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**NATIONAL ASSOCIATION OF ELEVATOR CONTRACTORS**

**NAEC**  
**CERTIFIED ELEVATOR TECHNICIAN CERTIFICATION**

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# APPLICANT HANDBOOK

National Association of Elevator Contractors | 1500 Klondike Rd. SW Suite A211, Conyers GA 30094 | Tel: 770-760-9660

## NAEC CERTIFIED ELEVATOR TECHNICIAN CERTIFICATION HANDBOOK








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## Application Checklist

-  Completed application
-  Signed copy of Candidate Confidentiality Agreement Signed copy of
-  NAEC's CET Certification Statement
-  Completed Verification of Experience Form
-  Signed copy of NAEC's CET Code of Ethics
-  Copies of any licenses, certificates, degrees, or other documentation to support the education and experience requirements noted on the application
-  Associated application fees (payable by check or credit card)

### *If applicable:*

-  Completed Accommodation Request Form
-  Completed Disability-Related Needs by a Qualified Provider Form

## Overview

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### *About NAEC*

NAEC is a national association for elevator contractors, suppliers, and professionals serving primarily the interests of its members regarding 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

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## Overview

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

1. Complete and submit online application at [www.naec.org](http://www.naec.org).; which includes a checklist of all items needed for review of application.
2. NAEC will process your application within 2 weeks of receipt and request signature/payment.
3. Return all documents on checklist with payment for review by the Certification Board.
4. Within 2 weeks, you will receive the Certification Board's decision. Upon approval, you will receive exam instructions and procedures.
5. Upon completion and passing of the exam and returning the proctoring items, NAEC will send out your certification package.

*\*Please note: This process may vary if the exam is in Beta Testing. During Beta Testing, applicants will complete the exam and return all required proctoring materials; however, certification will not be awarded until the Beta Testing period has concluded.*

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 all documents as outlined on the application checklist.)
- Completed Verification of Experience/Education
- Fees

All application materials are available in this Handbook and available by emailing, the Certification Department, at [certification@naec.org](mailto:certification@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 the proctor, the necessary information for online Certification Examination.

## Fees

The current application fees:

Experience: \$785 NAEC members/\$1,265 non-members

Education: \$115 NAEC members/\$170 non-members

*\*Please note: These fees may vary if the exam is in Beta Testing.*

# Special Circumstances and Fees

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## *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

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### *Examination Format*

The NAEC Certified Elevator Technician exam is computer-based and is composed of 140 multiple-choice questions. Applicants have 6 hours to answer all exam questions in an open book format..

### *System Requirements for Online Testing*

Fast Test Web (<https://app.fasttestweb.com/testing/pr/20/2>) is the online exam portal.

To ensure a successful log-in to Fast Test Web, confirm computer system compatibility. Web browsing software should be updated to latest available version. Note: **Internet Explorer** is **not** a viable web browsing option. Check Fast Test Web's website for up-to-date requirements.

Computer Checklist:

- Internet connection
- Fast Test Web accessible
- Cookies and JavaScript enabled
- Current web browser (not Internet Explorer)
- Screen Resolution 1024 x 768+
- Adobe Flash Plug-in version 9.0.115+

### 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

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### 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
Accessibility Devices	2.99
Car Enclosures	3.94
Controls	7.35
Dumbwaiters & Material Lifts	1.79
Electric/Traction Elevators	6.54
Escalators & Moving Walks	3.19
General Maintenance Items	9.45
Hoistways	12.75
Hydraulic Elevators	7.99
Job Site Assessment	5.87
Maintenance on Electric/Traction Elevator Items	5.44
Maintenance on Escalators (Interior & Exterior)	2.30
Maintenance on Hydraulic Elevator Items	4.47
Maintenance on Special Application Elevators or Other Elevators with Driving Machines (e.g., Dumbwaiter, Wheelchair lifts, Material Lifts)	1.80
Safety	18.83
Special Application Elevators or Other Elevators with Driving Machines	5.32

### *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 2020 Elevator Industry Field Employees' Safety Handbook.*
- *Elevator Maintenance Manual 3<sup>rd</sup> Edition (McCain)*
- *NEMI Installation Manual (Elevator World)*
- *ASME A17.1 Safety Code for Elevators and Escalators (2019)*
- *ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts (2014)*
- *NFPA 70 (2017)*
- *ASME A17.2 (2017)*

Books can be purchased from:

- National Fire Protection Association @ [www.nfpa.org](http://www.nfpa.org) <<http://www.nfpa.org>>
- IHS Standards Store @ <https://global.ihs.com/> <<https://global.ihs.com/>>
- Elevator World@ [www.elevatorworld.com](http://www.elevatorworld.com)

## **On the Day of the Examination**

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### *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 CET exam must be proctored by 2 Proctors. The first proctor must be an Officer of the Company where the examinee is employed. The second proctor must be another competent adult who is not related to the examinee, is not a supervisor of the examinee, and is not an examinee in the program. Please provide copies of the examinee & Proctors driver's license along with proctoring statement.
- 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** (other than the CET Certification approved references for this exam), **cell phones or personal belongings** to the test area. **The allowed books are outlined above under the authorized reference list.** The examinee may bring in an electronic device such as a laptop or tablet if the authorized references are in PDF format and are located on said electronic device. Proctors will check all reference materials brought by the examinee to ensure only those on the approved list are used. 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.
- If an examinee is handicapped or physically challenged to a degree that could adversely affect the examinee's ability to take and complete the on-line examinations, then contact, NAEC Certification Department at 770-760-9660 prior to the examination date and time. The contact is necessary to make certain that reasonable accommodations have been made of the respective examinee.
- At the completion of the examination, **complete the proctoring statement and return** all pages of the proctoring statement and an incident report if applicable to NAEC. Please note that the certification cannot be issued without the proctoring statement. Please make sure form is filled out completely before returning and that proctors 1 and 2 have signed the statement regarding proctoring instructions, and is notarized. Please return copies of driver's license for both pages of the proctoring statement.
- Anyone falsifying any documents and not following these examinations 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, noise 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. Any testing irregularity should be reported to NAEC **within 1 business day** by filling an incident report located in Appendix E of the applicant handbook or located on the NAEC certification webpage [here](#). If there is a power disruption or computer problem, please contact NAEC Certification Department at 770-760-9660. To report any other concerns, you may access and fill an incident report located in Appendix G of the applicant handbook or located on the NAEC certification webpage or request one by emailing [certification@naec.org](mailto:certification@naec.org).

### *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**

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### *Notification of Results*

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

*\*Please note: This process may vary if the exam is in Beta Testing. During Beta Testing, applicants will not receive scoring until Beta Testing has concluded.*

### *Results- Passing*

Applicants who successfully complete the examination and whose credentials and application entitle them to certification will be notified by NAEC Certification by email and granted an NAEC Certified Elevator Technician certification. (A sample of which is displayed.)



## Certified Elevator Technician (CET™)

Issued by [National Association of Elevator Contractors](#)

Holders of this (CET™) certification have verified knowledge and experience related to compliance with industry codes, elevator and escalator specific technical theory, components, and competencies. This Certification is issued by the National Association of Elevator Contractors and endorsed by the NAEC Certification Board overseen by Chair, Mike Hollinshead.

[Learn more](#)

Certification Foundational

### Skills

Construction Principles Electrical Safety Practices Elevator Mechanic  
 Inspection & Testing Standards Safety Codes

### Earning Criteria

- Submission and approval of application that meets the education OR experience requirements as outlined in the CET Applicant Handbook.
- Completion of the NAEC CET Training Program, NEIEP, CEIEP, L.I.T.S. Education Program or equivalent to apply with education.
- A minimum of 10,000 documented hours (5 years) of on-the-job training within the elevator industry attained before December 31, 2007.
- Pass a high-stakes assessment examination.
- Recertify annually with 10 CEs of which a minimum 1 up to 3 CEs are designated as Safety courses.

## 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.

John Smith,

Thank you for completing the CET Certification Exam on 2026-02-06. You did not pass, your score was 295.57 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	Number of Questions
Accessibility Devices	3	4
Car Enclosures	3	3
Controls	7	11
Dumbwaiters & Material Lifts	1	3
Electric Traction Elevators	10	14
Escalators & Moving Walks	3	3
General Maintenance Items	6	11
Hoistways	14	19
Hydraulic Elevators	4	14
Job Site Assessment	8	9

Maintenance on Electric Traction Elevator Items	4	7
Maintenance on Escalators (Interior & Exterior)	2	3
Maintenance on Hydraulic Elevator Items	6	7
Maintenance on Special Application Elevators or Other Elevators	0	2
Safety	22	26
Special Application Elevators or Other Elevators with Driving Machines	1	4

You may retake the exam 30 days from 2026-02-06.

Please contact NAEC Certification with any questions and retake scheduling.

### **NAEC Certification**

[certification@naec.org](mailto:certification@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 purpose 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 if 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.

## **Exam Application**

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The applicant must complete all required fields of this [online application here](#). *Please be prepared to provide the following information before you begin application. Online application must be submitted at once.*

### *Qualification & Experience Requirements*

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

- 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 30-day waiting period,
  - (2) Failing the 2nd Time --The applicant may retake the test after a 30-day waiting period and paying a \$100 re-test fee, and

(3) Failing the 3rd Time --The applicant may reapply after a 180-day waiting period.  
(Note: All publications specified in this application are available from Elevator World.)

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

- Applying with Experience: Union statements, W2, itemized statement of earnings, 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 or Certificate of Completion from the NAEC CET Educational Training Program, NEIEP Education Program, CEIEP Education Program, L.I.T.S Education Program or equivalent.

### *Special Accommodation*

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.

### *Application Fee and Examination Process*

A **non-refundable application fee** is as follows:

- Experience: \$785 (US\$) for employees of NAEC member companies or \$1,265 (US\$) for employees of non- NAEC members.
- Education: \$115 (US\$) for employees of NAEC member companies or \$170 (US\$) for employees non-NAEC members.
- Education Supervisor Designation (CET-S): \$100 (US\$) for proctoring exams. Must be CET certified first.
- 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 review by the Certification Board.
- Allowing access to online testing.

### *Instructions for Completing Application*

- [Click Here](#) to submit the online application.
- 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 770-760-9660 or email [certification@naec.org](mailto:certification@naec.org). *Certified Elevator Technician Verification of Experience/Education*

**Please be prepared to provide the following information before you begin application. Online application must be submitted at once.**

- Applying with Experience: Union statements, W2, itemized statement of earnings, 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 or Certificate from the NAEC CET Educational Training Program, NEIEP Education Program, CEIEP Education Program, L.I.T.S Education Program or equivalent.
- List any industry-related education or training you have successfully completed.
- Elevator Industry-Related Work Experience.
- This section provides space to help document that you have the number of work hours required for CET

Certification.

- List all positions and total number of hours worked in the associated position. (Current up to 4 previous employers).
- Description of job responsibilities \*
- If you are applying under experience, please complete the information below Number of hours on commercial equipment.

**Field hours worked with this employer prior to 12/31/2007\***

- Commercial elevators
- Dumbwaiters
- Moving Walks
- LULA
- Number of hours on accessibility and residential equipment
- Stairway chairlifts
- Vertical Platform lifts
- Incline platform lifts
- Private residence elevators
- Number of non-field hours worked
- Total number of hours worked (should total number of hours listed above)
- Important hour information
  - (2,000 hours per year will equal one full-time work year). Please note that one clock hour equals one hour of work. Following this requirement, if an individual worked 75% of the time in the field doing "hands-onwork" on elevators and escalators and 25% of the time in sales, then the amount of hours of time for a normal work year that may be claimed for the purposes of this program would be 1,500 hours (i.e., 2,000 hours X .75)
  - Please note that if the minimum 10,000 hours of on-the-job-training is not met with current employer – previous employer information is required.
  - Please note that the NAEC staff may contact you for written verification of this information as part of the CET program confirmation process.
- Reason for seeking Certification
- Please select the circumstance that best fits your situation \*
- Please provide full details or any additional information regarding your need for CET Certification
- Do you need special testing accommodations under the Americans with Disabilities ACT (ADA)? \*
- Provide attachment for verification of hours or education \*
  - Experience: W2s, Itemized Statement of Earnings, Letter from Past Employer
  - Education: Transcript or Certificate

*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.
- Safety Course - A maximum of three (3) contact hours in safety will be accepted. All safety contact hours in excess of the maximum will not be applied towards CET renewal contact hours.
- Code of Ethics form D must be signed, dated and uploaded

- Pay a renewal fee of \$125 (NAEC members) or \$225 (non-members).  
*Renewal fees are set annually. The amount shown reflects the current year's fee and may change in future years.*
- Sign and submit CET Code of Ethics
- Hours credited to the previous year's renewal in excess of the 10 required can be rolled over to the current year's renewal (maximum allowed is 4 hours)
- Please note that courses submitted for the previous year's renewal cannot be taken again and applied towards the current year's renewal - there must be at least 1 year between completion dates before a repeat course can be given credit again.

### *Recertification*

The NAEC Certified Elevator Technician certification term is 1 year and expires annually on December 31st.

The cutoff date for certification is the 4<sup>th</sup> 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, 2026, you must recertify by December 31, 2026.

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, 2026, you must recertify by December 31, 2027.

# Appeals Policy

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It is the policy of the NAEC Certification Board that the CET, CAT, and QEI 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. The certification body provides a formal mechanism for candidates and certificants to appeal decisions related to certification activities.

An appeal is defined as a request by an applicant or certificant for reconsideration of any adverse decision made by the certification body.

## **Appealable Decisions**

Appeals may be submitted for, but are not limited to, the following decisions:

- Denial of eligibility for certification
- Examination results (pass/fail determinations)
- Recertification decisions
- Suspension or revocation of certification
- Any other certification-related decision deemed adverse by the individual

## **Non-Appealable Matters**

The following are not subject to appeal:

- Complaints about other individuals (handled under the Complaints Policy)
- General dissatisfaction not tied to a specific certification decision

The appeals process, including submission, investigation, and decision-making, shall be free from any form of discrimination toward the appellant. All appeals will be reviewed by the Certification Grievance Committee.

# Complaints Policy

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It is the policy of the NAEC Certification Board that the CET, CAT, and QEI Certification programs are administered in a fair, impartial, and consistent manner. The Certification Board provides a formal process for the receipt, evaluation, and resolution of complaints related to the certification program.

A complaint is defined as an expression of dissatisfaction, other than an appeal, by any individual or organization relating to the certification activities, certified persons, applicants, or the certification body itself.

**This policy applies to complaints related to:**

- The conduct or performance of certified persons or candidates
- Certification program processes, policies, or procedures
- Actions of the Certification Board or its representatives (excluding appealable certification decisions)
- Alleged violations of certification requirements, codes of conduct, or ethical standards

This policy does not apply to requests for reconsideration of certification decisions, which are addressed under the Appeals Policy.



## Candidate Confidentiality Agreement

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To ensure the integrity of NAEC's Certified Qualified Elevator Inspector exam, all candidates are required to sign a candidate confidentiality agreement as follows:

I understand, acknowledge, and agree:

- That the questions and answers of the exam are the exclusive and confidential property of NAEC, and they are protected by NAEC's intellectual property rights.
- That I will not disclose the exam questions or answer or discuss any of the content of the exam materials with any person, without prior written approval of NAEC.
- That I will not remove from the examination room any exam materials of any kind provided to me or any other material related to the exam, including, without limitation, any notes, or calculations.
- That I will not copy or attempt to make copies (written, photocopied, or otherwise) of any exam material, including, without limitation, any exam questions, or answers.
- That I will not sell, license, distribute, give away, or obtain from any other source other than NAEC the exam materials, questions, or answers.
- That I will not create or contribute to the certification efforts competitive with NAEC's scheme for a period of three years from taking the examination.
- I agree that my obligations under this agreement shall continue in effect after the examination and, if applicable, after termination of my certification, regardless of the reason or reasons for termination, and whether such termination is voluntary or involuntary.

I agree that any violations of this agreement shall constitute cause for revoking my certification.

Signature	Date:
Printed First and Last Name:	



## Certification Statement

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### Certification Statement

By signing this document below, I certify that the facts contained in the *CET™ Application* and the *CET™ Application Verification Form* (application) are true and complete to the best of my knowledge and understand that if I am selected as a candidate in the *CET™* program, falsified or misleading information provided on the application shall constitute good and sufficient grounds for retracting my *CET™* status or immediate cancellation on my *CET™ Certification*. Also, by submitting this application, I agree to provide NAEC with copies of any documents requested to verify information I have provided in this application. Finally, by signing this document below, I understand that I am authorizing the release of information from all the companies listed in this application.

Additionally, I certify that I understand and agree that in consideration of my participation in the National Association of Elevator Contractors (NAEC) *Certified Elevator Technician (CET™™)* program, I will never institute any suit, action at law or equity, or make any claim against the NAEC, NAEC employees, NAEC members, my employer, any and all future employers participating in the *CET™* program, nor any members that assisted with the development, presentation, or implementation of the *CET™* program, nor any of their officers, employees, or agents for or by reason due to damage, loss, or injury either to person or property, or both, whether developed or undeveloped, resulting or to result, known or unknown which may arise out of my participation in the NAEC *CET™* program.

Furthermore, I understand and agree to indemnify and hold harmless the NAEC, NAEC employees, NAEC members, my employer, any and all present and future employers participating in the *CET™* program, and any and all vendors that assisted with the development, presentation, or implementation of the *CET™* program against any claim for damages, compensation or other relief made by any person based upon or arising out of, in whole or part, my participation in the *CET™* program.

a. **Signature of the applicant**

Applicant name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 PRINT NAME

b. **Signature of an authorized representative of the employer**

Company Name: \_\_\_\_\_

Representative name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_ PRINT NAME

### CET Supervisor (CET-S)

The CET-S serves as the company contact for the CET™ program. Related responsibilities include coordinating the proctoring of on-line assessments and examinations, coordinating the completion of the on-line CET™ Application by eligible company employees, ensuring that company CET™ Candidates are making satisfactory progress through the program, encouraging the CET™ Candidates to study and complete the program, ensuring that the skills verification activities are conducted by a CET™, and coordinating and providing services to help the CET™ Candidate successfully complete the CET™ program. The sponsoring company will be required to approve applicant participation in the CET-S program. Also, the CET-S applicant will be required to complete a self-study course and an on-line examination.

Do you want to participate in *CET-S*?

Yes  No

a. Signature of the applicant

Applicant name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

PRINT NAME

b. Signature of an authorized representative of the employer

Company Name: \_\_\_\_\_

Employer name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Verification of Experience Form

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**This form should be completed by an employer or supervisor who can verify the applicant meets the following qualifications:**

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

**Applying with Experience:**

- Union statements
- W2s
- 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.

All verifiable evidence of training and experience should be submitted by the applicant with the completed application.

Name of Applicant: \_\_\_\_\_

Name of Individual Verifying Experience: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_

Your e-mail address: \_\_\_\_\_

Your phone number: \_\_\_\_\_

*I verify that \_\_\_\_\_ (applicant's name) has documented experience and education as shown above.*

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

CET or CET-S Certification #: \_\_\_\_\_

Date: \_\_\_\_\_



## Code of Ethics

Every certification candidate is required to sign a document attesting that he or she will follow the NAEC Code of Ethics. NAEC Code of Ethics is as follows:

In studying to become a NAEC certified elevator technician, studying to renew my certification and working as a NAEC certified elevator technician, I understand and agree to follow all elements of the NAEC Code of Ethics as follows:

- Providing falsified or misleading information related to my certification application or renewal constitutes good and sufficient grounds for the immediate cancellation of my certification.
- Cheating or receiving help of any type not authorized by the NAEC on any examination or test constitutes good and sufficient grounds for the immediate cancellation of my NAEC certification.
- Releasing confidential examination materials or participating in fraudulent test taking practices constitutes good and sufficient grounds for the immediate cancellation of my NAEC certification.
- Providing falsified or misleading information on work-related documents, reports, and logs while working as a candidate constitutes good and sufficient grounds for the immediate cancellation of my certification.
- Failing to follow related industry codes, standards, local and federal laws related to my work-related duties, and company work rules constitutes good and sufficient grounds for the immediate cancellation of my certification.
- Failing to provide notification within 30 days if I become incapable of performing the full scope of duties, or incapable of fulfilling the requirements of the certification.

CET-S Code of Ethics: In carrying out the responsibilities of a CET-S, I understand and agree to follow all elements of the NAEC CET-S Code of Ethics as specified in the following:

- Ensure that every candidate under my charge is dealt with in a fair and unbiased manner.
- Ensure that the confidentiality of every CET® candidate under my charge is protected and that personal and CET® program progress information will only be provided to the management of the sponsoring company and supervisors required to know to properly conduct their jobs.
- Ensure that CET® program assessments and examinations of every CET® under my charge are properly proctored and that verification by legal identification with pictures is provided to the proctor before the respective CET® candidate takes each assessment and examination. In the case of the CET® program, proper proctoring means that the CET® candidate will not be permitted to use books, notes, or any other information during the examinations and that no one is permitted to help or coach the CET® candidate during the examinations. Also, there will be at least one company employee in the same room with the CET® candidate during the entire assessment and examination process.
- Ensure that the skills verification for every CET® candidate under my charge is signed off only by a qualified CET® and that verification by legal picture identification is provided to the CET® who will be conducting skills verification for the respective CET® candidate.
- Notify my employer and the NAEC if I have witnessed, or have reason to believe, that an individual has obtained CET® candidate status, CET®, or CET-S certification under false pretenses.
- To act in a professional manner when conducting CET-S responsibilities.

I understand that NAEC is the owner of the CET™ Certification, if I fail to follow the approved uses of certification program, logos, rules, or requirements, this will result in the issuance of a cease-and-desist letter from NAEC that will revoke my NAEC certification or candidate status. If my Certification status is revoked, withdrawn, or suspended, I am no longer authorized to use the CET™ certified status, or logo.

Signature:	Date:
Printed First and Last Name:	



## 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 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): \_\_\_\_\_

Signature:

Date:



**NAEC Incident Report Form**

This report is used to document examination irregularities or any other concerns with NAEC activities.

***Please note: Testing irregularities should be reported to NAEC within 1 business day.***

**Reporter**

Date of form completion

Which certification (if applicable)

--	--

Name and role of person completing this form:

--

Phone:

Email:

--	--

**Incident**

Name/s of person/s involved

--

Date of incident:

Time of incident:

Location of incident

--	--	--

Description of incident:

--

**Witnesses**

Name/s:

Phone:

Email


## Authorization for Release of Certification Status

Candidate/Certificant Name: \_\_\_\_\_

Date of Birth (optional for identification): \_\_\_\_\_

Certification (CAT/CET/QEI): \_\_\_\_\_

Certification Number: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

I hereby authorize The National Association of Elevator Contractors to release information regarding my certification status to the individual(s) or organization listed below. This authorization permits the disclosure of information including, but not limited to:

- Current certification status
- Certification number
- Effective date

- Expiration date
- Disciplinary status (if applicable)
- Verification of good standing

I understand that this authorization is voluntary and that I may revoke it at any time by submitting a written request to The National Association of Elevator Contractors, except to the extent that action has already been taken based on this authorization.

### Recipient Information

Name of Individual/Organization: \_\_\_\_\_

Contact Person (if applicable): \_\_\_\_\_

Email: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_

### Term of Authorization

This authorization will remain in effect:

Until the following date: \_\_\_\_\_

For one-time verification only

Until revoked in writing by the undersigned

I certify that the information provided is accurate and that I am the individual named above.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

## NAEC Certification Appeal Submission Form

### Instructions

This form must be submitted within **30 calendar days** of the occurrence or the date you first knew or reasonably should have known of the occurrence.

All appeals must be submitted in writing, signed, and include all required information listed below.

Submit completed form to one of the following:

**Mail:** National Association of Elevator Contractors

1500 Klondike Rd SW, Suite A211

Conyers, GA 30094

**Fax:** (770) 760-9714

**Email:** certification@naec.org

### Section 1: Appellant Information

Full Name: \_\_\_\_\_

Certification Type (CET, CAT, QEI, Candidate): \_\_\_\_\_

Employer (if applicable): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Section 2: Appeal Details

Date of Occurrence: \_\_\_\_\_

Date You Became Aware of the Issue: \_\_\_\_\_

Decision Being Appealed: \_\_\_\_\_

Reason for Appeal:

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Detailed Description of Circumstances:

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**Section 3: Supporting Documentation**

Attach all relevant supporting documentation.

List of attachments:

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**Section 4: Desired Outcome**

Describe the resolution you are seeking:

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**What Happens Next**

Upon receipt, the Certification Board Chair will review your appeal.

Within **10 calendar days**, your appeal will be assigned to the Grievances Committee.

The Committee will conduct an investigation, which may include interviews and document review.

A written determination will be issued within **30 days** of assignment.

**Possible outcomes include:**

Exoneration

Suspension of certification

Revocation of certification

The decision of the Grievances Committee is final.

Interim actions, including temporary suspension, may be imposed if necessary to address public safety concerns.

Such actions are not disciplinary and do not indicate guilt.

Discriminatory actions against appellants are prohibited.

**Certification and Signature**

I certify that the information provided is accurate and complete to the best of my knowledge.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_



## NAEC Certification Complaint Submission Form

### Instructions

This form must be submitted within **30 calendar days** of the occurrence or the date you first knew or reasonably should have known of the occurrence.

All complaints may relate to the certification process or the conduct or performance of a certified individual or candidate. All complaints must be submitted in writing, signed, and include all required information listed below.

Submit completed form to one of the following:  
Mail: National Association of Elevator Contractors  
1500 Klondike Rd SW, Suite A211  
Conyers, GA 30094  
Fax: (770) 760-9714  
Email: certification@naec.org

### Section 1: Complainant Information

Full Name: \_\_\_\_\_  
Employer (if applicable): \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

### Section 2: Subject of Complaint

Name of Individual (if applicable): \_\_\_\_\_  
Certification Type (if known): \_\_\_\_\_  
Employer of Individual (if known): \_\_\_\_\_

### Section 3: Complaint Details

Date of Occurrence: \_\_\_\_\_  
Date You Became Aware of the Issue: \_\_\_\_\_  
Type of Complaint (Certification Process, Conduct, Other): \_\_\_\_\_  
Detailed Description of Complaint:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Section 4: Supporting Documentation**

Attach all relevant supporting documentation.

List of attachments:

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**Section 5: Witnesses (if applicable)**

Name(s) and contact information:

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**What Happens Next**

Upon receipt, the Certification Board Chair will review your complaint.

Within **10 calendar days**, your complaint will be assigned to the Grievance Committee.

The Committee will conduct an investigation, which may include interviews and document review.

A written determination will be issued within **30 days** of assignment.

**Possible outcomes include:**

Corrective Action

No Action

Suspension of certification

Revocation of certification

The decision of the Grievance Committee is final.

Interim actions, including temporary suspension, may be imposed if necessary to address public safety concerns.

Such actions are not disciplinary and do not indicate guilt.

Discriminatory actions against complainants are prohibited.

**Certification and Signature**

I certify that the information provided is accurate and complete to the best of my knowledge.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

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**National Association of Elevator Contractors**

1500 Klondike Rd. SW Suite A211

Conyers GA 30094

Tel: 770-760-9660

Fax: 770-760-9660

Email: [certification@naec.org](mailto:certification@naec.org)