



A Guide to Administering the EETC Technician Certification Tests

Written by the
Equipment & Engine Training Council. Inc.



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Guidelines for Test Administration

EETC Technician Certification Tests

In order to ensure that the EETC Technician Certification Tests are administered according to the highest ethical standards, the guidelines for testing are as follows:

Physical Site - The site should be amenable to taking a test. This includes proper lighting so the technicians can easily read the questions and see the illustrations; sufficient soundproofing to enable technicians to concentrate without external noise; comfortable tables, benches, or desks; and adequate space between each technician (approximately a 3-foot radius); and posted signs that will prevent others from entering the test site.

Proctor Qualifications - In order to administer an EETC Technician Certification Test, one must be either:

1. A licensed school instructor or administrator who has registered with the EETC as a test proctor. (Schools may have guidelines for administering tests dictated by the State or local school board. These guidelines are acceptable standards for administering the EETC Technician Certification Tests);
2. A manufacturer or distributor service manager and/or education director who has registered with the EETC as a test administrator.
3. A person or persons approved by the EETC.

No other person or persons are authorized to administer tests.

Test Administration - The following are guidelines for the administration of EETC Certification Tests:

The administrator is the only person who will receive the tests and score sheets by mail. The administrator is responsible for assuring that all test booklets and score sheets are returned to the EETC Certification Center within 24 hours of test administration. If the administrator gives the tests during an offsite update seminar, he/she should plan to carry appropriate mailing materials so that the 24-hour timeline may be met. The administrator is responsible for assuring that no copies of tests or score sheets are made; and that no marks are made in the test booklets.

The Equipment & Engine Training Council recognizes the EETC Certification Center as the administrative body for the EETC Technician Certification Tests.

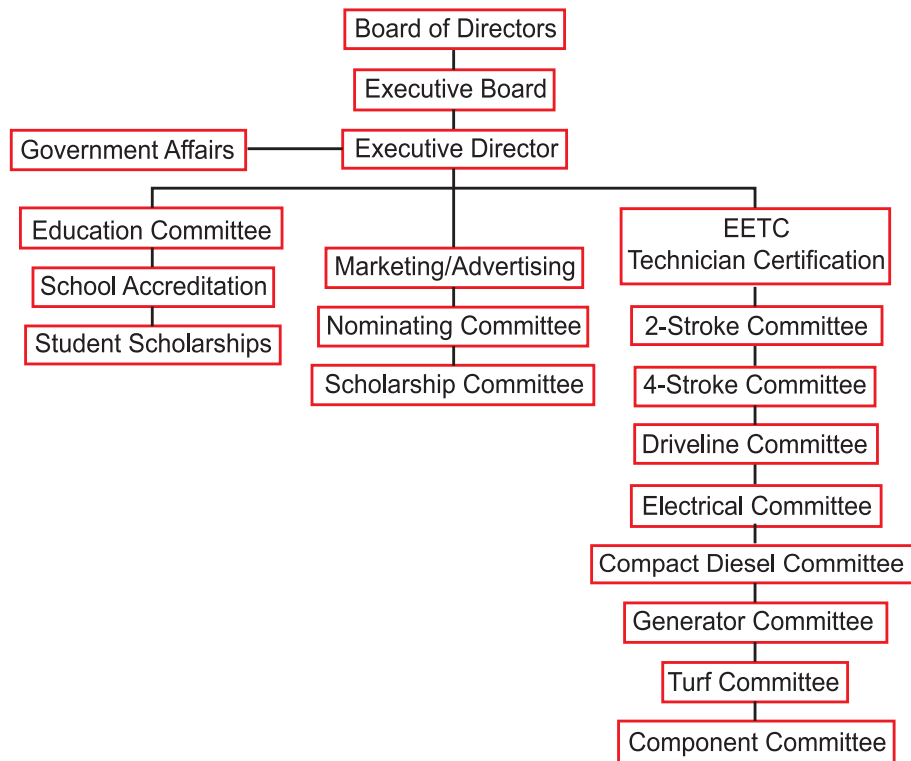


Equipment & Engine Training Council

The Equipment & Engine Training Council is a non-profit professional organization and was incorporated in November of 1997. The objective of the organization is to promote and support the education and training of service technicians in outdoor power equipment, agriculture, and commercial equipment technology. The organization is made up of manufacturers and their service and training personnel, technical school instructors, equipment distributors, equipment dealers, associations, and other industry and educational leaders. The EETC is the certifying body for the EETC Technician Certification tests. The EETC is a member in good standing with the National Certification Commission. The EETC also accredits schools that meet rigid standards in training students in outdoor power equipment repair.

The EETC believes that by advancing the supply of skilled technicians for the outdoor power equipment industry, it is also providing a valuable career for young people who are looking for alternatives to the traditional four-year college path and who want to maximize their technical contribution to industry.

EETC ORGANIZATION CHART





EETC Certification Center

The EETC has developed the EETC Certification Center to distribute and process the EETC Technician Certification tests throughout North America. As EETC members write the certification tests and EETC is the certifying body, the EETC Certification Center distributes and scores all certification tests. There are many test locations throughout the US and Canada and include schools accredited by EETC and other EETC member manufacturers, distributors, and other associations. You can see a complete list of test locations by visiting the the EETC web site at www.eetc.org.

The EETC Certification center also distributes various study materials to prepare technicians to take the EETC tests. Technicians stand a higher chance of success by using these study materials. The EETC Study Guides have sample questions taken directly from the tests and help technicians understand how the tests are designed. Other available text books provide a deeper understanding of the subject.



Technician Certification Overview

EETC Technician Certification

In order to raise the level of technicians in the power equipment industry, the EETC developed and maintains the EETC Technician Certification Program. The EETC is the certifying body for the program. Certified technicians demonstrate a higher level of technical proficiency in their work and this, in turn, increases the level of professionalism at dealerships throughout North America. Customers are more likely to choose a repair center that displays the EETC Technician Certification certificates.

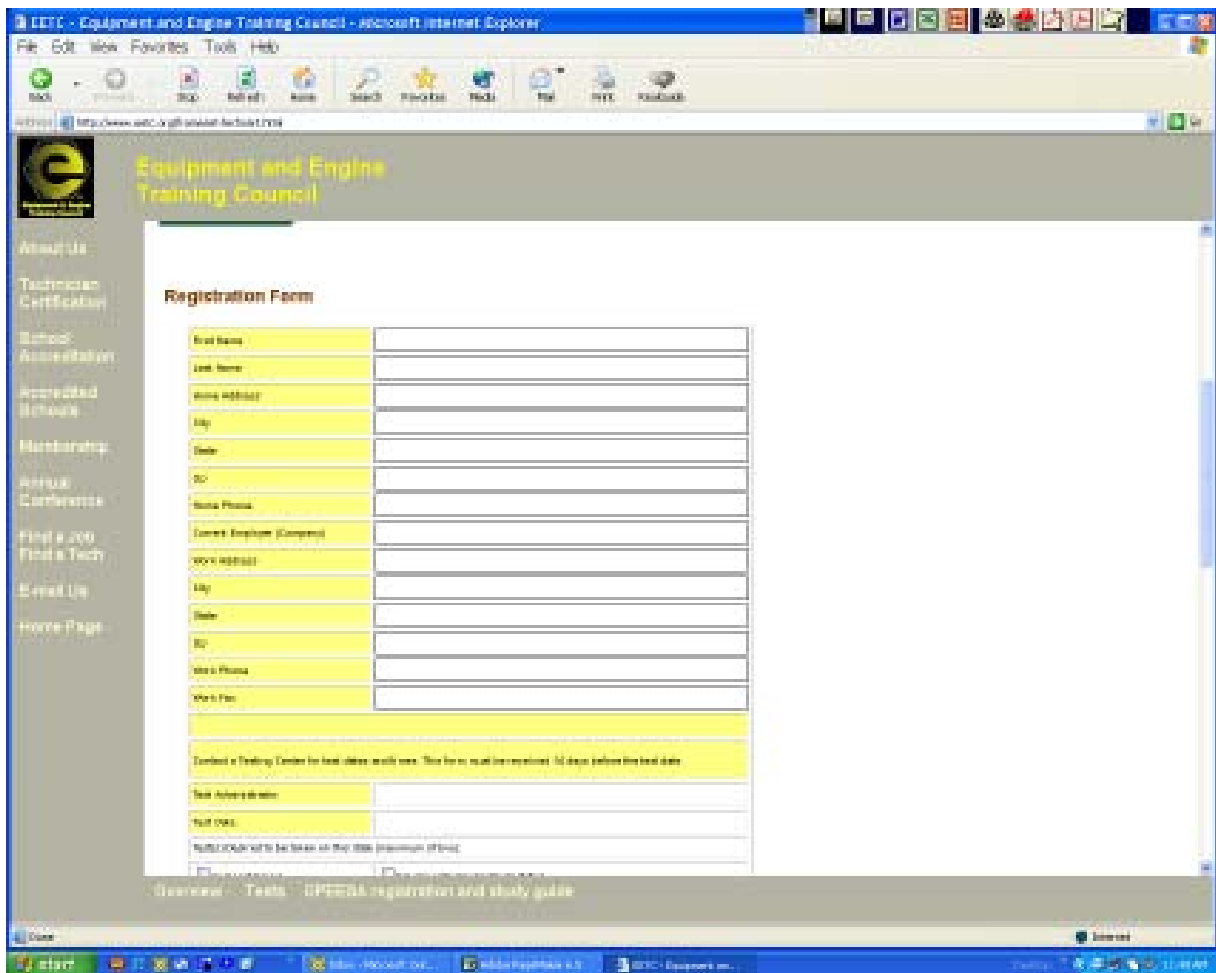
The Technician Certification Program began in 1992 at the Texas Servicing Dealer Association. In 2003 we celebrated the ten year anniversary of technician testing in the outdoor power equipment industry.

Technicians may choose from seven available tests. They are: **2-stroke, 4-stroke, Electrical, Drivelines/Hydraulics, Compact Diesel, Generator, and Reel Technology**. All these tests were developed by industry professionals to ensure the latest technologies are included.

Each one of our seven tests is updated annually to ensure the integrity of the tests remain high. Each test is updated by a committee. Members of those committees come from manufacturers, distributors, dealers, schools, and associations. Each member has expertise in the subject area of their committee..

The tests are administered throughout North American by the EETC Certification Center. The following pages provide you with a test registration form and study materials order form that are available. If you would like to be included as a test site or proctor please contact the EETC Certification Center for an application for Test Administrator/Proctor.

Technician Certification



The screenshot shows a web browser window displaying the Equipment and Engine Training Council (EETC) website. The page title is "EETC - Equipment and Engine Training Council - Microsoft Internet Explorer". The browser's address bar shows the URL "http://www.eetc.org/what-to-do/eet11719". The website header includes the EETC logo and the text "Equipment and Engine Training Council". A navigation menu on the left lists: "About Us", "Technician Certification", "School Accreditation", "Accredited Schools", "Membership", "Annual Conferences", "Find a Job", "Find a Tech", "Event Up", and "Home Page". The main content area is titled "Registration Form" and contains a table with the following fields:

First Name	
Last Name	
Work Address	
City	
State	
Zip	
Home Phone	
Current Employer (Company)	
Work Address	
City	
State	
Zip	
Home Phone	
Web Site	

Below the form, there is a yellow box with the text: "Contact a Testing Center for test sites, work sites. This form must be received 60 days before the test date." Below this, there are fields for "Test Address", "Test Date", and "Notes/Comments to be taken at the time of test". At the bottom of the form, there are checkboxes for "I am a member" and "I am not a member".

Test Registration and Study Materials

Technicians who would like to take a certification test are urged to visit the EETC web site at www.eetc.org for information about the testing procedure, test sites, and the purchase of study materials. In this way the technician can save valuable time in ordering materials, scheduling tests and locating test sites in his or her area.

By using the internet, the technician will have the latest information available.



STUDY MATERIALS ORDER FORM



Study Materials

Qty.		Cost	Total
_____	Study Guide - EETC Two Stroke Engine	\$14.75	_____
_____	Study Guide - EETC Four Stroke Engines	\$14.75	_____
_____	Study Guide - Compact Diesel Engine	\$14.75	_____
_____	Study Guide - Drivelines/Hydraulics/ Hydrostatics	\$14.75	_____
_____	Study Guide - Mobile Generator Guide - Text book	\$45.00	_____
_____	Study Guide - Reel Technology	\$14.75	_____
_____	Outdoor Power Equip. Electrical Systems by William Schuster	\$56.00	_____

Other Materials

_____	Recruiting & Retaining Service Technicians by Rachel Roche	\$15.95	_____
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There are other text books that are recommended by the EETC to help you further your knowledge of outdoor power equipment. These can be purchased through local book stores or Amazon. They are:

Small Engines by Bruce Radcliff, American Technical Publishers, Inc., Homewood, IL 60430

Small Gas Engines by Alfred Roth, Goodheart-Wilcox Company, Inc. -Tinley Park, IL

Outdoor Power Equipment by Jay Webster, Delmar Publishers, Albany, NY 12212

Introduction of Compact and Automotive Diesel by Ed Ralbovsky, Delmar Publishers, Albany, NY 12212

Delivery / Shipping Information

Ship to: _____ Attention: _____

Street: _____ Apt: _____ City: _____

State/Province: _____ Postal Code: _____ Country: _____

Phone: _____ Fax: _____

TOTAL DUE: \$ _____ Check / Money Order Enclosed (*make payable to EETC*).

Mail this completed form with fees to:

EETC Certification Center

10850 W. Park Place, Suite 1200

Milwaukee, WI 53224-3635

Phone: 414-973-4534

Fax: 414-973-4357



Technician Certification

The screenshot shows the EETC website with a navigation menu including 'About Us', 'Technician Certification', 'School Accreditation', 'On-Line Training', 'EETC Store', 'Industry Jobs', and 'Annual Conference'. The main content area features a 'Welcome to the EETC' heading, a paragraph about the council's mission, and a quote from Bruce Hicks: 'There is no such thing as almost qualified. There is only qualified.' A photo shows a technician working on a red riding mower. Contact information for EETC is provided, along with a link to the Green Industry and Equipment Expo.

EETC Equipment & Engine Training Council

Home | Contact Us

About Us Technician Certification School Accreditation On-Line Training EETC Store Industry Jobs Annual Conference

Welcome to the EETC

Founded in 1997, the Equipment & Engine Training Council is a non-profit association whose goal is to address the shortage of qualified service technicians in the outdoor power equipment industry. Made up of more than 450 industry professionals including manufacturers, distributors, dealers, associations, and educators, the EETC is striving to create professional power equipment technicians of today's sophisticated power equipment products.

In order to meet these needs the association has developed the EETC Technician Certification program to measure the skill level of repair technicians working in the industry today. We have also developed our EETC School Accreditation program to recognize schools that have an outstanding outdoor equipment training course to train future technicians.

"There is no such thing as almost qualified.
There is only qualified."
Bruce Hicks
Spokesman, Continental Airlines

To learn more about the EETC's impact click on the links above or contact us at :

EETC
PO Box 1078
N59 W39556 Laketon Avenue
Oconomowoc, WI 53068
Phone: 262-567-9100
Fax: 262-567-6200
E-mail: eetc@eetc.org

Visit the Green Industry and Equipment Expo - Oct. 23-25

GIE+EXPO
Green Industry and Equipment Expo

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Test Sites www.eetc.org

Test site locations will be updated on a regular basis on the eetc web site. If for any reason there is no test site near a technician's location he can contact his local high school or vocational/ technical school and request that they proctor the test. If the school agrees, the school will contact the EETC Certification Center for a Test Administrator Form. After completing and submitting the form the school will then be given testing status and can administer the test to the technician.

After a time and date are established between the school and technician and application is submitted to the EETC Certification Center, the school will be sent the test booklet and answer sheet. After the test is administered, both the booklet and answer sheet must be returned to the EETC Certification Center for scoring of the test.

The Testing Process

Before the Test

There are several elements that need to be in place before a test can be given. They are Test Locations, Pre-registered Technicians, Date, and Time. Here are the most frequently asked questions about certification testing.

Who can Take the Test?

Distributors or school instructors can administer the EETC Technician Certification tests in all categories to any person meeting one of the following conditions:

1. The person has pre-registered and paid the test fees directly to the EETC Certification Center, and the Test Administrator has proof the EETC Certification Center of pre-registration and payment.
2. The person has not pre-registered with the EETC Certification Center, but has provided a completed registration form and full payment to be submitted along with the completed test to the EETC Certification Center. Note: Make sure that payment is to EETC and not to the Test Administrator's company or school.

Test Administrators will neither administer nor submit tests for persons not meeting one of the above conditions. Persons stating they have pre-registered through the EETC Certification Center or whom you have not received verification should contact the certification Center directly at 414-973-4534 to resolve the problem. Test Administrators will assist in resolution wherever possible, but the transaction and responsibility for resolution lie with the technician and the certification center.

Where Are the Tests Given?

Tests can be given onsite at the Test Administrator's business or school based on the schedule provided to dealers. These tests will be given by the Test Administrator only.

Additional test dates/locations can be scheduled as needed by the Test Administrator to take care of local field-testing needs. Only Authorized Test Administrators can administer these tests.

Additional test dates/locations will be provided by other EETC members and certified education facilities. A list of locations nationwide can be found on the Internet at:

www.eetc.org

The Testing Process, Continued

Before the Test, continued

What Happens Before Test Day?

The EETC Certification Center will fax copies of pre-registration forms to the Test Administrator approximately two weeks before the scheduled test date.

Pre-registrations will be delivered to the Administrator for proper record keeping and distribution.

Each Test Administrator must have the appropriate test materials available. Each administrator is responsible for communicating material needs to the EETC Certification Center with sufficient lead-time for normal surface delivery.

What Happens on Test Day?

Test administrators are responsible for providing a quiet, comfortable location without distractions for participants. **Refer to the instructions that come with the tests provided by the certification center.** The administrator will have the following items available:

- EETC Test Roster (faxed from the certification center)
- EETC Pre-Registration copies (faxed from the certification center)
- EETC Blank Registration forms (for those not pre-registered)
- SCANTRON® forms # 94746
- Appropriate test booklets
- #2 Pencils
- Scratch paper
- Envelope for returning completed tests to the EETC Certification Center.

The Testing Process, Continued

Administering the Tests

How do I give the Tests?

Set up the test room by placing each participant's test booklet, SCANTRON score sheet, scratch paper, and Number 2 pencil at his/her place. Instruct each participant not to open or look at any of the materials until they are told to do so.

After all test participants have been seated, instruct them to open to the first page of the test booklet. Read the examination instructions on page one aloud. Review the sample question on page one and tell them how to fill in the SCANTRON sheet.

Ask the participants if they have any questions before the test begins. Answer those questions to the best of your ability. Instruct the participants that they will have **two hours** to complete the test. Instruct them - **DO NOT WRITE IN THE TEST BOOKLET**. If they have a comment about a question they should note it on the scratch paper and tell you about it at the end of the test. If they complete the test before the two hours, tell them to bring their test booklet, SCANTRON score sheet, number two pencil, and any scratch paper to you before quietly leaving the room.

Let the participants know when they have a half-hour remaining, and when they have 15 minutes remaining in the testing period. When the two hour time frame has expired, instruct all participants to put down their pencils and bring you the booklet, score sheet, pencil, and scratch paper.

What Happens after Testing is Complete?

It is suggested that field tests be returned directly to the EETC Certification Center for faster processing. Each Test Administrator will determine the best way to get the tests and score sheets to the center. Some distributors may choose to have the tests sent directly to the EETC Certification Center. In that case the Administrator should carry pre-addressed envelopes to forward the tests using priority mail or UPS second day letter. Remember, the technicians are eager to find out their test results so, send them quickly to the center.

Send to the EETC Certification Center via Priority mail or UPS 2nd Day Letter

1. Completed SCANTRON® Test form (paper-clipped to registration, not stapled)
2. Legible photocopy of Pre-Registration faxed by certification center.

Keep a copy on file at Administrators office of:

1. Legible photocopy of the front and back of completed SCANTRON® test form
2. Pre-registration form received from certification center.

Contact Information

EETC (Equipment & Engine Training Council, Inc.)

PO Box 1078

N59 W39556 Laketon Avenue

Oconomowoc, WI 53066

Phone: (262) 567-9100

Fax: (262) 567-6200

Cell Phone: (414) 531-0509

E-mail: eetc@eetc.org

www.eetc.org

Contact: Jim Roche, Executive Director, EETC

EETC Certification Center

10850 W. Park Place, Suite 1200

Milwaukee, WI 53224-3635

Phone: (414) 973-4534

Fax: (414) 973-4357

E-mail: bgrice@arinet.com

www.eetc.org

Contact: Betty Grice, Test Administrator, EETC



Two Cycle

Four Cycle

Electrical

Generator

Drivelines

Compact Diesel

Reel Technology