

STUDENT WORKBOOK

Review questions pages 1-21 (PRINT)

IICRC info pages 22-30



**Attitude**

“The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, giftedness, or skill. It will make or break a company ... a church ... a home. The remarkable thing is we have a choice everyday regarding the attitude we will embrace for that day. We cannot change our past ... we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90% how I react to it ... And so it is with you ... we are in charge of our attitudes.”

– Charles Swindoll

Student Name: _____

Class Date and Location: _____

Instructor Name: BRUCE DELOATCH

Contact Info: DELOATCH TRAINING 678-250-6001

Introduction

Section 1

1. The most critical course of action in restorative drying is to _____ and begin _____ as soon as possible.
2. All restorers should follow the standard of care for the water restoration profession developed by the restoration industry entitled the IICRC _____.

Preparation Before Responding

Section 2

1. To help protect technicians from the many hazards associated with contaminated water losses, restorers need to have ready access to several items. These items protect for all _____ to the body.
2. Respiratory protection regulations state that the employer must provide:
 - _____
 - _____
 - _____

Emergency Response

Section 3

1. The contract clearly states the agreement between the building owner and the restoration contractor. The form specifies who is responsible for payment and should be signed _____ work begins.
2. The technician's first responsibility when arriving at a water damage site is to identify, communicate and eliminate _____ if reasonably possible.
3. Federal regulations apply to handling or disturbing of _____ based paint and asbestos.
4. After safety concerns have been addressed and the initial water source has been stopped, the restorer must complete an evaluation of the water's migration through the structure. During this process, the restorer inspects all _____ areas.

5. The ultimate goal is to find the “edge” of water migration, which moves in a three-dimensional path throughout the structure. This is accomplished across carpeted surfaces using a _____, and across most hard surfaces using a _____ (non-penetrating) moisture meter.
6. Water from a clean source with no substantial risk of causing sickness or discomfort is said to be _____ water.
7. Water that has a significant degree of chemical, biological and/or physical contamination and a potential to cause sickness or discomfort is _____.
8. Cleaning procedures must be employed before the drying of a Category 2 water loss can continue. At a minimum, affected _____ must be removed and disposed of, and carpet must be thoroughly cleaned using a hot water extraction method.
9. When water intrusion results from a grossly unsanitary source or carries _____ (disease causing) agents, it is said to be Category 3.
10. Worker and occupant _____ and safety are the first priority on every sewage loss. Areas affected by Category 3 water intrusion are marked and posted as potentially hazardous.
11. Various cleaning and decontamination procedures must be used on Category 3 water losses, including the removal of all _____ materials affected by the water intrusion.
12. When resistance is encountered and performing proper services in a Category 3 water loss becomes a challenge, restorers _____ immediately to prevent liability and address the conflict.
13. Third party experts are commonly referred to as Indoor Environmental Professionals, or _____.
14. Losses where regulated or hazardous materials have contaminated the structure do not change the _____ of water.
15. Pre-existing conditions should be identified, documented and communicated to all _____ parties during the initial inspection.
16. When carpet delamination (the loss of integrity in the adhesives used to laminate the _____ and _____ backings) has occurred, further damage is very likely. For this reason, when extensive carpet delamination is discovered, technicians must call it to the attention of all materially interested parties, document the condition and suggest _____.

17. There are a number of causes for carpet delamination — many of them related to _____ restoration activities.
18. Many building materials will absorb excess water vapor and suffer damage, especially when air is allowed to remain above _____% relative humidity.
19. Hygroscopic materials gain and lose moisture continually in an effort to _____ with the water content in the surrounding air mass. The more hygroscopic the material, the faster it will collect water vapor, and the easier it will suffer _____ damage.
20. When water intrusion results in water running through wall cavities, inspection access holes are used to ensure that blown-in insulation has not compacted and lost its _____. Wet, compressed insulation should be _____.

Extraction: Remove the Easy Water First

Section 4

1. The most effective way to speed the drying process is to remove as much of the water in a liquid state as possible during the _____ phase (for example, multiple extractions). Poor extraction will significantly slow the drying process.
2. Abide by local _____ and regulations when disposing extracted water. Waste water is best disposed of into a sanitary sewer.
3. The primary goal of the initial extraction of the affected area is to contain further _____ of the water within the structure.
4. Whenever carpet must be disengaged from the tackless strip, a _____ and carpet awl must be used.
5. The majority of cushion has a skin or mesh on the top side. The purpose of this skin is to ease _____ during installation; it is not a vapor barrier.
6. If the carpet is to be re-installed, technicians should avoid cutting carpet seams unless it is absolutely_____.
7. How many gallons of water are present in a basement that measures 30' × 25' where water is standing at a depth of 6' 9"?

8. Every cubic foot of standing water present in a structure contains _____ gallons (28.3 liters), and each gallon (3.8 liters) of water weighs 8.34 pounds (3.8 kg).

Antimicrobials and Biocides

Section 5

1. There are three levels of biocidal activity, according to the Environmental Protection Agency (EPA) [Provide name and description, starting with weakest]:
 - _____
 - _____
 - _____
2. Whenever a chemical antimicrobial or biocide is used, restorers must follow the label _____ explicitly.
3. Most antimicrobials require that the area of application be vacated by _____ and pets during application and for a period of time after application.

Detailed Inspection: How Wet Is It?

Section 6

1. Establishing a _____ is the best way to set restorative drying goals. A dry standard is established by obtaining a moisture reading using an _____ material.
2. The numerical value from a moisture meter can be documented and used to monitor progress. For this reason, the amount of moisture absorbed by semi-porous structural materials is measured most accurately with a moisture _____, not a moisture sensor.
3. Because of their non-invasive nature and quick surveying capabilities, non-invasive meters are the most effective tools for locating abnormal moisture behind and beneath finishing materials such as _____ and resilient _____ floor coverings.
4. A thermo-hygrometer is used to monitor any air that can influence the _____ and/or _____ within a restorative drying environment.

5. To evaluate the progress of structural drying projects, restorers should measure:
- moisture in _____ being dried (moisture content readings)
 - _____ being used to dry affected materials (psychrometric readings)
 - _____ produced by mechanical systems (dehumidifiers)

Increasing the Rate of Evaporation

Section 7

1. Evaporation will increase when
 - _____
 - _____
 - _____
2. After excess water has been extracted, the time needed to dry wet materials is determined by the _____.
3. As the water is rapidly evaporated, the water vapor is removed by _____ or _____.
4. _____ occurs when liquid changes to a vapor. Occurs as energy is increased.
5. As moisture evaporates from a wet material, the surface of the material becomes _____ because energy is released from the material.
6. _____ occurs when vapor changes to a liquid. Occurs as energy is removed.
7. _____ occurs when a solid changes to a vapor (without going through a liquid phase).
8. Freeze drying (sublimation) is typically used with valuable saturated books and documents. Books and documents saturated with clean water may be restorable if: _____ or _____ as quickly as possible.
9. _____ is defined as the amount of moisture contained in an air sample, as compared to the maximum amount the air could hold at that temperature.
10. When the air temperature increases, it can hold _____ water vapor.

11. In the restorative drying industry the weight measurement used to measure water vapor in air is grains per pound of air, abbreviated as GPP. This is called _____.
12. Which of these surface temperatures would promote the most rapid evaporation?
- a. 60 degrees b. 70 degrees c. 80 degrees
13. If a material is not drying well, what would be the most effective method of increasing evaporation?
- a. Use air filtration b. Warm the material c. Add more airflow
14. One of the most effective methods of drying wet wood under hard surfaces is:
- a. Heated airflow b. Demolition of the wood c. Negative air pressure
15. Use your Psychrometric Chart to complete the following calculations:
- a. 80°F at 60% RH = _____ GPP
- b. 53°F at 80% RH = _____ GPP
- c. Which of the two conditions above has the lowest vapor pressure? _____
- d. What is the surface temperature at which condensation would become a risk for air which is 80°F at 60%? _____
- e. What is the temperature in degrees Fahrenheit if the humidity ratio is 70 GPP, and the relative humidity is 60%? _____
16. _____ is the temperature at which air becomes saturated with moisture and can hold no more water vapor.
17. When air is cooled, its capacity for water vapor is reduced. Eventually, if temperature is cooled enough, the relative humidity will reach _____ or saturation. When this occurs, the air has reached its _____ point temperature.
18. If surfaces are _____ than the dew point of the surrounding air, water will condense on those surfaces and possibly cause secondary damage. If surfaces are _____ than the dew point of the surrounding air, evaporation can occur.
19. _____ is the force exerted by a gas (vapor molecules) on the surrounding environment.

20. Vapor pressure, dew point and humidity ratio (GPP) are _____ to each other. When one increases, the other two _____. When one decreases, the other two _____.

21. Water vapor pressure is the force that drives higher concentrations of humidity from one space to another in an attempt to seek _____ with lower concentrations of water vapor.

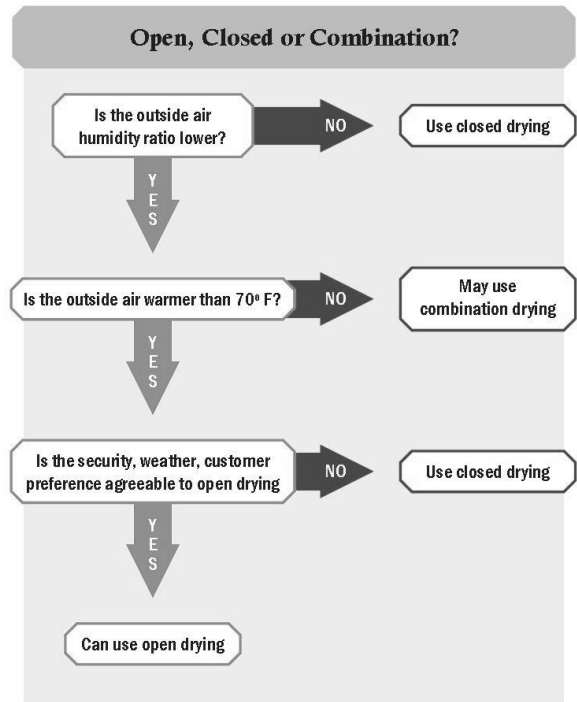
22. The ability for water vapor to diffuse through a solid material is expressed as the material's _____.

23. Drying Systems [provide name and brief description of each]:

- _____

- _____

- _____



24. Choose which drying systems could be used in these conditions. More than one answer may be checked.

Outside	Affected area	✓ Open	✓ Closed	✓ Combo
95° / 45%RH	80° / 50%RH			
40° / 70%RH	75° / 40%RH			
75° / 20%RH	70° / 60%RH			

25. If open drying is determined appropriate, the following options (while keeping building security in mind) are available to the restorer:
- _____
 - _____
 - _____
26. _____ drying systems merge the benefits of both open and closed drying: the use of available, dry air from outside and the control offered by a closed system and mechanical dehumidification.
27. Elevating the temperature of a material will increase the _____ associated with the moisture in the material.
28. If the surface temperature of the material is higher than the _____ point temperature of the surrounding air, evaporation may occur.
29. Which of these surface temperatures would have the fastest rate of evaporation?
- a. 10° below dew point b. 20° above dew point c. 30° above dew point

Equipment Setup

Section 8

1. Class 1 water intrusions involve the _____ amount of water absorption, with less than ___% of the area surfaces being wet porous materials.
2. Class 2 water intrusions involve a _____ amount of water absorption, with more than ___% but less than ___% of area surfaces being wet porous materials.
3. Class 3 water intrusions involve the _____ amount of water absorption, with more than ___% of area surfaces being wet porous materials.
4. Wet materials present in a Class 4 water intrusion require a _____ time to dry. Water has saturated deeply into the materials and is held or trapped as bound water. Low evaporation materials have _____ absorption of water.
5. Restorers must maintain their safety certified equipment properly. This includes replacing _____ that are damaged, replacing damaged inlet and outlet _____, and checking for _____ electrical plugs.
6. Install ___ air mover for each _____ area before you calculate additional air movers for the square feet of surfaces and for room offsets.

7. Dehumidification reduces the _____ content of the air.
8. A balanced drying system is achieved when the rate of dehumidification is greater than or equal to the rate of _____.
9. If the rate of evaporation is allowed to exceed the rate of dehumidification, _____ can occur.
10. Refrigerant dehumidifiers remove water from the air through the process of _____. Because of this fact, they are more efficient in higher humidity conditions. Refrigerant dehumidifiers work best between ____° and ____° F.
11. LGRs produce lower _____ than conventional refrigerants and continue to remove significant water vapor down to _____ GPP.
12. Because desiccant dehumidifiers do not use condensation to remove water, they are not limited by low dew point temperatures; therefore, they produce the lowest _____ of any dehumidifier.
13. If a structure had affected air at 85° F at 65% RH, the most efficient type of dehumidifier to use would be a (choose one): refrigerant / desiccant
14. If a structure had affected air at 75° F at 25% RH, the most efficient type of dehumidifier to use would be a (choose one): refrigerant / desiccant
15. If a structure cannot be warmed to a temperature where LGRs would be effective, the most efficient type of dehumidifier to use would be: refrigerant / desiccant
16. Air filtration devices (AFDs) are needed in water restoration work whenever high levels of _____ are being added to the air.
17. To determine how many dehumidifiers to place:
 - a. Determine the _____ feet (meters) affected or volume of air to be dehumidified by multiplying the area's length × width × height.
 - b. Note the dehumidifier rating (Association of Home Appliance Manufacturers, or AHAM, rating) of the refrigerant/LGR dehumidifier being used, or the process-out CFM of the desiccant dehumidifier being used. Dehumidifiers' AHAM ratings are measured in pints of water removed at ____°F, ____% RH for _____ hours.

18. When using conventional refrigerant dehumidifiers in a “Class 2” water loss containing 15,000 cubic ft., the initial AHAM-rated capacity required is:
19. When using conventional refrigerant dehumidifiers that remove 125 pints at AHAM test conditions, the number installed initially on a Class 1 water loss with 25,000 cubic ft. is:
20. When using desiccant dehumidification in a Class 4 water loss in a 2,000 square ft. structure with a 9-foot ceiling height, the initial CFM required is:
21. When using low grain refrigerant (LGR) dehumidifiers that remove 72 pints at AHAM test conditions, the number installed initially on a Class 2 water loss with 18,000 cubic ft. is:

Type Dehumidifier	Class 1	Class 2	Class 3	Class 4
Conventional	100	40	30	NA
Low Grain Refrigerant	100	50	40	40
Desiccant	1 ACH	2 ACH	3 ACH	3 ACH

Refrigerant Formula (always divide)

1. Cubic Footage ÷ Chart Factor = Total PPD (Pints Per Day) Removal Recommendation
2. Total PPD Removal Recommendation ÷ Dehumidifier AHAM Rating = # of Dehumidifiers

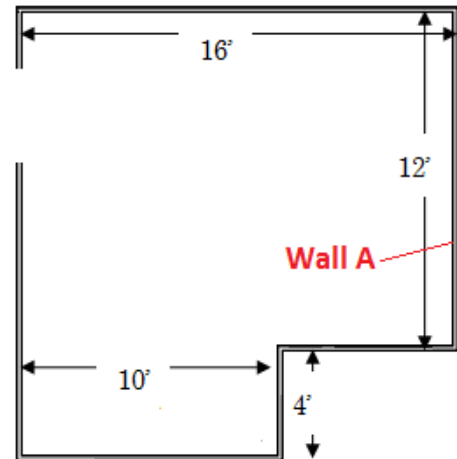
Desiccant Formula (divide by 60 for base CFM. Then multiply by ACH)

1. Cubic Footage × Chart Factor (ACH) ÷ 60 = Total CFM Recommendation
2. Total CFM Recommendation ÷ Dehumidifier CFM Rating = # of Dehumidifiers

22. A room with water damage measures 16 feet × 12 feet.

Water has wetted all of the flooring in the room.

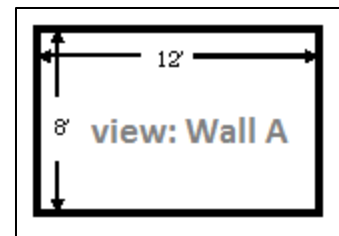
- The flooring is wet in an offset measuring 10 feet × 4 feet.
- Water is wicking up the walls less than 2 feet except for Wall A, measuring 12 feet × 8 feet.
- Water came down from above to wet all of Wall A but not the ceiling.



The number of air movers to install will be:

- _____ for the room.
- _____ for the floors.
- _____ for the walls.
- _____ for the offset.

The total number of air movers required is ____ – ____.



Drying Materials

Section 9

1. Cupping will generally be the first indication of abnormal moisture levels in hardwood flooring as the _____ and sides of the board absorb moisture.
2. Cupping in hardwood is not _____ damage, and should be dried in most cases.
3. _____ represents the “was-wood” material with the least engineering, and thus the most natural fiber bonding. It is _____ to swelling and delamination due to its wood veneer assemblies which are glued under extreme pressure.
4. Wet particle board would normally be _____ and replaced.
5. Plastic Laminate Flooring is made of MDF and has a resin saturated appearance layer. Normally _____ in water restoration due to its construction and installation components.

6. Remove the vinyl (flooring) and discard it if the _____ is saturated and/or damaged; vinyl is a vapor barrier and the time required to dry underlayment will be dramatically reduced if the vinyl is removed.
7. Partial floating of carpet can be a way to achieve drying of all surfaces simultaneously and allows _____ dry air to have more contact with wet flooring.
8. During the drying process, all of the gypsum's original strength is restored. In fact, the dried gypsum will normally be slightly _____ than before wetting.
9. In structures where the surface of the wall is covered with a non-_____ surface as a vapor barrier, it may be necessary to remove base molding, drill holes and introduce air movement.
10. Airflow in the wall cavity increases the rate of _____ and allows the wall to dry from both inside and out.
11. When ceilings are affected, drying procedures are similar to wall drying. If the ceiling is sagging or otherwise damaged, wet drywall is drained, _____ and _____. Removal should be done _____ drying procedures begin or continue.

Ongoing Daily Procedures

Section 10

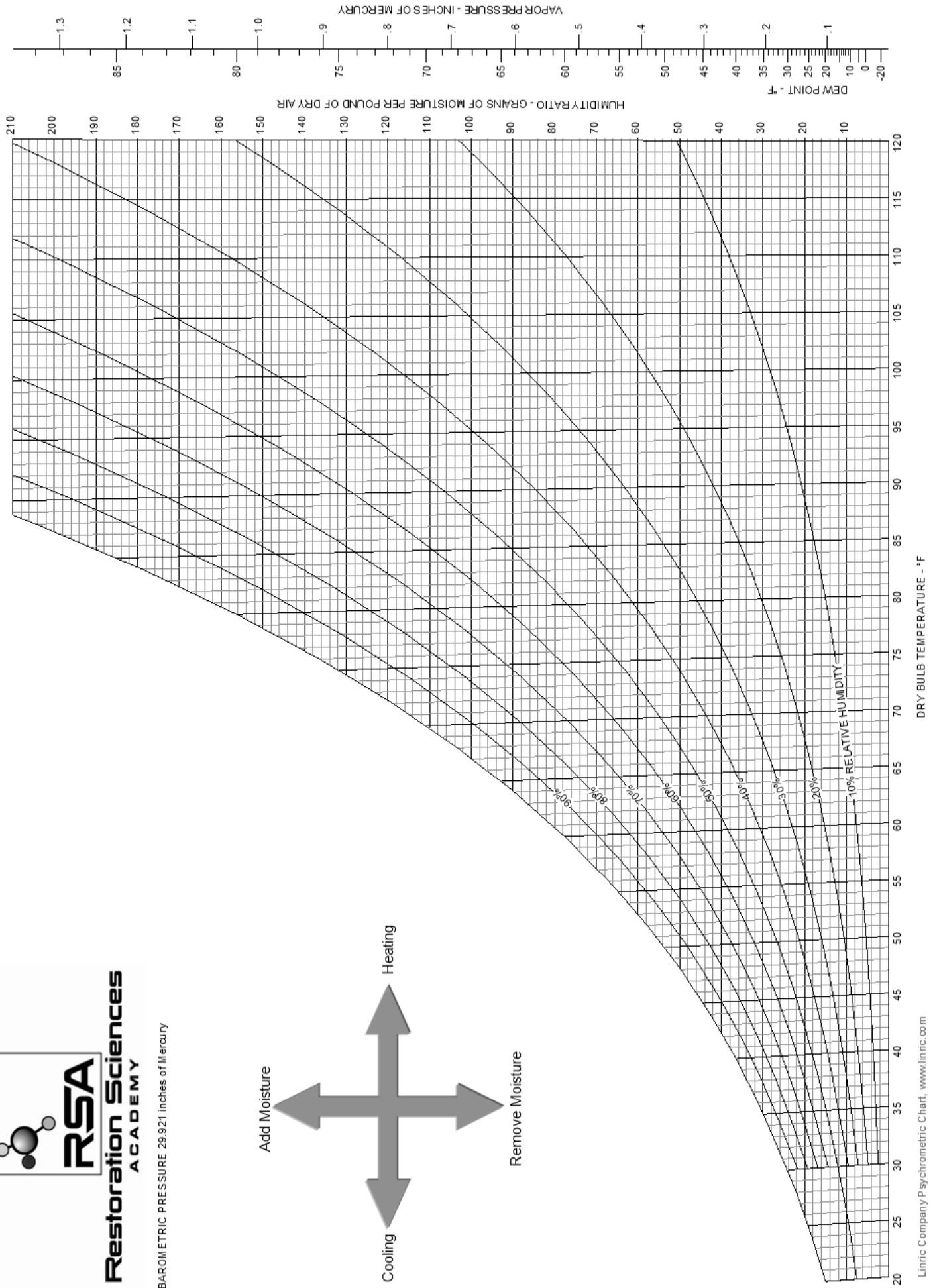
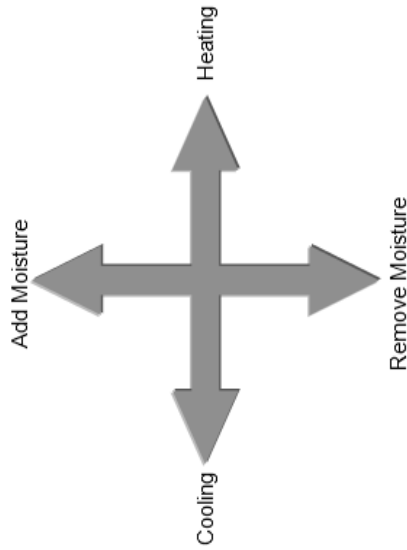
1. Inspections are more consistent when the overall goals are kept in mind:
 - a. Determine how wet items are:
 - Monitor _____ in most circumstances.
 - Use the same _____ in the same locations each day.
 - b. Determine if wet items are _____.
 - c. Determine if _____ items are dry (done).
2. Restorers will know the drying job is dry and done when moisture meters verify that the structure has reached the _____.

3. Moisture documentation of restoration work should include each of the following components:
 - a. Record of _____ Content (RMC)
 - b. Moisture Map — a diagram or sketch indicating the boundaries and moisture levels of the affected area
 - c. Record of _____ Conditions (RDC), or Daily Humidity Record.
4. The wood is considered dry when:
 - a. Solid hardwood is within _____ percentage points of normal Equilibrium Moisture Content (Dry Standard).
 - b. Subsurfaces below hardwood are dried to within _____ - _____ percentage points of the hardwood.
 - c. After wood flooring has been dried to acceptable moisture content, appropriate _____ time should be allowed before refinishing.
5. The best way to prevent odors and retard microbial growth in a wet structure is to ensure that all materials are dried _____ and _____.
6. When the presence of mold is suspected, it is important to communicate with all parties and use appropriate _____ measures.
7. As with any contaminant, mold should be removed or contained before any air movers are placed in the structure. Blowing air can spread mold spores from the _____ area to the _____ rooms.
8. Dry rot (wood rot) can occur when wood is visibly dry yet wetter than _____% moisture content.
9. Restorers must use a third party (IEP) in situations that involve severe public health issues, _____ occupants living or working in the structure, or extensive _____ contamination that can affect worker or occupant health.



Restoration Sciences ACADEMY

BAROMETRIC PRESSURE 29.921 inches of Mercury

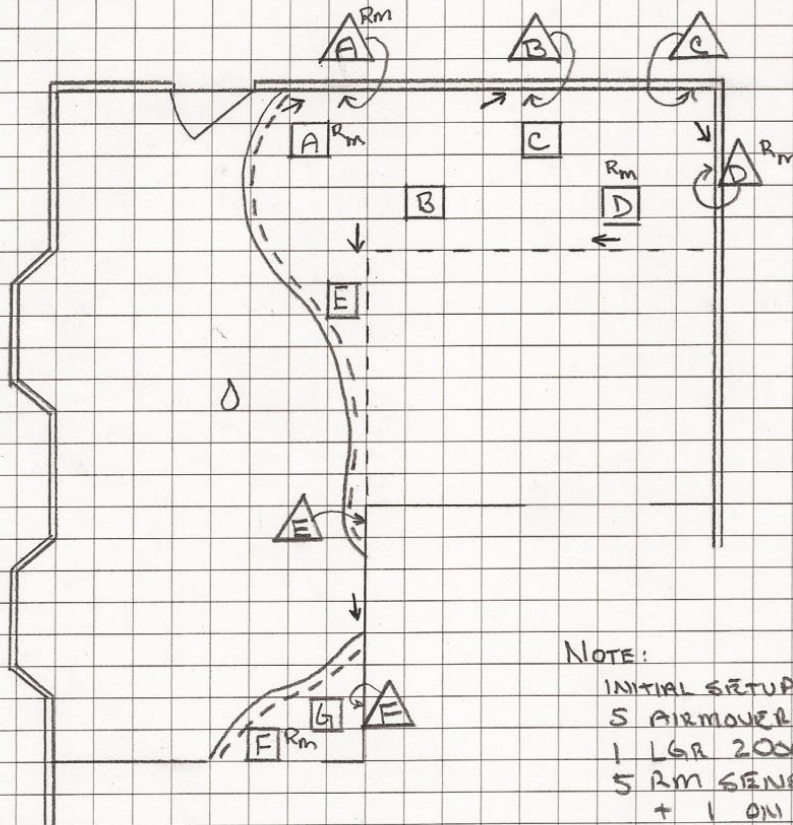


Structure Diagram

Job Name: WETHEAD
 Street: ISIS RAIN LANE
 City/State: BURLINGTON WA
 Phone: (360) 757-7776

Date of Loss: 10/5/07
 Room (s) on diagram: LIVING ROOM / DINING ROOM
 Material (s) Affected: WALLBOARD, BASE PLATES, SUBFLOOR
 Prepared By: BRANDON BURTON

Date of Monitoring: 10/6/07



NOTE:

INITIAL SETUP
 5 AIRMOVERS (JET CXV)
 1 LGR 2000
 5 RM SENSORS / MATERIALS
 + 1 ON LGR 2000
 1 ON L/R WALL FOR
 AFFECTED AREA

- = MIGRATION LINE
- = WALL INSPECTION POINT
- = FLOOR INSPECTION POINT
- = AIRMOVER
- = DEHUMIDIFIER
- = REMOTE SENSOR POINT

Inspection Report

Customer: *Jones*
 Street: *120 Raindrop Ln*
 City: *Hendersonville*

Date of Loss: *7/20/05*
 Today's Date: *7/20/05*
 Technician: *Kevin*

WALL READINGS Meter and setting used: *Sarregaster / Relative (non-invasive)*

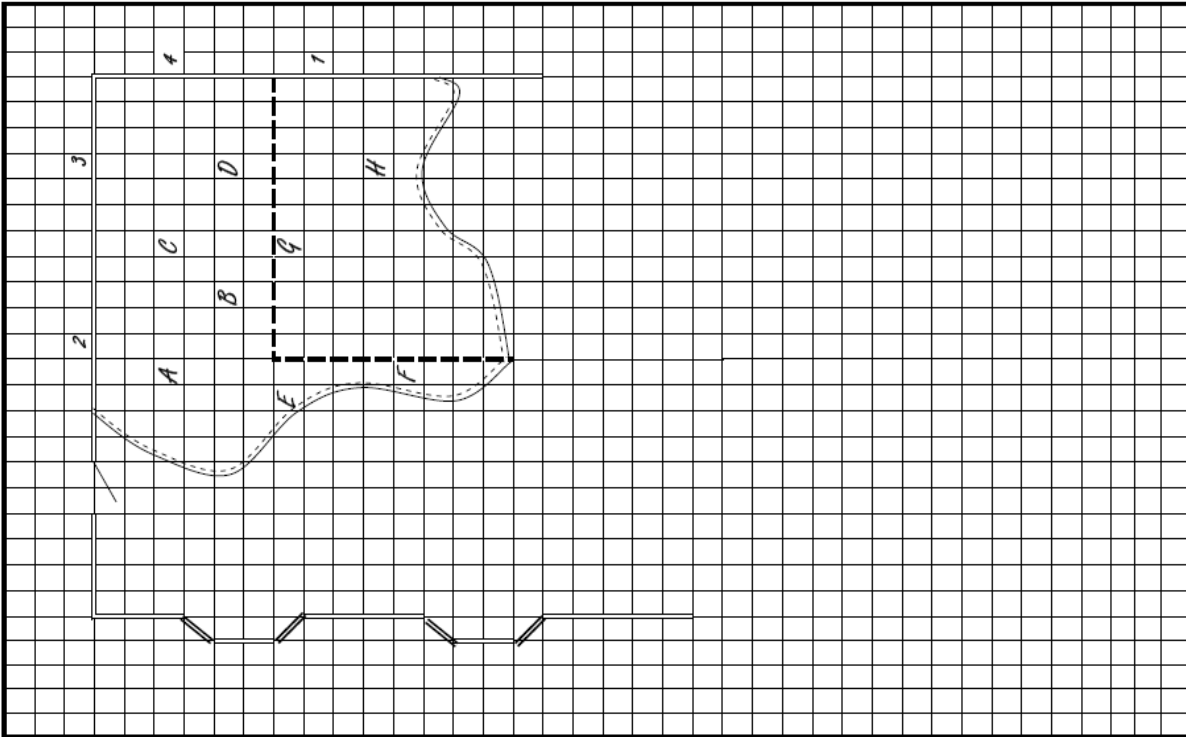
Date	1	2	3	4	5	6	7	8	9	Avg	Metering Notes
7/20/2005	62	40	80	30							Reading at base
3:00 PM	14	10	8	6							wickling height in.
7/21/2005	54	22	61	10							Reading at base
2:00 PM	12	6	6	2							wickling height in.
7/22/2005	27	8	40	—							Reading at base
2:15 PM	4	0	6	0							wickling height in.
7/23/2005	8	—	21	—							Reading at base
7:30 AM	0	—	6	—							wickling height in.
7/24/2005	—	—	8	—							Reading at base
10:00 AM	—	—	0	—							wickling height in.

FLOOR READINGS Meter and Setting used: *Sarregaster / % area (invasive)*

Date	Carpeted areas									Hardwood areas									Avg	Metering Notes						
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R								
7/20/2005	94	95	96	80	62	100	17	21																top		
3:00 PM	89	95	35	64	40	75	24	28																	middle	
	60	95	27	58	23	22	81	90																	bottom	
	81	95	53	67	42	66	41	46																	average	
7/21/2005	84	89	80	85	98	97	10	10																	top	
2:00 PM	55	53	24	61	31	90	14	17																	middle	
	95	94	16	34	25	28	46	37																		bottom
	78	79	40	60	51	72	23	19																		average
7/22/2005	69	69	46	72	42	83	13	11																	top	
2:15 PM	35	95	20	42	22	55	17	17																		middle
	35	52	12	27	23	40	33	24																		bottom
	46	72	26	47	29	59	21	17																		average
7/23/2005	71	16	30	55	26	25	10	11																		top
7:30 AM	27	99	20	13	27	49	8	15																		middle
	14	16	13	10	25	33	18	15																		bottom
	37	44	21	26	26	36	12	14																		average
7/24/2005	22	12	19	35	17	25	9	9																		top
10:00 AM	18	24	12	14	18	26	10	11																		middle
	9	15	11	11	18	13	13	14																		bottom
	16	17	14	20	18	21	11	11																		average

Dry Standards:

Material	Dry Standard	Drying goal
Subfloor	16	20
Hardwood	10	14
Drywall	7	11



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IICRC Revised Rules and Regulations for IICRC Certifications Available by Examination

- **Academic:** All course examinations must be passed with **75% or higher** to achieve certification. All prerequisites **must be current**.

Textile Division – Cleaning & Maintenance Certifications

Carpet Cleaning Technician	(2 days)	(CCT)	Exam 101
Commercial Carpet Maintenance Technician	(2 days)	(CCMT)	Exam 201
Upholstery and Fabric Cleaning Technician	(2 days)	(UFT)	Exam 301
Rug Cleaning Technician	(3 days)	(RCT)	Exam 141
• Prerequisites: IICRC Certification in CCT or UFT			
Color Repair Technician	(2 days)	(CRT)	Exam 701
• Prerequisites: IICRC Certification in CCT or CCMT			
Leather Cleaning Technician	(2 days)	(LCT)	Exam 311
House Cleaning Technician	(2 days)	(HCT)	Exam 321

Textile Division – General Inspection, Repairs and Installation Certifications

Senior Carpet Inspector	(6 days)	(SCI)	Exam 801
• Prerequisites: Current Certification in CMT or CCT, and RRT. In the first year after passing the SCI exam, students must submit 3 reports for review by the instructor, and at least 3 more for independent review. Inspector status will not be awarded until reports are approved by reviewers.			
Carpet Repair and Reinstallation Technician	(2 days)	(RRT)	Exam 601

Hard Surface Division – Cleaning & Maintenance Certifications

Floor Care Technician	(2 days)	(FCT)	Exam 231
Resilient Floor Maintenance Technician	(2 days)	(RFMT)	Exam 251
Stone, Masonry, and Ceramic Tile Cleaning Technician	(2 days)	(SMT)	Exam 241
Wood Floor Maintenance Technician	(2 days)	(WFMT)	Exam 261

Hard Surface Division – Inspection Certifications

Introduction to Substrate and Subfloor Inspection	(3 days)	(ISSI)	Exam 811
Resilient Flooring Inspector	(4 days)	(RFI)	Exam 831
• Prerequisite: Certification in SSI or ISSI. In the first year after passing the RFI exam, students must submit 3 reports for review by the instructor, and <i>at least</i> 3 more for review by an independent reviewer. Inspector status will not be awarded until reports are approved by reviewers.			
Stone, Ceramic Flooring Inspector (merged from previous MSI and CTI courses)	(4 days)	(SCFI)	Pending
• Prerequisite: Certification in SSI or ISSI. In the first year after passing the SCFI exam, students must submit 3 reports for review by the instructor, and at least 3 more for independent review. Inspector status will not be awarded until reports are approved by reviewers.			
Wood Laminate Flooring Inspector	(4 days)	(WLFI)	Exam 851
• Prerequisites: Certification in SSI or ISSI. In the first year after passing the WLFI exam, students must submit 3 reports for review by the instructor, and at least 3 more for independent review. Inspector status will not be awarded until reports are approved by reviewers.			

Restoration Division – Water-related Certifications

Water Damage Restoration Technician	(3 days)	(WRT)	Exam 501
Applied Structural Drying Technician	(3 days)	(ASD)	Exam 511
• Prerequisite: IICRC Certification in WRT			
Water Restoration/Applied Structural Drying Combo	(5 days)	(WRT/ASD)	Exams 501 & 511

- This combination course must be attended in its entirety, along with both WRT and ASD exams, during that same five (5) day period. If any portion of the course and exam are not completed during the 5-day period, students must re-attend the entire 5-day course to receive both certifications. No portion of the 5-day course can be applied to either a WRT or ASD course being taught separately.

Commercial Drying Specialist	(4 days)	(CDS)	Exam 541
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- Prerequisites: IICRC Certification in WRT. **Note to Participants:** Commercial drying projects frequently have many more potential hazards and safety risks than those normally encountered on residential projects. These hazards can include, but are not be limited to: higher voltages, confined spaces, energized machinery, hazardous chemicals, heavy equipment and forklifts. CDS is not intended to be a health and safety course, nor does it cover all potential hazards that may be encountered on commercial projects. Participants must comply with applicable federal, state/provincial, and local safety rules and regulations. Participants are strongly advised to research and complete appropriate training programs (e.g. HST, AU/ NZ HST) before participating in the CDS course.

Applied Microbial Remediation Technician	(4 days)	(AMRT)	Exam 521
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- Prerequisite: IICRC Certification in WRT

Applied Microbial Remediation Specialist (NOTE: This is an advanced designation and NOT a course or certification) (AMRS)

- Prerequisites: AMRT: **and** HST(*there are no HST equivalents in Canada, Australia or New Zealand*); **and** one year verifiable microbial remediation experience *after* obtaining AMRT certification; **and one** of the following within one calendar year immediately before AMRS qualification: 10 verifiable microbial remediation projects **or** 1000 hours verifiable microbial remediation experience. Verification is by written Witness Statement under penalty of perjury, plus appropriate Project Sheets.

Building Moisture Thermography	(2 days)	(BMT)	Exam 581
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Restoration Division – General Restoration-related Certifications

Fire & Smoke Restoration Damage Technician	(2 days)	(FSRT)	Exam 901
Odor Control Technician	(1 day)	(OCT)	Exam 401
Contents Processing Restoration Technician	TBD	(CPT)	TBD
Trauma and Crime Scene Technician	(2 days)	(TCST)	Exam 541
Health and Safety Technician – US	(2 days)	(HST)	Exam 451

Health and Safety Technician – Canada	(2 days)	(HST)	Exam 452
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Health and Safety Technician – Australia/New Zealand (there are no HST equivalents in Canada, Australia or New Zealand)	(2 days)	(HST)	Exam 453
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Advanced Designations (No Examination)

Advanced Designations are automatically awarded after attaining the proper credits

Journeyman Textile Cleaner (JTC) – 3 Certifications: CCT (or CCMT) and UFT, and either OCT, CRT, or RRT; A minimum of twelve (12) months after original IICRC certification date plus attainment of certifications as listed.

Master Textile Cleaner (MTC) – 5 Certifications: CCT (or CCMT), UFT, OCT, RRT (or BRT), and CRT
A minimum of three (3) years after original IICRC certification date plus attainment of specific certifications as listed.

Journeyman Water Restorer (JWR) – 3 Certifications: CCT (or CCMT), WRT and RRT
A minimum of twelve (12) months after original IICRC certification date plus attainment of certifications as listed.

Master Water Restorer (MWR) – 6 Certifications: in CCT (or CCMT), RRT, WRT, ASD, AMRT, and HST

(There are no HST equivalents in Canada, Australia or New Zealand)

A minimum of three (3) years after original IICRC certification date plus attainment of specific certifications as listed.

Journeyman Fire & Smoke Restorer (JSR) – 3 Certifications: UFT, OCT, and FSRT
A minimum of twelve (12) months after original IICRC certification date plus attainment of certifications as listed.

Master Fire & Smoke Restorer (MSR) – 5 Certifications: CCT (or CCMT), UFT, OCT, FSRT, and HST
(There are no HST equivalents in Canada, Australia or New Zealand)

A minimum of three (3) years after original IICRC certification date plus attainment of specific certifications as listed.

IICRC Testing Fee Structure – U.S. and Canada (US Dollars)

All Technician Exams (excluding AMRT & Inspector):	\$80.00
AMRT and Inspector:	\$150.00
Retest:	\$80.00 (effective 1/1/2021; all exams)

Only two retests are allowed. Exams must be retaken within 45 days of receiving test results; otherwise, course re-attendance and passing the appropriate exam is required.

Annual Registration Fee – U.S. and Canada (US Dollars)

After one (1) year, registrant will receive annual renewal billing. Cost for annual certification renewal is:

- Certified in 1 or 2 categories = \$46 annually;
- Certified in 3 and 4 categories = \$58 annually, and
- Certification in 5 or more categories = \$70 annually.
- Master status is an additional = \$12 annually.
- AMRT certification = \$72.00 annually.

Certified Inspector: Once inspectors pass their probationary requirements, they may choose to be listed as “Practicing” or “Credentialed” Inspectors. **Practicing inspectors pay \$96.00 annually** for fees with listing on the IICRC consumer referral phone number and the web site, while **Credentialed inspectors pay \$48.00 annually** with no listing. **Hard Surface inspectors** are listed only as Practicing, and are required to **pay \$96.00 annually** to maintain their status.

Annual Registration Fee – Europe

After one (1) year, registrant will receive annual renewal billing. Cost for annual certification renewal is:

- Certified in 1 or more than 5 categories = £48 annually;
 - Master status = additional £10 annually, and
 - AMRT and Inspector fees = £100 annually.
 - Credentialed Inspector = additional £50 annually.
- All fees include applicable standard VAT rate (01.2009).

Annual Registration Fee – Asia Pacific (Australian Dollars)

After one (1) year, registrant will receive annual renewal billing. Cost for annual certification renewal is:

- Certified in 1 or 2 categories = \$60 annually;
- Certified in 3 and 4 categories = \$70 annually, and
- Certification in 5 or more categories = \$80 annually.
- Master status is an additional = \$30 annually.
- AMRT certification = \$90.00 annually
- Practicing Inspector = \$150.00 annually
- Credentialed Inspector = \$70.00 annually.

Maintaining Certification: Registrants must maintain all prerequisite and required courses to attain and maintain certifications requiring prerequisites and advanced designation status. (For example, WRT must be maintained to first attain and then to maintain ASD, and all supporting designations must be maintained to attain and to maintain Journeyman, Master, and Inspector status according to current IICRC policies).

NOTE: If registrants allow certification to lapse for twelve (12) months or longer, they are required to re-attend an approved course, retake the exam and pay appropriate fees. If registrants wish to reinstate certification within the twelve (12) month grace period, paying outstanding fees and fulfilling continuing education credits are required. Registrants must follow the Code of Ethics or be subject to sanctions up to and including loss of certification.

Continuing Education Credit (CEC) Program

A. Purpose: To encourage IICRC registrants to participate in their industry through conventions, workshops and other educational events with continuing education programs, and by sharing knowledge with others in the industry.

B. Fields of Study: Due to different levels of certification, the CEC program is divided into 2 parts:

1. **Inspectors or Master Cleaners/Restorers** must attain 14 CEC credit hours every 2 years.
2. **Cleaning/Restoration Registrants** must attain 14 CEC credit hours every 4 years.

C. Categories in which CECs may be earned:

1. **Schools:** One CEC will be earned for every 7 hours of classroom instruction. ½ credit may be earned for pre-approved half-day (3.5 hour) workshops or technical meetings. All events must be pre-approved by the IICRC Education Department. Schools qualifying for CECs fall into 1 of 2 categories:

a. Inspection-related: (2-year requirement) attending or re-attending one or more of the following:

- (1) SCI, CCT, CCMT, RRT, ISSI, WFI, SCFI, WFI - 2 CECs
- (2) Inspectors Update (minimum 2 days) or qualifying on-line courses - 2 CECs

b. Cleaning/Restoration Technicians (4-year requirement) attending or re-attending 1 or more of the following courses:

- (1) SCI, CCT, CCMT, UFT, WRT, CRT, RRT, FSRT, FCT, HST - 2 CECs
- (2) OCT - 1 CEC
- (3) Related Technical courses - maximum of 2 CECs
- (4) Approved management courses - maximum of 2 CECs

2. **National or Regional Conventions and Markets:**

- a. **Conventions** - Shareholder association conventions qualify for a maximum of 2 CECs, or 1 per day depending on the appropriateness of the subjects taught.
 - b. **Carpet Markets** (e.g., “Surfaces”) - Full registration with workshop attendance is required to qualify for a maximum of 2 CEC, or 1 per day of attendance, depending on the appropriateness of the subjects taught.
- D. Other IICRC-approved Programs** - Additional programs or workshops already have been qualified and are on file at IICRC Headquarters. New programs and workshops held by suppliers, associations and schools are being reviewed on a regular basis.
- E. Distance Learning** – These are self-paced web-based training programs. Registrants can access these programs via the Internet at www.iicrc.org.
- F. Notification:** Written notice of the need for CECs will be mailed to registrants one year in advance of certification expiration by IICRC Headquarters. ***Registrants are responsible for notifying IICRC of any change of employment or address.***
- G. Verification of CECs:** ***The form “Application for IICRC CECs” should be copied and taken to any event a Registrant attends for CECs. Do not assume that forms will be available at an event. Maintaining documentation for earned CECs is the Registrant’s responsibility. Registrants should complete their information, have an event sponsor sign the application, and Registrant should submit the form to IICRC when notified that CECs are required, along with renewal payments.*** Verification forms should be accompanied by lists of convention attendees and their companies for further confirmation. If individuals wish to verify convention attendance themselves, they should forward to the IICRC copies of the official registration documents specifying their name and company. Then, IICRC Administrative Staff can compare the request for CECs with the list provided by the association sponsoring the convention.

Verification of CECs through approved schools can be accomplished within the existing framework of IICRC school administration, with which approved instructors are familiar. The CEC application can be filled out by the individual, the instructor must sign and return to student to be submitted to IICRC upon request along with renewal payment.

Certified Firms

Certified Firms value technical proficiency and training; are active in the industry; provide services with honesty and integrity; maintain high corporate ethics, and exercise environmental responsibility. They commit to: abide by the IICRC Code of Ethics document, licensing and insurance, maintain customer complaint policy, and provide on-going education for all technicians.

Certified Firm benefits include: use of IICRC logo, listing and firm information on consumer referral website at www.iicrc.org, listing on referral network phone number; industry-wide promotion and recognition, and subscription to IICRC Journal.

To become an IICRC Certified Firm (CF), a CF must have at least one currently certified technician on staff for each advertised service and must submit a CF Application Request Form to IICRC with a one-time nonrefundable \$25.00 processing fee. Upon approval of the request form, the firm is sent an Application for Certified Firm. The Application must be forwarded to headquarters with proof of licensing and insurance, and payment of the annual \$199.00 CF fee. The annual fee is separate from the \$25.00 processing fee and is also nonrefundable. Once Certified Firm status is granted, the firm is immediately listed on the Toll-free IICRC Referral System as well as IICRC web site at www.iicrc.org. The Certified Firm also is eligible at this time to use the registered trademark for advertising purposes.

IICRC Reserves the Unqualified Right to Change and Revise the Policies, Procedures and Requirements.

You may review the Privacy Policy at www.iicrc.org/privacy-policy.

Revised December 28, 2020



IICRC

Institute of Inspection Cleaning
and Restoration Certification

For IICRC Use Only
 Approved by: _____
 Date: _____
 No. of Credits: _____

APPLICATION FOR IICRC CONTINUING EDUCATION CREDITS

Name _____ Date _____

Company _____ Registrant # _____

Address _____ Phone _____

City _____ State _____ Zip/Postal Code _____

Event Date _____ Event Sponsor _____

Event Description _____

Event Number _____ (not applicable if attending an IICRC certification course)

Application must be signed by an authorized individual such as School Instructor, Association President, Executive Administrator or a pre-approved individual.

Sign _____ Print Name _____

Title _____ Date _____ Phone _____

APPROVED EVENT

Attendance at Approved Schools.

Attendance at Association-sponsored Conventions, Workshops, Seminars, Chapter Meetings, and other educational functions as pre-approved.

Attendance at supplier-sponsored seminars as pre-approved.

Attendance at Carpet Markets and or Carpet Market workshops.

Attendance at other IICRC pre-approved functions.

RULES

All applications for credits must be witnessed by the sponsoring organization. This can be accomplished by signature of organization official or submission of a verified attendance form from the organization.

All applications must be submitted on the official IICRC application form which requires signature of an organization official.

Applications for approval of events must be made on the IICRC official form, in writing and presented to IICRC 30 days prior to the date of the event. No exceptions will be made.

Applications for approval will be processed by the IICRC Registrant Standards Committee. No other authorization will be accepted.

All requests must be mailed to IICRC headquarters.

COPIES CAN AND SHOULD BE MADE OF THIS APPLICATION FOR FUTURE USE.

You may review the Privacy Policy at www.iicrc.org/privacy-policy

Revised 10.4.16

IICRC Certified Firm application

I hereby apply for Certified Firm status through the IICRC. If accepted, my firm hereby agrees to:

1. Ensure an IICRC Certified Technician performs or supervises the job site work. The assigned Certified Technician(s) must be certified in all categories of services being performed on the job site for which IICRC offers certification. A good faith exception to this requirement will apply for new Certified Firms for a period of one year from obtaining Certified Firm status, provided that a documented continuing education program is actively pursued.
 2. Promote a system in which Certified Technicians who become certified will be considered to receive more pay than a non- Certified Technician performing comparable duties and having equal job classification.
 3. Maintain all required or appropriate licenses, permits, and bonding for the areas served and services offered.
 - Please attach a copy of current contractors' license.
 - If firm is not required to carry a contractors' license, check here:
 4. Carry adequate insurance coverage always:
 - a) Workers Compensations Insurance as prescribed by law.
 - if firm is not required by law to carry Workers Comp, check here:
 - b) Comprehensive General Liability is REQUIRED and any other applicable insurance appropriate for the protection of the consumer.
- Please attach a copy of the Declarations page or a Certificate of Insurance (with expiration date) as provided by your carrier for your General Liability and Workers Compensation Insurance.**
5. Maintain a written customer complaint resolution procedure.
 6. Timely respond to customer complaints, in writing; and agree to Better Business Bureau or a similar alternative dispute resolution process, with a neutral mediator, in effort to resolve the customer's complaint.
 7. Establish and maintain a professional attitude in conducting business, and to uphold honesty, integrity, and competency in all dealings with consumers to ensure consumer confidence in the industry.
 8. My firm expressly agrees to comply with **IICRC Certified Firm Code of Ethics** (copy attached).
 9. Provide a continuing education and training program for each technician. This includes, but is not limited to, encouraging attendance at trade association functions, in-house company training, and/or schools where advanced training and knowledge are available.
 10. Agree to inform IICRC Headquarters if the Certified Firm has actual knowledge of any unauthorized use of the IICRC's trademarks (e.g., a firm using the IICRC's trademark when a company is not an IICRC Certified Firm).

I agree to furnish IICRC with proof of compliance of the stated requirements upon request by IICRC. IICRC has my permission to verify any information that is supplied on or with this application.

I understand that failure to carry out any of the stated requirements or pay Certified Firm fees will result in an immediate suspension of IICRC Certified Firm status. In that event, I agree that my firm will neither refer to IICRC in advertising nor will it use IICRC name, logo, certification marks, or trademarks pending review by the Certified Firms Manager. IICRC reserves the right in its sole and absolute discretion to change the Certified Firm requirements. This application and approval of Certified Firm status are subject to acceptance and approval by IICRC in their sole discretion.

Signature: _____ Date: _____
(Signature by Owner or Officer of firm is required)

Print Name: _____ Title: _____

Firm Name (as it will appear in locator): _____ DBA: _____

*Physical Address (used for locator/radius searches ONLY): _____

City _____ State/Prov: _____ Zip/Postal: _____

Mailing Address (if different from Physical Address): _____

City: _____ State/Prov: _____ Zip/Postal Code: _____ Country: _____

Phone (as it will appear in locator): _____ Mobile: _____

Email: _____ Website URL: _____

Date Firm established: _____ Total number of technicians: _____ Total number of IICRC

Certified Technicians: _____ Estimated number of jobs completed annually by the firm: _____

If the Firm is incorporated, list officer's names and title: _____

Please list the names of all IICRC Certified Technicians employed and their registration numbers:

Name	Registrant #	Name	Registrant #
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(Attach additional sheets if necessary)

Suggestions regarding how IICRC can better serve my firm's needs:

Annual fee is **\$199.00 (U.S. Funds)** and must accompany this application along with a **\$25** application fee. **Fees are non-refundable** and will not be pro-rated upon status termination.

A link to pay the Application Fee of \$224 will be sent to the email listed on this application request form.

Signature: _____

***Please note this will be the address used for consumers to find you on our locator**

Send fee, completed application, and requested documents to:

IICRC

Certified Firms

4043 S. Eastern Ave. Las

Vegas, NV 89119

Email: certifiedfirms@iicrcnet.org



Certified Firms CODE OF ETHICS
(Please make a copy for your records)

IICRC Certified Firm agrees to:

1. Present a professional image, including but not limited to, appearance, grooming, equipment, attire, and attitude.
2. Maintain an awareness of and knowledge about IICRC published standards, relevant to the Certified Firm's operations.
3. Seek and promote education and training for technicians to enhance proficiency.
4. Have an IICRC Certified Technician supervise or be present on all job sites.
5. If the Certified Firm no longer has a Certified Technician on staff, the Certified Firm agrees to hire or obtain a replacement Certified Technician as soon as possible, but in no event later than twelve (12) months. If the Certified Firm fails to hire or obtain a replacement Certified Technician, the Certified Firm agrees to cease advertising as a Certified Firm for those services which require such Certified Technician.
6. Be truthful; provide service that results in elevated levels of customer satisfaction; be prompt; conduct business with honesty, integrity, and fairness; build consumer confidence in the industry; and promote good relations with affiliate industries.
7. Avoid confusing or misleading consumers by providing accurate information to them about prices, services and products.
8. Comply with government rules and regulations.
9. Avoid conflicts of interest and the appearance of conflicts of interest.
10. Use the IICRC name, logo, certification marks, and trademarks only in the manner authorized and approved by the IICRC (always follow logo use memo found in the Certified Firm tool box).
11. Maintain a written customer complaint policy which includes at least the following elements: a.) a designated person who responds to customer complaints; b.) a commitment to respond, in writing, to verbal or written complaints within five (5) business days; and c.) an agreement to use Better Business Bureau or similar alternative dispute resolution process, with a neutral mediator, in an effort to resolve customer complaints.
12. Agree to comply with rules, policies and procedures of the IICRC, as such polices, and procedure now exist or as they may be amended in the future.

Firm Name: _____

Accepted and Agreed to this _____ Day of _____, 20_____

Signature: _____

Print Name: _____

Title: _____