



NAEC

**CERTIFIED ELEVATOR TECHNICIAN
CERTIFICATION**

***HANDBOOK
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NAEC CERTIFIED ELEVATOR TECHNICIAN CERTIFICATION HANDBOOK

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Overview

About NAEC

NAEC is a national association for elevator contractors, suppliers, and professionals serving primarily the interests of its members in regard to products and services; promoting safe and reliable elevator, escalator and short-range transportation and promoting excellence in the management of member companies.

Purpose of Certified Elevator Technician Certification

The purpose of the National Association of Elevator Contractors (NAEC) Certified Elevator Technician (CET™) certification is to provide the elevator industry with a means of obtaining and verifying knowledge and experience requirements related to compliance with industry codes, elevator and escalator specific technical theory, components, and competencies.

Statement of Non-Discrimination

NAEC endorses the principles of equal opportunity. Eligibility criteria for examination and certification as a Certified Elevator Technician are applied equally to all individuals regardless of age, race, religion, gender, national origin, veteran status, or disability. NAEC understands the importance of impartiality in carrying out its certification activities, managing conflict of interest and ensuring the objectivity of its certification activities.

Application Process

Overview

The steps of the application process for NAEC Certified Elevator Technician certification are as follows:

- 1) Submit your application.
- 2) NAEC will process your application within 2 weeks of receipt and request signature/payment.
- 3) Return signed paperwork with payment for review by the Certification Board.
- 4) Within 2-3 weeks, you will receive the Certification Board's decision. Upon approval, you will receive exam instructions and procedures.
- 5) After passing the exam and returning the proctoring items to NAEC, you will receive your certification package.

Each of these steps is explained in detail in the remainder of this Handbook.

Application and Fees

A completed application will require the following:

- Completed and Signed Application (including Code of Ethics and Certification Statement)
- Completed Verification of Experience/Education
- Fees

All the application materials are available later in this Handbook and available by emailing Jessica Harris at jessica@naec.org.

Postmark Deadlines

All deadlines set by NAEC are postmark deadlines. If there is a discrepancy between a metered postmark and an official United States Postal Service postmark, the latter will be considered official.

Eligibility Requirements

Applicants become eligible to take the NAEC Certified Elevator Technician certification examination upon successfully completing the application process, payment of fee, and approval of the NAEC Certification Board.

Scheduling an Examination Appointment

Within 10 business days of receipt of your proctors' names, NAEC will send you, the applicant and the proctor, the necessary information for online Certification Examination.

Fees

The current application fees:

Experienced: \$680 NAEC members/\$1,095 non-members

Education: \$95 NAEC members/\$145 non-members

Special Circumstances and Fees

Incomplete Applications

Incomplete applications will be returned to the applicant. Any applications not completed within 90 days will be archived.

Cancellation

The application fee is non-refundable.

Extreme Circumstances / No Fee Penalty

If an applicant has missed the examination due to emergency or hardship such as serious illness of either the applicant or an immediate family member; death in the immediate family; or military duty, he or she will be permitted to reschedule the examination at no additional charge if the following requirement is met:

- Applicant submits written request and provides supporting documentation. The Certification Board will review for eligibility.

If such a request is not made, the applicant will forfeit the full application fee. To apply for a future date, the applicant must complete a new application, pay all applicable fees, and meet all eligibility requirements in effect at the time of reapplication.

The Examination

Examination Format

The NAEC Certified Elevator Technician exam is computer-based and is composed of 160 multiple-choice questions. Applicants have 3 ½ hours to answer 20 trial (unscored) questions and 140 scored questions.

Trial questions are newly written or revised questions. They are included on the exam to enable NAEC to obtain statistics on their effectiveness. They are inserted randomly through the exam, are not labeled as trial questions, and do not count in your score. Using trial questions allows NAEC to remove any problematic questions and add only valid and reliable ones to the Item Bank.

Language

The examination is offered in English only.

Americans with Disabilities Act

Special arrangements shall be provided to applicant with a disability (as defined by Title III of the Americans with Disabilities Act) who submits with their certification application, a written explanation of their needs along with appropriate medical documentation. Forms for applications for accommodations are included later in this Handbook.

Preparing for the Examination

Computer-based Examination Content Outline

The Certified Elevator Technician computer-based examination conforms to a content outline based on a national practice analysis of Certified Elevator Technicians. Below is the content outline for the Certified Elevator Technician certification computer-based examination.

Knowledge	% of Exam
Electric/Traction	15
Hydraulic	13
Special Application	4
Escalators	4
Lifts	4
Controls	12
Job Site	4
Hoistway	10
Car Enclosure	5
Maintenance	15
Safety	14

Authoritative References List

The Authoritative References List provides a concise yet detailed guide to informative elevator books. It serves as a valuable tool for all Certified Elevator Technicians, especially those preparing for the certification.

This list is intended for use as a study aid only. The NAEC does not intend the list to imply endorsement of these specific references, nor are the test questions necessarily taken from these sources.

- *The 2010 Elevator Industry Field Employees' Safety Handbook.*
- *Elevator Maintenance Manual (McCain)*
- *NEMI Installation Manual (Elevator World)*
- *ASME A17.1 Safety Code for Elevators and Escalators (2004 or more recent)*
- ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts
- *NFPA*

On the Day of the Examination

Test Admission Procedures

Applicants must have two proctors for their examination. Both proctors must be physically present and within sight of the applicant during the examination. Both proctors must review the proctoring statement and return a signed and notarized copy of the proctor statement for the applicant to receive certification.

Proctoring Rules

The following are the rules enforced at all test administrations:

- The area where the examinee will be taking the examination **must be located in a low traffic, quiet, and well-lit area** -- preferably located in an isolated room. In order to meet this requirement, it may be necessary to have the applicant take the examination after normal working hours. In such instances, however, the applicant should have an opportunity to rest before going directly from the job site to the examination.
- Proctors will need to be physically present and have a direct line of sight of the examinee during the entire exam.
- The examinee **must present a legal picture identification** card to the proctor before taking each examination. A legal picture identification card may include a valid driver's license, a military reserve identification card, an employee badge, or a state issued picture identification card. If the individual does not have a legal picture identification card, then the examination may not be given to the individual. The picture identification must be checked by the proctor to make sure that it is valid and has not been tampered with and that the picture and name match the individual presenting the identification card.
- The examinee **will not be permitted to bring any books, cell phones or personal belongings** to the test area. All examinations are **closed book examinations**. Once the examinee starts the exam, they shall not leave the testing center until they have completed the exam. The proctors shall provide plain white paper and pencil to the examinee and must collect all distributed paper and pencils before the examinee leaves the examination area. Proctors must shred all distributed paper upon completion of the exam.
- The examinee **may not use any other programs on the respective computer**. Prior to the examinee logging in on the computer, the proctor must make certain that all other computer programs are closed.
- There is to be **no talking** during the examination process. The proctors may only answer questions related to the administrative functions of the proctoring and may not provide the examinee with coaching or help with the technical content of the examination.
- There is to be **no discussing or copying** of the testing material during or after the test by either the examinee or proctor.
- Anyone falsifying any documents and not following these examination procedures could be severely penalized, including suspension or revocation of their certification. Also, such activities could also be in violation of city, state, and federal laws.

Dismissal

Any applicant who is observed engaging in any misconduct will be subject to dismissal from the examination, may be barred from future examinations for a period ranging from one year to permanent dismissal, and may be required to forfeit his/her current application fee and /or period of eligibility.

Examination Irregularities

Any problems, suspected instances of cheating, alleged inappropriate examination administration, environmental testing conditions severe enough to cause disruption of the process, or other irregularities related to test administration should be addressed to the onsite proctor or to staff. All such matters will be reported, investigated, and subject to further action based upon policies and procedures adopted by NAEC.

Handling of Tests

NAEC will take all available precautions to ensure the appropriate and secure handling of completed tests. In the rare and extreme case in which the tests become lost or unreadable, applicants will be required to undergo retesting, without being charged a re-examination fee.

After the Examination

Notification of Results

Applicants are notified of the examination results after completion of the examination.

Results - Passing

Applicants who successfully complete the examination and whose credentials and application entitle them to certification will be notified by letter and granted an NAEC Certified Elevator Technician certification, a sample of which is displayed below.

The certification remains the property of NAEC, which may withdraw, cancel, revoke, or otherwise annul the certification for cause.



Results-Failing

Applicants who did not successfully complete the examination will be notified at the end of the examination and given a diagnostic report on the reason for their failing, a sample of which is displayed below.



Test has been completed

John Doe

You completed the CET Certification Exam on 2019-03-18.

You did not pass. Your score was 100.0 on a scale of 100.0 to 500.0. A score of 300 is required to pass. Below is a list of the topics on the exam, and the number of items on each topic that you answered correctly.

Category	Correct	Total
Electric Traction	5	23
Hydraulic	6	20
Special App	0	8
Escalators	3	8
Lifts	3	6
Controls	7	19
Job Site	3	7
Hoistway	4	16
Car Enclosure	2	9
Maintenance	7	24
Safety	9	20

Please contact Kathy Bell (kathy@naec.org) if you are interested in retaking.

Kathy Bell
 Education Manager
 NAEC
 1298 Wellbrook Circle, NE
 Conyers, GA 30012
 Phone: 770-760-9660; 800-900-6232
 Fax: 770-760-9714
www.naec.org

Each of the domains is weighted differently, as indicated in the exam Blueprint, printed earlier in this Handbook. Therefore, you cannot average scores on all the domains to determine your specific score. Domain analysis is provided solely for the purposes of preparing for the next exam.

Retesting: Applicant Fails

If an applicant fails his or her first attempt to pass the certification test, NAEC requires a waiting period of at least 30 days between the first and second attempts. Additionally, before any applicant's third attempt the applicant must wait at least 30 days and pay a \$100 retest fee. Should the applicant fail the third attempt, they may reapply after 180 days from the date of his or her last attempt.

Appeals Policy

Applicants may appeal the results of eligibility determination or the examinations within 30 days of the date of the results. The appeals process and an application for submitting an appeal can be found later in the Handbook.

Certificants/Participants

Following is an outline of information needed by individuals who become certified. More detailed information will be provided with the pass letter.

Appropriate Use of the Certification

Upon awarding of a CET Certification, the certificant may use the respective NAEC CET logo and/or status on his or her uniform, clothes, business cards, letterhead, and other business items. In all instances, the use of the CET logo and/or status is an individual-based logo and/or status and may only be used by the individual duly authorized by the NAEC Certification Board. Under no circumstance may the CET Logo and/or status be used in a manner to imply that a company or organization is certified under the NAEC Certification Program. Also, use of the NAEC CET logo and/or status is prohibited in such a manner as to bring the NAEC or the NAEC Certification Board and program into disrepute or in a manner that is considered misleading.

Use of the NAEC CET logo and/or status in accordance with these provisions by an individual is authorized as long as that individual is certified as a CET by the NAEC Certification Board.

Request for Duplicate Certificate

Any certificant may request additional copies of his or her certification document. Requests must be made in writing to NAEC and may be made at any time. The fee of \$15 must be included with the request.

Ongoing Requirements

To maintain current NAEC Certified Elevator Technician Certification, the certificant must annually:

- Complete 10 hours of continuing education, of which 1 hour is safety.
- Pay a renewal fee of \$105 (NAEC members) or \$195 (non-members).

Recertification

The NAEC Certified Elevator Technician certification term is 1 year and expires annually on December 31. The certificant may be required to complete a recertification exam.

The cutoff date for certification is the 4th quarter of the year. Individuals who become certified between January 1 and September 30 must recertify in the same calendar year they achieved certification. For example, if you become certified on September 30, 2021, you must recertify by December 31, 2021.

Individuals who become certified between October 1 and December 31 will be required to recertify the following calendar year. For example, if you become certified October 1, 2021, you must recertify by December 31, 2022.



Application - Qualification Requirements

The following are the minimum criteria for NAEC to accept an application to become a **Certified Elevator Technician**:

- The applicant must complete all required fields of this application online at <https://www.naec.org/certification/cet-certification.html>
- The applicant must have had a minimum of 10,000 documented hours (5 years) of on-the-job training within the elevator industry as of December 31, 2007 to apply with experience or completion of the NAEC CET Training Program, NEIEP, CEIEP, L.I.T.S. Education Program or equivalent to apply with education.
- Must demonstrate knowledge of construction-oriented safety practices while working on or installing elevator equipment as reviewed in **The Elevator Industry Field Employees' Safety Handbook**.
- Must demonstrate knowledge of elevator industry equipment and terminology as reviewed in the **Elevator Maintenance Manual**.
- Must demonstrate general knowledge of electrical circuitry, construction principles, and electrical safety practices as reviewed in the **NEMI Installation Manual**.
- Must demonstrate general knowledge of safety codes and standards as defined in **ASME A17.1 Safety Code for Elevators & Escalators**.
- Must demonstrate general knowledge of proper inspection and testing standards and procedures as defined in **ASME A17.1 Safety Code for Elevators and Escalators**.
- Must demonstrate general knowledge of safety codes and standards for existing installations as defined in **ASME A17.3 Safety Code for Elevators and Escalators**.
- Must pass a certification exam based on all criteria listed above. If the applicant fails the test, the following process will be applicable: (1) Failing the 1st Time --The applicant may retake the test after a waiting period, (2) Failing the 2nd Time --The applicant may retake the exam after paying a \$100 re-test fee, and (3) Failing the 3rd Time --The applicant may reapply after a waiting period.

(Note: All publications specified in this application are available from Elevator World.)

Application Fee and Examination Process

A **nonrefundable application fee** is as follows:

- Experience: \$680 (US\$) for employees of NAEC member companies or \$1,095 (US\$) for employees of non-NAEC members.
- Education: \$95 (US\$) for employees of NAEC member companies or \$145 (US\$) for employees non-NAEC members.
- The application fee must be submitted by the CET applicant along with the properly signed copy of the application.

The following items are included in the application fee:

- Processing of the application to ensure applicant has met the minimum criteria for approval.
- Allowing access to online testing

Instructions for Completing Application

- Visit <https://www.naec.org/certification/cet-certification.html> to complete the application online.
- A red asterisk (*) at the end of a fill in the blank question means that an answer is required for the respective question. Applications that do not have all the items completed as directed will not be processed.
- After completing each of the items, select the "Submit Application" button at the end of this application.
- If you have any problems or questions regarding this application or other aspects of the CET program, please contact NAEC at 800-900-6232.

Verification of Experience/Education

Certified Elevator Technician Verification of Experience/Education Form

Included in the application, an applicant should include the following:

- Applying with Experience: Union statements, W2, verification letters from employers.
Minimum of 10,000 documented hours (5 years) of on-the-job training by December 31, 2007.
- Applying with Education: Transcript from the NAEC CET Educational Training Program, NEIEP Education Program, CEIEP Education Program, L.I.T.S Education Program or equivalent.

ADA Accommodation Request**Special Testing Accommodation Request Form**

Applicants with disabilities covered by the Americans with Disabilities Act (or Canadian/Australian equivalent) must complete this form and have an appropriate licensed professional complete the Documentation of Disability-Related Needs Form in order for their accommodations request to be processed.

Applicant Information

Name: _____

Address: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____

Email Address: _____

Special Testing Accommodations

Exam Date and Location (test center) for which you are requesting accommodation:

Address: _____

City: _____ State: _____ Zip: _____

I would like to request the following testing accommodation(s):

- Circle answers in test booklet
- Extended testing time (time and a half)
- Large print test. Point size: _____
- Reader
- Separate testing area
- Special seating, please describe _____
- Wheelchair accessible testing site
- Other special accommodations (please specify): _____

Applicant Signature: _____

Documentation of Disability-Related Needs By Qualified Provider

This form must be completed by a licensed health care provider or an educational / testing professional. The nature of the disability, identification of the test(s) used to confirm the diagnosis, a description of past accommodations made for the disability, and the specific testing accommodations requested must be included.

Professional Documentation

I have known _____ since _____ in my capacity as a(n)
(Name of Applicant) (Date)

(Professional Title)

(Board Certification)

The applicant discussed with me the nature of the test being administered. It is my opinion that because of this applicant's disability described below, he/she should be accommodated by providing the special arrangements listed on the Special Testing Accommodation Request Form.

Comments on Disability: _____

Signature: _____

Title: _____

Organization: _____

License # (if applicable): _____

Phone Number: _____

Date: _____

Applicant Instructions: Return this form with a copy of the *Special Testing Accommodation Request Form* to:

NAEC
Attn: Jessica Harris
1298 Wellbrook Circle, NE
Conyers, GA 30012

Written accommodation requests may also be scanned and submitted via email to jessica@naec.org with the words: *Accommodation Request* in the subject line of the email.

Complaint & Appeals

Complaint & Appeals Process

It is the policy of the NAEC Certification Board that the CET and CAT Certification programs are of quality and that all applicants, certified persons and their employers, and other parties within the certification process and criteria, as well as the performance of certified persons, have a fair and impartial forum to appeal decisions adversely affecting their certification status and/or a fair and impartial forum for complaints associated with the CET or CAT Certification programs to be heard. Therefore, through this policy, individuals wishing to appeal a decision affecting one's CET/CET-S, or CAT/CAT-S, status or having a complaint as to the performance of certified/candidate persons may file an appeal/ complaint within thirty (30) calendar days of the occurrence which the appeal/complaint is about, or of the date on which the Appellant first knew or reasonably should have known of the occurrence. Appeals/complaints are to be submitted to the Certification Board in writing including the full name, postal mailing address, and telephone number of the appellant/complainant and specifying the conditions and circumstances of the appeal/complaint. The written and signed appeal/complaint shall be sent to the Certification Board.

Certification Board
National Association of Elevator Contractors
1298 Wellbrook Circle, NE
Conyers, GA 30012-3873
fax: (770) 760-9714
certification@naec.org

All complaints will be reviewed by the Certification Board for merit.

Upon receipt of an appeal/complaint, the Chair of the Certification Board shall promptly review the appeal/complaint to determine disposition of the appeal/complaint. If the Chair of the Certification Board determines that the appeal/complaint is of a nature that there should be imposed an interim resolution pending the outcome of the appeals procedure, then he or she may impose an interim resolution of the matter. The interim resolution may include temporary suspension of a certification or candidate status. Such a temporary suspension immediately mitigates a potential public safety issue. Any such temporary resolution shall not be construed as punitive, disciplinary, conclusive, or indicative of guilt.

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