover of this handbook, may be used by approved renewal unit providers in conjunction with the marketing or advertising of InfoComm RU approved programs or activities. Approved programs may contact certification@infocomm.org for a digital copy of the logo and usage guidelines.

The following are suitability guidelines for awarding of renewal units as regards various educational session formats. The Renewal Unit Provider Application found in the appendices of this handbook and online at www.infocomm.org/renewal must be completed and faxed or mailed to the InfoComm Certification Office a minimum of 30 days prior to the first course offering.

A. All Non-Manufacturer Onsite or Online Courses

Requirements for Determining Suitability of Session for RUs:

1. **Instructor Credentials** – The instructor must provide a 50 - 100 word biography showing clear evidence of substantial experience in the session topic or recognized industry credentials. For multiple instructors please list names, titles, and years of experience. Note: For organizations with more than 10 instructors, please contact the Certification Office for special assistance.

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2. **Learning Objectives** – At least three clearly relevant learning objectives must be stated. A learning objective completes the phrase, “At the end of this program, the learner will be able to:
3. **Session Topic and Content** – An abstract must be submitted to show how the session relates to one or more Exam Content Outline domain areas as found in Appendix A, B, or C in the Renewal Handbook or at www.infocomm.org/renewal, or how it relates otherwise directly to industry work.
4. **List of Relevant Exam Domains** – Relevant exam domains must be provided with your course submission. Please refer to Appendices A-C for a complete list of domains.
5. **Evaluations** – Participants at an onsite course should be evaluated in some manner from instructor/student interaction by the instructor. Each online course or recorded webinar participant must satisfactorily complete an online assessment tool (quiz, etc.) in order to obtain a certificate and credit. For assistance or clarification, please contact the Certification Office. Each person who satisfactorily completes a course must receive a certificate, if not an InfoComm registered course (which would be automatically listed on the individual’s transcript with InfoComm).

Attachments Needed:

- a. Copy of course description including; allotted length of time, learning objectives and related Exam Content Outline domain areas (see appendices)
- b. Copy of instructor biography
- c. Copy of program abstract
- d. Copy of any evaluation component (questions used for an online course or recorded webinar quiz) and sample certificate if not an InfoComm registered course. (contact Certification Office for assistance with the evaluation component or a sample certificate template if needed)

Determination of RUs:

1. One RU is awarded for each 60 minutes of scheduled class time.
2. Instructor must evaluate student’s accomplishment of the learning objectives as noted above and notify InfoComm of any student who the instructor feels does not satisfactorily complete the course.
3. Successful completion is recognized by awarding a certificate to the participant.

B. All Manufacturer Onsite or Online Programs

Requirements for Determining Suitability of Sessions for RUs:

1. **Instructor Credentials** – The instructor must provide a 50-100 word biography showing clear evidence of substantial experience in the session topic or recognized industry credentials. For multiple instructors please list names, titles, and years of experience. Note: For organizations with more than 10 instructors, please contact the Certification Office for special assistance.
2. **Learning Objectives** – At least three clearly relevant learning objectives must be stated. A learning objective completes the phrase, “At the end of this program, the learner will be able to:...”
3. **Session and Topic Content** – An abstract must be submitted to show how the session and topic relates to one or more Exam Content Outline Domain areas as found in

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Appendix A, B, or C in the Renewal Handbook or at www.infocomm.org/renewal or how it relates otherwise directly to industry work.

4. **List of Relevant Exam Domains** – Relevant exam domains must be provided with your course submission. Please refer to Appendices A-C for a complete list of domains.
5. **Evaluations** – Participants at an onsite course should be evaluated in some manner from instructor/student interaction by the instructor. Each online course participant must satisfactorily complete on online assessment tool (quiz, etc.) in order to obtain a certificate and credit. For assistance or clarification please contact the Certification Office. Each participant who satisfactorily completes a course must receive a certificate.

Attachments Needed:

- a. Copy of course description including; allotted length of time, learning objectives, and related Exam Content Outline Domain areas
- b. Copy of instructor biography
- c. Copy of program abstract
- d. Copy of any evaluation component (if an online course or recorded webinar) and a sample certificate if not an InfoComm registered course. (Contact Certification Office for a assistance with the evaluation component or sample certificate template if needed)

Determination of RUs:

1. One RU is awarded for each 120 minutes of program time (.5 RU per each 60 minutes).
2. Instructor must evaluate student's accomplishment of the learning objectives and notify InfoComm of any student who the instructor feels does not satisfactorily complete the course.
3. A certificate must be awarded to each attendee who successfully completes the course and any required evaluation component.

C. Obtaining RUs for an Industry-Related Book with Successful Completion of an Evaluation Tool

These must be submitted to InfoComm for pre-approval and, once approved for RUs, the link to the sponsoring organization or author where the online test is found and certificates are issued. Contact InfoComm Certification Office for assistance with the evaluation component or sample certificate template will be listed on the approved Renewal Units page on the www.infocomm.org/renewal website.

Requirements for Determining Suitability of Sessions for RUs:

1. **Author Credentials** – A 50-100 word biography for the author must be provided showing clear evidence of substantial experience in the subject area and/or recognized industry credentials.
2. **Learning Objectives** – At least three clearly relevant learning objectives must be stated. A learning objective completes the phrase, "At the end of this book, the learner will be able to:
3. **Content** – An abstract must be submitted to show how the book relates to one or more Exam Content Outline Domain areas as found in Appendix A, B, or C in the Renewal Providers Handbook or at www.infocomm.org/renewal or how it relates otherwise directly to industry work.
4. **List of Relevant Exam Domains** – Relevant exam domains must be provided with your course submission. Please refer to Appendices A-C for a complete list of domains.

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5. **Evaluations** – A copy of an appropriate evaluation tool (such as a quiz) must be submitted with application. For assistance with providing this requirement please contact the Certification Office.
6. **Link** – Sponsoring organization or author must provide a link to a site with information about the evaluation, scoring and awarding of certificate process.
6. **Certificate** – A certificate must be awarded to each individual who successfully completes the evaluation.
(Contact Certification Office for a sample certificate template if needed.)

Attachments Needed:

- a. Copy of author credentials and validation of industry acceptance
- b. Learning objectives and related relevance to Exam Content Outline Domain areas
- c. Copy of abstract or summary of the book
- d. Copy of the evaluation tool (quiz questions)
- e. Location of the webpage where information about the evaluation tool, scoring, and awarding of certificate information is found. (Contact Certification Office for assistance)
- f. Copy of certificate issued

Determination of RUs:

1. Renewal units awarded will depend upon the size/time requirements related to the particular book but will not exceed 2 RUs per book.
2. A certificate must be awarded to each participant who successfully completes the evaluation process.
3. Once approved, the book will be listed on the www.infocomm.org/renewal website with the link to the approved organization or author's webpage and access to the evaluation tool.

Program Renewal Units Application and Deadlines

The Application for Program Renewal Units form found in this handbook and online at www.infocomm.org/cts (under Renewal) must be completed and faxed, mailed, or emailed to the InfoComm Certification Office a minimum of 30 days prior to the first course offering.

Please use the following contact address and/or fax:

InfoComm International
Certification Office
11242 Waples Mill Road, Ste 200
Fairfax, VA 22030
fax +1.703.691.2756
certification@infocomm.org

PART TWO: Renewal Program Overview- (Individual Renewal)

Requirements and Guidelines for the Renewal of Any CTS Certification

A. Summary of Individual Renewal Guidelines

Certificants who are applying for renewal at any CTS level must:

- Have been actively employed in the audiovisual industry for a minimum period of one year during the three-year certification period.
- Have completed thirty approved (30) renewal units (RUs) within the three year certification period. (Note: each specialty level of certification over the basic CTS level must be renewed separately, however the general CTS does not have to be renewed separately if the individual maintains a higher specialty level of certification (CTS-I or CTS-D). Note: See Renewal Handbook for details on individual renewal program.
- Earn renewal units using the methods outlined in the Renewal Units Options Chart (p.11 of this handbook)
- Must sign and agree to continue to abide by and uphold the CTS Code of Ethics and Conduct (included in the renewal application).
- Applicants must agree to continue to use any CTS designation in an authorized and appropriate manner. Only those individuals who maintain their CTS certification requirements may continue to use the CTS designation.

It is the responsibility of the individual to maintain renewal requirements. The InfoComm Certification Office will send email renewal reminders at intervals of 1 year, 6 months, 3 months and 1 month prior to the certificant's renewal expiration date. It is important for certificants to maintain current contact information with the Certification Office.

Note: Multiple specialty credentials are renewed at the rate of 15 RUs each (see examples below).

Certificants must renew by their renewal date in order to maintain their certification status. (Note: There is a process available for requesting an extension of renewal up to 120 days)

An individual certified at only the general CTS level may not apply for renewal at any time prior to 6 months before the scheduled renewal date.

Certified individuals are responsible for maintaining their own record of the number of hours of continuing education that have been accrued during the 3-year renewal cycle, including dates and supporting documentation. InfoComm provides an online transcript of InfoComm registered courses only renewal units earned by certificants at www.infocomm.org/renewal, which can be printed as documentation for those courses completed. For other courses, individuals will need to maintain and submit a copy of the course completion certificate along with the renewal application.

Each individual is responsible for maintaining the required documentation to be submitted at the time of renewal. Annual reporting of RUs earned to InfoComm is not required or suggested.

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Only those certificants in good standing (no active sanctions and renewal accomplished within timeline) with the Certification Committee will remain listed in the online Directory of Certified CTS AV Specialists.

B. Renewal Units Required

There are 30 renewal units required within each 3 year certification period (exception being multiple specialty credentials- see examples below). The 30 RUs may be obtained through a variety of training and educational methods as detailed below. A general CTS holder must have 30 RUs from general CTS, CTS-D or CTS-I approved RU programs. Each specialty certification must be renewed separately (D and I) with separate application and fee. **The renewal units applied to a renewal must be earned during the renewal period itself.**

C. How Renewal Units (RUs) Are Awarded

Courses and other renewal unit activities are reviewed and RUs granted at the discretion of the Certification Committee based upon the requirements and guidelines contained within this Renewal Handbook.

All renewal unit programs applied for and awarded must be referenced to specific certification levels and the corresponding Exam Content Outline domain area (see Appendix A for CTS, Appendix B for CTS-I, Appendix C for CTS-D). Note: Tasks are included in the Exam Content Outlines simply to clarify the domain areas. (i.e., Course ABC is approved for 2 RUs at the CTS-I Domain A using manufacturer or non-manufacturer guidelines as noted in this handbook.)

Note: See specific listings of pre-approved renewal units online at www.infocomm.org/renewal. RUs are offered in half (.5) units, based upon 30 minutes of contact time rounded to the nearest 30 minutes (e.g., 35 minutes = .5 RUs, 45 minutes = 1 RU, and 1 hour and 40 minutes = 1.5 RUs).

Courses approved for more than one specialty certification level may only be used for renewal at one of the levels. (Ex. Course XYZ is approved for 2 RUs at the CTS-I **or** CTS-D level – the 2 RUs can only be used for renewing either the CTS-I or the CTS-D, not both. You will be able to use RUs as divided; if course XYZ is approved for 4 RUs (2 at the CTS-I level **and** 2 at the CTS-D level), you can use 2 RUs for each domain area, not to exceed 4 RUs total.

Sample Chart of Renewal Units Awarded

| Course Title | CTS RUs | CTS-D RUs | CTS-I RUs | Maximum RUs Allowed For Course |
|--------------|---------|-----------|-----------|--------------------------------|
| ABC | 6 | 3 | 3 | 6 |
| XYZ | 5 | 3 | - | 5 |
| MNO | 3 | - | 3 | 3 |
| DEF | 3 | 3 | 3 | 3 |
| PQR | 4 | - | - | 4 |

Policy Clarification Notes:

- A general CTS holder must have 30 RUs from general CTS, CTS-I or CTS-D approved RU programs.

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- b. A single specialty credential holder (CTS-I or CTS-D) must have a minimum of 50% (15) of their RUs from programs approved for RUs in the specialty credential that they hold, with the remainder of the required RUs coming either from general CTS approved program RUs or from other CTS specialty level RU approved programs." Example- someone with a CTS and CTS-I must have 15 RUs from CTS-I approved programs, the remaining 15 RUs from either general CTS RU approved programs or from CTS-D approved programs.
- c. Multiple specialty credential holders (CTS-D and CTS-I) must have a minimum of 50% (15) of their RUs from programs approved for RUs in each specialty credential that they hold." Example- someone with a CTS-I and CTS-D must have 15 RUs from CTS-I approved programs, the remaining 15 RUs from CTS-D approved programs.

A listing of courses approved through the Certification Committee for RUs are posted and regularly updated online at www.infocomm.org/renewal

D. Ways to Earn Renewal Units

1. Non-Manufacturer programs may be approved for 1 RU per each hour of class time. The same course may only be used once every 24 months for the purpose of submitting renewal units. See the chart on page 11.
2. Manufacturer programs may be approved for 1 RU per each two hours of class time. The same course may be used only once every 12 months for the purpose of submitting renewal units.
3. Approved college level courses of 3-4 semester hours may be awarded up to 10 RUs. Such courses must be obtained from an accredited institution and courses must relate specifically to the work of the appropriate CTS certified technician level being renewed and must directly enhance the knowledge or skill level of the certificant for the certification being renewed.
4. Instructors teaching for InfoComm or other programs approved for renewal units may receive up to 1 RU for each contact hour taught, and 1 RU for preparation time for every 2 hours of contact time taught. RUs awarded for teaching a course can be counted only once for the same presentation every 6 months. For example, if a program being taught is approved for a total of 3 RUs (2 RUs for the course contact hours and 1 RU for the preparation) and is presented at three regional meetings during the same 6 month period, the presenter may only count 3 RUs toward renewal in that 6 month period.
5. Individuals who actively serve as InfoComm volunteers in a capacity that contributes to further development of the InfoComm Certification Committee certification program may claim up to a maximum of 3 RUs per year for each volunteer capacity actively served in. Examples of recognized certification program support activities include active participation as a subject matter expert, serving on a certification related committee, industry standards committee, InfoComm Board or committee, or similar activities. Certificants who submit RUs under this category are subject to verification of active participation through InfoComm records. The individual must document their participation and identify the areas in which they have made a significant contribution to the certification program.
6. Individuals who write an article or white paper related to an area addressed in one of the CTS Exam Content Outlines may be awarded 2 RUs if the article or white paper is published in an AV trade media or industry related technical book. This option is limited to RUs being awarded for three articles or white papers (6 RUs) per 12 months.

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7. Reading an industry related book that has been previously submitted and pre-approved for RUs which includes successful completion of an appropriate assessment tool such as a quiz (the link to the sponsoring organization or author will be listed on the approved Renewal Units page on the www.infocomm.org/certification website). Renewal Units awarded will depend upon the size/time requirements related to the particular book, but will not exceed 2 RUs per book.

Chart of Renewal Units Options

| InfoComm Certification Renewal Unit (RU) Options Chart* | | |
|--|--|--|
| Activity | RUs Available | Maximum RUs Allowed |
| Approved Non-Manufacturer Onsite or Online Course, Webinars | 1 RU per 1 hour of contact time | 30 RUs No limit (Only once per 24 months for the same course) |
| Approved Manufacturer Onsite or Online Course | 1 RU per 2 hours of contact time | 30 RUs No limit (Only once per 24 months for the same course) |
| Approved Book and Evaluation Tool | 2 RUs per book and completion of evaluation | 6 RUs per 12 months (Maximum of 3 books per 12 months) |
| Writing an Industry Related and Published Article or White Paper | 2 RUs per published article or white paper | 6 RUs per 12 months (Maximum of 3 articles or white papers per 12 months) |
| Industry Related College Course of 3-4 Credit Hours | 10 RUs per course | 30 RUs No limit (Only once per 12 months for same course) |
| Teaching an RU Approved Course | 1 RU per course hour and 1 RU for preparation per every 2 course hours | 30 RUs No limit (Only once per 6 months for same course) |
| InfoComm Volunteer | 3 RUs (per 12 months) for each active volunteer capacity served | 3 RUs (per 12 months) for each active volunteer capacity served |
| 30 RUs required in a 3-year period. | | |

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E. Renewal Testing Option

An individual certified at any level of CTS may elect to renew by taking their certification level current exam(s) instead of through RUs. Those who fail the exam must retake the exam and pass using the current retake policies. **Renewal through retesting or through RUs must occur by the scheduled renewal date in order to maintain certification status. Those choosing this option should consider adequate time for scheduling exam appointment and possible retesting prior to renewal date.**

F. Renewal Deadlines

CTS certifications have a renewal date of 3 years from the date of original certification or most recent renewal date with the exception of multiple specialty certifications. (See examples below for multiple specialty certifications). General CTS certified individuals may not apply for renewal at any time prior to 6 months before their scheduled renewal date; however the renewal must be completed as of the required renewal date in order to maintain certification status.

G. Renewal Fees

The renewal fee, payable by check or credit card, is \$100.00 (USD) for the general CTS. There is a separate renewal fee of \$100.00 (USD) and application documentation required for each specialty certification level renewed. If the individual chooses the option of renewal by taking the current level exam instead of by renewal units the current exam fee will apply. See examples below. The Renewal Application Fee is payable by credit card or by check as found on the application form.

H. Multiple Certification Level Renewals

- A general CTS holder must have 30 RUs from general CTS, CTS-D or CTS-I approved RU programs
- Each specialty level over the General CTS requires a separate renewal in order to maintain certification. For example, an individual certified as a CTS-I and CTS-D must renew in both categories to maintain their respective certifications. (See below for multiple specialty certifications chart).
- An individual who holds the general CTS, and the CTS-I or CTS-D is required to renew their certification at the specialty level only by earning a total of 30 RUs. (See chart page 13)

Notes:

- a. A single specialty credential holder (CTS-I or CTS-D) must have a minimum of 50% (15) of their RUs from programs approved for RUs in the specialty credential that they hold, with the remainder of the required RUs coming either from general CTS approved program RUs or from other CTS specialty level RU approved programs." Example: Someone with a CTS and CTS-I must have at least 15 RUs from CTS-I approved programs - the remaining 15 RUs can be from any combination of general CTS, CTS-I or CTS-D RU approved programs.
- b. Multiple specialty credential holders (CTS-I and CTS-D) must have a minimum of 50% (15) of their RUs from programs approved for RUs in each specialty credential that they hold." Example- someone with a CTS-I and CTS-D must have 15 RUs from CTS-I approved programs, the remaining 15 RUs from CTS-D approved programs.

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Individuals who should elect to not renew their specialty certification(s) must renew the general CTS certification (with the 30 RUs) in order to remain certified as a general CTS.

When an individual already certified at one specialty credential level obtains a second specialty credential, the individual has the option to renew the previously earned credential at that time in order to bring both credential renewal dates to the same date. In this case, the process for the renewal of the previous specialty credential is the 15 RU requirement within the Exam Content Outline of that specialty credential and submission of the Renewal Application and fee.

Example: CTS-I earned in 2008 with renew date 2011, the additional CTS-D is earned in 2009 with a renewal date of 2012. The previously earned CTS-I would be renewed in 2009 when obtaining the additional CTS-D resulting in a renewal date of 2012 for both specialty credentials. In the future, each credential would have a separate 15-RU requirement with separate renewal fee.

Multiple Specialty Credential Renewals Chart

| Certified Level(s) | Renewal Date | Renewal Units (RUs) Required | Fee |
|--------------------|---|--|---|
| CTS | 3 years from original date of certification | 30 RUs from any combination of CTS, CTS-D, or CTS-I approved RUs | \$100.00 (USD) |
| CTS & CTS-D | Renew CTS-D only 3 years from original date of specialty certification (CTS is automatically renewed when CTS-D is renewed) | 30 RUs total with a minimum of 15 RUs approved for the CTS-D level and the remaining RUs from any combination of CTS, CTS-D, or CTS-I approved RUs | \$100.00 (USD) |
| CTS & CTS-I | Renew CTS-I only 3 years from original date of specialty certification (CTS is automatically renewed when CTS-I is renewed) | 30 RUs total with a minimum of 15 RUs approved for the CTS-I level and the remaining RUs from any combination of CTS, CTS-D, or CTS-I approved RUs | \$100.00 (USD) |
| CTS-D & CTS-I | Original credential has renewal date changed to the same renewal date of the new specialty credential. In the future, both specialty credentials will need to be renewed on the same date | Renew both the CTS-D and CTS-I using 15 RUs approved for each certification level (30 total). Requires separate renewal fee for each. | \$200.00 (USD) (\$100.00 USD per specialty credential renewal) |

* Based on current Exam Content Outlines as found online at www.infocomm.org/cts.

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I. The Value of Renewal

The current renewal fee is \$125.00 (USD) every three years per certification. This equals less than \$42.00 a year. The renewal program has many benefits to the individual, including but not limited to:

- Maintaining an ISO/IEC 17024 international standard accredited credential through ANSI
- Providing an online searchable registry of those certified at any CTS level
- Promoting and educating a wide variety of stakeholders to the benefits of holding the various CTS level credentials
- Providing ongoing extensive marketing efforts of the credential on an international basis
- Providing an individual a transcript of courses and renewal units (RUs) obtained through InfoComm sponsored training
- Maintaining an internationally recognized and respected credential that meets the highest professional standards
- Actively pursuing those who would falsify the use of the credential
- Investigating and sanctioning those certified who are found to have violated the CTS Code of Ethics and Conduct
- Offering continuously updated listing of current renewal unit approved programs and opportunities, many of which are free
- Providing a quality, professional certificate, pocket card, CTS pin, and trademark protection

NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.

PART THREE: Appendices

Appendix A: General CTS Exam Content Outline- Domains

Appendix B: CTS-I Exam Content Outline- Domains

Appendix C: CTS-D Exam Content Outline- Domains

Appendix D: Renewal Unit Provider Application

NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.

Appendix A: General CTS Exam Content Outline - Domains

| Domain | Task# | General CTS- Duties/Tasks/Steps |
|----------|-------|---|
| A | | Creating AV Solutions |
| | 1 | Conduct site survey |
| | 2 | Gather customer information |
| | 3 | Evaluate site environment (acoustics, lighting, seating, finishing, etc.) |
| | 4 | Recommend changes to site environment (acoustics, lighting, seating, finishing, etc.) |
| | 5 | Develop a functional AV scope |
| | 6 | Design AV solution |
| | 7 | Sell AV solution |
| | 8 | Conduct vendor selection process |
| | 9 | Market AV technologies |
| | 10 | Provide AV solution |
| B | | Operating AV solution |
| | 1 | Operate AV solution |
| | 2 | Conduct maintenance activities |
| | 3 | Manage AV solutions/operations |
| C | | Conducting AV Management Activities |
| | 1 | Project manage AV projects |
| | 2 | Evaluate AV personnel competencies |
| | 3 | Conduct estimating activities |
| | 4 | Conduct purchasing activities |
| | 5 | Conduct job costing activities |
| D | | Servicing AV Solutions |
| | 1 | Troubleshoot AV solutions |
| | 2 | Repair AV solution |

Note: For more details, see the CTS Candidate Handbook online at www.infocomm.org/cts

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Appendix B: CTS-I Exam Content Outline - Domains

| Domain | Task# | CTS-I Duties/Tasks/Steps |
|----------|-------|---|
| A | | Conducting Pre-Installation Activities |
| | 1 | Review AV project documentation |
| | 2 | Conduct technical site survey |
| | 3 | Prepare for AV installation |
| | 4 | Evaluate overall facility conditions |
| | 5 | Maintain tools and equipment |
| | 6 | Prepare site for installation |
| B | | Conducting Site Rough-In/First-Fix |
| | 1 | Deinstall existing equipment/cabling |
| | 2 | Pull cable |
| | 3 | Mount substructure |
| C | | Installing Audio Visual Systems |
| | 1 | Conduct off-site fabrication |
| | 2 | Prepare AV rack |
| | 3 | Wire AV rack |
| | 4 | Distribute AV equipment |
| | 5 | Mount AV equipment |
| | 6 | Terminate cables |
| | 7 | Configure network attached components (ISDN, etc.) |
| | 8 | Load control programs |
| | 9 | Test AV equipment |
| | 10 | Calibrate AV equipment |
| D | | Performing Systems Close Out |
| | 1 | Demonstrate to client or client's representative that system performs to specifications |
| | 2 | Obtain Project completion sign-off from client or client's representative |
| | 3 | Provide training on equipment operation |
| E | | Conducting Ongoing Project Responsibilities |
| | 1 | Perform site clean-up |
| | 2 | Complete daily progress reports |
| | 3 | Coordinate with other contractors |
| | 4 | Conduct field engineering |
| | 5 | Repair AV systems |
| | 6 | Maintain AV systems |

Note: For more details, see the CTS-I Candidate Handbook online at www.infocomm.org/cts

NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.

Appendix C: CTS-D Exam Content Outline - Domains

| Domain | Task# | CTS-D Duties/Tasks/Steps |
|----------|-------|--|
| A | | Conducting a Needs Assessment |
| | 1 | Identify stakeholders/decision-makers |
| | 2 | Identify skill level of end users |
| | 3 | Educate the AV client |
| | 4 | Review client technology master plan |
| | 5 | Identify clients' purchasing processes |
| | 6 | Research clients' business environment |
| | 7 | Define AV needs (absolutes) |
| | 8 | Identify scope of work |
| B | | Collaborating With Other Professionals |
| | 1 | Review A/E (architectural and engineering) drawings |
| | 2 | Identify architectural/interior design considerations |
| | 3 | Identify structural/mechanical considerations |
| | 4 | Identify electrical requirements |
| | 5 | Identify lighting requirements |
| | 6 | Identify IT requirements |
| | 7 | Recommend acoustical criteria |
| | 8 | Identify life safety and security interface issues (BMS - Building Management Systems) |
| | 9 | Identify regulatory issues |
| C | | Developing AV Designs |
| | 1 | Create draft AV design |
| | 2 | Confirm site conditions |
| | 3 | Produce infrastructure drawings |
| | 4 | Produce AV drawings |
| | 5 | Produce AV build documentation |
| D | | Conducting Project Implementation Activities |
| | 1 | Participate in project implementation communication |
| | 2 | Perform system verifications |
| | 3 | Conduct system close out activities |

Note: For more details, see the CTS-D Candidate Handbook online at www.infocomm.org/cts

NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.

Appendix D: Application for Renewal Unit Providers

InfoComm Certification Committee Certification Program – RU Provider Application

Renewal units (RUs) may be awarded by submission of required documentation to the InfoComm Certification Office by the organization presenting the course or by an organization sponsoring the course.

In all cases, the **Renewal Unit (RU) Provider Application should be received in the InfoComm Certification Office a minimum of 30 days prior to the first course offering.** The course application and documentation will be reviewed and notification will be made within 10 business days of receipt of the application. For further questions contact the InfoComm Certification Office at certification@infocomm.org or (703) 279-2163.

****Effective December 1, 2007, all renewal units are to be awarded and referenced to specific certification levels and the corresponding Exam Content Outline Domain area based upon manufacturer or non-manufacturer guidelines as noted in this handbook. See Appendix A for CTS, Appendix B for CTS-I, and Appendix C for CTS-D in the Renewal Handbook. (I.e., Course ABC is approved for 2 RUs at the CTS-I Domain C level.) Renewal units that are awarded to educational programs are approved until the program changes or for a two year period, whichever comes first.**

This Application for Approval of an Educational Program to Provide Renewal Units must be faxed, mailed, or emailed to the InfoComm Certification Office with any required supporting documentation a minimum of 30 days prior to the first course offering. There is currently no fee required for the review and approval process of awarding program renewal units.

**** NOTE: Existing programs with RUs previously awarded will maintain approved status, but will need to provide updated information to the InfoComm Certification Office prior to December 31, 2008. Previously approved programs not updated prior to December 31, 2008 will be removed from the online listing until such time required updated information is provided to the InfoComm Certification Office.**

Renewal Unit Provider Application

All applications are reviewed utilizing the InfoComm Certification Committee – Renewal Committee guidelines for processing and approval.

Instructions: Please complete the appropriate sections and attach required documentation. For detailed information, please refer to the Renewal Unit Provider Handbook found at www.infocomm.org/renewal

Contact Name _____ Date _____

Company _____

Address _____

City/State/Country _____

E-mail _____ Website URL: _____

Phone _____ Fax _____

Manufacturer ([Complete Section A](#))

Non-Manufacturer ([Complete Section A](#))

Industry-Related Book or White Paper ([Complete Section B](#))

A. Manufacturer and Non-Manufacturer Onsite or Online Courses/Webinars:

1. Instructor Credentials

The instructor must provide a brief (50-100 word) biography showing clear evidence of substantial experience or qualifications in the session topic or other recognized industry credentials. For multiple instructors please list names, titles, and years of experience.

Note: For organizations with more than 10 instructors, please contact the Certification Office for special assistance.

Please provide instructor name(s) and a summary of experience or attach to application:

2. Learning Objectives

At least one clearly relevant learning objective or industry related purpose for the program must be stated. A learning objective completes the phrase, "At the end of this program, the learner will be able to":

1 _____

2 _____

3 _____

NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.

3. Session Topic and Content

Course Title _____

Has this course been submitted to InfoComm or offered for RUs before? _____

If yes, please list title here _____

Brief Course Description _____

Is this an online course? _____

List primary target audience(s) (Example-CTS-D holders or project managers):

- _____
- _____
- _____

Actual course contact time (not counting lunch or break time) _____ hours

4. List general topic area, exam level(s) and domain(s)

Refer to Appendices in the [RU Provider Handbook](#) to determine most appropriate topic areas or domains and the exam levels course applies to. Note: Refer to Appendix A for general CTS, Appendix B for CTS-I, Appendix C for CTS-D.

Topic area (Example- Determining ambient light) _____

Exam level(s) and Domain(s) (Example CTS-I Domain B) _____

Topic area _____

Exam level(s) and Domain(s) _____

5. Evaluations and Certificates

Evaluations: Participants at an onsite course or live webinar must be evaluated in some manner by instructor/student interaction from the instructor. Each online course or recorded webinar participant must satisfactorily complete an online assessment tool (quiz, etc.) in order to obtain certificate and credit. For online courses and recorded webinars, there is a minimum of six (6) questions with the actual number over six (6) being dependent upon the length of the activity and the major learning points. The questions would reflect the learning objectives stated in the application and be related to key points within the activity. **The questions and the correct answer must be submitted with the application.**

Certificates: Each participant who satisfactorily completes a course must receive a certificate. **Please attach a copy of any certificate issued**

Note: [Contact the Certification Office](#) for assistance with the evaluation tool or certificate template.

6. Determination of RUs

Manufacturer Courses: One RU is awarded for each 120 minutes of scheduled class contact time.

Non-manufacturer Courses: One RU is awarded for each 60 minutes of scheduled class contact time.

NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.

B. Industry related book or white paper with successful completion of an evaluation tool.

1. Author credentials

Provide a 50-100 word biography showing clear evidence of substantial experience in the topic or author's recognized industry credentials.

Please provide a summary of author experience or attach to application:

2. Learning Objectives

At least one clearly relevant learning objective or industry related purpose for the book/white paper must be stated. A learning objective completes the phrase, "After reading this book, the learner will be able to":

1 _____
2 _____
3 _____

3. Book/White Paper Topic and Content

Book/white paper title _____

Has this book/white paper been submitted to InfoComm or offered for RUs before? _____

If yes, please list title here _____

Brief description of book/white paper _____

List primary target audience(s) (Example-CTS-D holders or project managers):

- _____
- _____
- _____

4. List general topic area, exam level(s) and domain(s)

Refer to Appendices in the [RU Provider Handbook](#) to determine most appropriate topic areas or domains and the exam levels course applies to. Note: Refer to Appendix A for general CTS, Appendix B for CTS-I, Appendix C for CTS-D.

Topic area (Example- Determining ambient light) _____

Exam level(s) and Domain(s) (Example CTS-I Domain B) _____

Topic area _____

Exam level(s) and Domain(s) _____

NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.

5. Evaluations and Certificate

Evaluations: Participants must be evaluated in some manner. Each reader must satisfactorily complete an online assessment tool (quiz, etc.) in order to obtain certificate and credit. There is a minimum of six (6) questions, with the actual number over six (6) being dependent upon the length and major learning points of the book. The questions would need to follow the learning objectives stated in the application and be related to key points within the book. **The questions and correct answers must be submitted with the application.**

Certificates: Each participant who satisfactorily completes the online quiz must receive a certificate. **Please attach a copy of any certificate issued.**

Note: [Contact the Certification Office](#) for assistance with the evaluation tool or certificate template.

6. Link to URL

Sponsoring organization or author must provide a link to a site with information about the evaluation, scoring and awarding of certificate process. Please provide site link **AND** attach a copy of the certificate template.

Site link URL _____

Determination of RUs:

1. Renewal Units awarded will depend upon the size and time requirements related to the particular book but will not exceed 2 RUs per book.
2. A certificate must be awarded to each participant who successfully completes the evaluation process.
3. Once approved, the book will be listed at www.infocomm.org/renewal with the link to the approved organization or author's webpage to access the evaluation guidelines is provided.

C. Program Renewal Units Application and Deadlines

The Application for Program Renewal Units form found in the Renewal Handbook and online at www.infocomm.org/cts under Renewal must be completed and faxed or mailed to the InfoComm Certification Office **a minimum of 30 days prior to the first course offering**. Please use the following contact address and/or fax.

InfoComm International
Certification Office
11242 Waples Mill Road, Ste 200
Fairfax, VA 22030
+1.703.279.6395
fax +1.703.691.2756
certification@infocomm.org

NOTE: RU providers should download the most up-to-date free edition of the CTS Renewal Unit (RU) Provider Handbook that may include important policy and procedure updates by going to the InfoComm website at www.infocomm.org/cts. Date of this version is 3/01/2011.