



NORTHERN CALIFORNIA AND
WESTERN NEVADA CHAPTER
CHARTERED 1958

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CERTIFICATION PROGRAM - FREQUENTLY ASKED QUESTIONS

How do I register for a class?

Fill out the online application and hit submit. You will receive an emailed confirmation letter containing payment instructions. Be sure to read ALL INFORMATION on application page. **Space available in all classes not marked as **SOLD OUT** on our website's Certification Schedule.**

What if I don't have internet access? Please call the Certification Office, 800-753-7711, for a faxed or mailed version of the application. You may also print an application from the Certification website page. **Please verify space availability prior to mailing or faxing the printable version of the class application.**

Is payment accepted on class day? No payments are accepted on class day. Payment must be submitted and received in the Coordinator's Office 5 days prior to the first day of class, or ASAP if registration is made the week of class. **ALL PAYMENTS MUST BE RECEIVED BEFORE THE FIRST DAY OF CLASS.**

Can I pay by check? Yes, check payments are accepted. Make check payable and mail to:

NCA & WNV Chapter ACI
P.O. Box 2393
Elk Grove, CA 95759

Can I pay by Money Order? Yes. Follow mailing instructions above.

Can I pay by credit card? Yes. In your emailed confirmation letter you will find a secure link for online payment with a credit card. We have found this process to be a confidential and secure option for payment. Over 90% of students take advantage of the easy PayPal payment option. Should you wish to pay over the phone, please phone (800) 753-7711.

Do I have to have a PayPal account to make a PayPal payment? No.

Do I get a receipt for my payment? Your PayPal transaction will include a receipt, and your duplicate or canceled check will serve as a receipt for this type of payment. Should you or your employer wish for additional documentation of payment, this is available upon request to the Coordinator's office.

Can I obtain the course study material prior to the class? For Field Tech Grade 1 courses, the current study manual is handed out to students the first day of class. If you feel you would like additional study time prior to the start of the course you may purchase a Field Tech Grade 1 manual from the ACI International book store: (248) 848-3700. The cost of the book will not be subtracted from the course fee, however.

For all other certifications, study material is shipped to the address listed on the application **AFTER** payment is received in the Coordinator's office.

How do I find out the location of my chosen class? Approximately 2 weeks prior to the start of the class, an instructions and directions letter will be emailed, or mailed, to you. This is also stated on the registration form and in your confirmation letter.

What should I bring to class? Please bring a pen or pencil, a highlighter is beneficial for marking specific information for the written test, safety eyewear and protective gloves.

What should I wear to class? Students should wear long pants and heavy, close-toed shoes appropriate for working with concrete.

Is lunch provided on class day(s)? No. A scheduled break is offered for lunch. It is best if students bring their lunch as some facilities do not have food options nearby.

If I am recertifying, do I attend both days of the Field Tech 1 class? Yes, it is strongly recommended that those recertifying attend both days of the course. You will receive your new manual on the first day and learn of any changes that may have taken place since you last certified. It has been found that those students who attend both days have a higher success rate.

When will I be notified of my test results? You will know the results of your performance exam on test day. The written exams are sent to ACI International in Michigan for processing. This takes approximately 3-4 weeks from the date that INTERNATIONAL receives the exams. You will be notified by mail of your test results. Should you not receive your results letter by 6 weeks after the class has concluded, please contact ACI International: (248) 848-3700.

Can I get a refund if I don't attend class? Refunds will be issued only in the instance of a cancelation at least 5 business days **PRIOR** to the start of the course. Those who no-show for their scheduled class forfeit the class fee. Those students who reschedule or cancel after the 5-day prior policy, or after the class has started, will be charged a \$100 fee. Those students who wish to reschedule will not be scheduled into a new class until the \$100 is received in the Coordinator's office.

If I cannot attend class, can a substitution be made? Yes, we can substitute one person for another. If possible, please advise the Coordinator prior to the class so that the Instructor can be notified of the change ahead of time. If this is not possible, please let the instructor know during roll. For example, "I am John Johnson, substituting for Bob Jones." The instructor will then notify the Coordinator of the change in name.

Is there a fee for canceling or rescheduling? **Yes. See above explanation.**

How do I register to retest after a failed exam? Those students who have failed a written or performance exam apply for retesting as they did for the original test. Students have one year from the original test date to retest for the failed portion of their certification exam. For example; if a student fails the written exams, he/she has one year to pass the written before the completed performance exams expire. Should that one year pass, students must retake both the written AND performance exams again. Essentially, start over. This process will also be explained in your results letter.

How many times can I retest? Students may retest as many times as it takes to pass within the year. A retest fee of \$195.00 is paid for each retest. Students may attend the morning of the first day of the 2-day Field Tech 1 course for a review, then retest with the other students on the second class day or attend only on testing day.

Students also have the option of contacting a *ProMetric Testing Center* near them to retest on a computer. The retest is then sent by ProMetric to ACI International to link up with the completed performance exam. Should students fail a performance exam, they must attend testing day of a certification course for retesting.

What is the cost for retesting if I have failed both the written AND performance exams? The fee for retesting for failed written and performance exams is the cost of the original course fee less the cost of the study manual plus shipping.

Does ACI Certification qualify for CEU's for ICC? Please contact ICC directly for this answer.

How long are my certifications good for? The length of the certification depends on the type of certification obtained. Recertification for Field Tech Grade 1 is required every 5 years, Concrete Strength Testing every 5 years, Aggregate certifications every 5 years, Laboratory Testing Tech Level 2 every 5 years, and Flatwork Finisher every 5 years.

Why can't I take Laboratory Testing Tech Level 1? In January 2008, ACI International realigned this program to reduce the content overlap between the Laboratory Testing Technician certification programs. There is now less test methods covered by each program and test methods are grouped logically.

To obtain your Laboratory Testing Tech Level1 you must now take **BOTH** Concrete Strength Testing Technician and Aggregate Testing Tech Level 1 within 2 YEARS of each other. This will give you the equivalent of the old Lab Tech 1 cert. After the completion of Strength Testing and Aggregate Level 1, you will receive 3 certifications total: Strength Testing Tech, Aggregate Tech Level1 and Lab Tech 1.

Can I take more than one certification exam in one class? No. Those students who need more than one certification must sign up for individual classes for each certification. For example, to achieve the Laboratory Level 1 certification students must take both Strength Testing Technician and Aggregate Level 1 Testing Technician exams, but **CANNOT** take them in the same class. **Students must sign up for two separate classes.**

Are there instructional classes given for Strength Test, Aggregate Level 1 and 2, and Lab Tech 2? For Concrete Strength Testing there are training classes given at certain locations. Please see the class schedule on the Certification page of the website for these dates/locations. No instructional classes are given by our Chapter for Agg Tech 1 & 2, and Lab Tech 2. They are strictly **self-study programs**. Students come to class day prepared to test. After a student registers for any one of these certification exams, and payment has been received in the Coordinator's office, the study manual(s) are then mailed to the address listed on the application.

Does the NCA and WNV Chapter offer other certifications not listed on the website? Yes, please contact the Coordinator for assistance and information.

I don't see Flatwork Finisher courses or Shotcrete Nozzleman Certification on the website. Do you offer this certification? Yes, please contact the Coordinator's office for information and assistance: (800) 753-7711

What if I lose my certificate and/or wallet card? Please contact ACI International for replacement: (248) 848-3700

For a listing of all 17 ACI Certifications descriptions and their requirements, please visit ACI International's website: www.concrete.org/certification/cert_prog.asp

Your Northern California and Western Nevada Chapter strives to assist and accommodate students and their employers whenever possible. Should a question arise that is not listed above, or if you would like further clarification, please do not hesitate to contact the Coordinator's office. We are here to help every student accomplish their goal of ACI Certification and make it an easy, straight forward process!