



Remodeling Done Right.™

CERTIFIED
NARI PROFESSIONAL
CKBR

NARI Certified Kitchen and Bath Remodeler Program Manual

Use to prepare for the CKBR Certification

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NATIONAL ASSOCIATION OF THE REMODELING INDUSTRY

Welcome, and congratulations on taking your first step toward earning NARI's Certified Kitchen and Bath Remodeler (CKBR) designation. The National Association of the Remodeling Industry (NARI) has established the Certified Kitchen and Bath Remodeler (CKBR) designation to promote the highest standards of remodeling through credentialing of remodeling professionals. By choosing to review this handbook, you have taken the first step toward joining those who will distinguish themselves by earning the CKBR designation/credential.

This handbook summarizes key aspects of the CKBR program, and is intended to help you understand the process of certification and recertification. The handbook is a useful reference as you:

- Make your decision whether to pursue the CKBR designation/credential
- Develop your course of study to meet the eligibility requirements of the CKBR designation/credential
- Complete the CKBR application
- Seek to maintain (or provide yourself another opportunity to earn) the CKBR designation/credential

The Certified Kitchen and Bath Remodeler program reflects the current state of the industry and strives to be current with the existing Building Code (IRC), accepted business practices, and standard building practices. No single printed document can address every potential question, process, policy detail, or future change. You are encouraged to use this handbook as a supplement to the program information provided in your CKBR Study Group as well as information provided by NARI's certification staff, who may be contacted at (847) 298-9200 or certification@nari.org.

The NARI Certification Board

The NARI Certification Board, the certifying agency of the National Association of the Remodeling Industry, is responsible for the governance of the CKBR program, and all policy and standards related to the CKBR designation. This program is administered by the NARI staff, and they are responsible for implementing these policies. This structure allows the NARI Certification Board to ensure consistency and integrity concerning policy matters related to certification.

The NARI Certification Board issues certifications to individuals who successfully meet its standards. These individuals may present themselves to the public as Certified Kitchen and Bath Remodelers.

What is the purpose of the CKBR designation?

The purpose of the CKBR certification program is to:

- Establish the body of knowledge for Kitchen and Bath Remodeling Professionals
- Assess the level of knowledge demonstrated by Kitchen and Bath Remodeling Professionals in a valid and reliable manner
- Encourage professional growth in the field of remodeling
- Formally recognize individuals who meet the requirements set by the NARI Certification Board
- Serve the public by encouraging quality remodeling practices

The NARI Certification Board, with assistance and advice from professionals in relevant fields, has developed a credential that will recognize an accepted level of expertise in the profession with the goal of improving professional standards in remodeling. However, it is important to keep in mind that - no certification program can guarantee professional competence. In addition, given the frequent changes in recommended practice and technology, the NARI Certification Board cannot warrant that the test materials will, at all times, reflect the most current state of the art. The NARI Certification Board welcomes constructive comments and suggestions from the public and members of the profession.

What are the benefits of certification?

<p>The benefits of certification for kitchen & bath remodeling professionals include:</p> <ul style="list-style-type: none">• Verification of your knowledge by an independent organization – a way to demonstrate that you have the knowledge needed for the job• Professional growth and development• Enhanced job opportunities	<p>The benefits of certification for employers include:</p> <ul style="list-style-type: none">• Increased productivity• Less training time needed to bring employees “up to speed”• Competitive advantage in promoting services to clients
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PREPARING FOR THE TEST

Who can take the exam?

You are eligible to sit for the CKBR exam if you meet the following requirements:

- You are employed by or own a firm engaged in remodeling kitchens and bathrooms
- Adhere to NARI's Standards of Practice and Code of Ethics
- Have a minimum of five years continuous experience in the remodeling industry
- Have completed 4 kitchens and/or bathrooms per year
- Completed 16 hours of continuing education
- Successfully completed a comprehensive application that details your background and experience
- Submit all required application materials and fees

*All experience and coursework must be completed at the time the application is submitted.

How much does it cost?

The certification fee is \$500 for NARI members and \$700 for non-members, and must accompany the application. The CKBR application documents your qualifying experience, technical competence, professional development activities, and attestation/commitment to uphold NARI's Code of Ethics. All experience and coursework must be completed at the time the application is submitted. Applications should/must be submitted no later than three months prior to the exam date.

Once your application has been approved, all fees are non-refundable. Fees are non-transferrable.

How do I apply?

You must complete the current Certified Kitchen and Bath Remodeler application. You should allow at least ten (10) days for delivery if using first class mail. Applications received less than 30 days before your exam will be rejected.

When your application has been reviewed and accepted, you will receive an acknowledgement by email and your name will be entered on the roster of eligible candidates. Successful applicants are qualified to take the exam once during the next 24 months. If unsuccessful on the first attempt, subsequent examinations taken within this 2-year window are subject to a retest fee of \$50 per test. You may re-take the exam two times during the 2-year window from your original application. If you are not successful at passing the exam within two (2) years of your application date and wish to sit for the exam, you will be required to submit a new application and pay the required certification fee in effect at the time of reapplication.

When and where is the test given?

Exams are typically conducted at participating NARI Chapters. Chapters may charge an additional proctor fee to administer the exam. Please note that examination locations are subject to the availability of facilities and minimum enrollment numbers. If you are not able to take a scheduled examination, contact NARI for additional guidance on arranging an individual proctor.

The NARI Certification Board has established fixed exam periods for all NARI Certifications. These dates apply regardless of where the prep (study group) class was conducted. NARI National uses these dates as a planning tool when establishing certification study groups and advises chapter to do the same in their planning. NARI National encourages members to pursue certifications as appropriate to the member's role in the industry.

Visit <https://www.nari.org/Certification-Accreditation/Individual-Certification/Exam-Dates> for the most current list of test dates.

How are special testing arrangements made?

The NARI Certification Board will make reasonable efforts to accommodate eligible candidates who require special arrangements to take the exam. Candidates who request special accommodations must make their request in writing at least 60 days in advance of the test date. Documentation should be in the form of a letter on the official letterhead of a licensed or certified professional qualified to diagnose and treat special conditions. A description of the special accommodation(s) requested should be included. Your request, with the supporting documentation, will be reviewed to determine if the accommodation will be granted. If approved, you and your exam proctor will be notified. The special accommodations and auxiliary aids and services must not present an undue burden to the NARI Certification Board and must not fundamentally alter the measurement of the knowledge the exam is intended to test.

What is the format for the test?

The exam is conducted in a single, four-hour session. The test will have 200 multiple-choice questions. Each question will have four options or choices, only one of which is the best answer. You are to select the correct or best answer from these options.

What do I need to know for the test?

The exam content outline organizes the knowledge and tasks deemed essential to kitchen and bath remodeling into five broad knowledge domain areas, which are: Basic Business, Materials, Layout, Construction and Trades. These domains are further divided as shown below.

The CKBR Exam Content Outline

The composition of the exam is guided by on the job tasks performed and knowledge needed by kitchen and bath remodelers.

The following lists the domains and the approximate percentage of the exam devoted to each one.

Basic Business **20 to 22%**

A. General Business Operations and Procedures

1. List the five major principles of business management
2. Describe the sales process to include:
 - a. Prequalifying the prospective client
 - b. Writing proposals for client approval
 - c. Presenting proposals to clients
 - d. Estimating project costs for inclusion in a contract
 - e. Creating contracts based on an accepted proposal
 - f. Presenting contract to client for signature
3. Define lead and sales tracking processes
4. Describe the agreements required to be implemented when working with specialty trade partners
5. Describe the process used to supervise project design and construction with a focus on monitoring costs
6. Describe the components of construction procedures
7. Describe the components of a business plan
8. Describe the process to review and purchase the required insurance for the remodeling company
9. Describe the components of a personnel manual including:
 - a. standards of jobsite behavior and dress
 - b. an organizational chart
 - c. job descriptions
10. Describe the purpose and process of conducting employee performance reviews
11. Describe the proper procedures used to hire/fire employees
12. Describe the benefit and typical contents of a remodeling company's standard operating procedures.
13. Describe the procedures and processes used to address warrantee call backs.
14. Describe the use of technology to support business functions including:
 - a. time cards
 - b. project management
 - c. client communications

- d. accounting
- e. design
- f. marketing and social media

B. Financial Systems and Procedures

- 1. List the basic accounting and financial principles
- 2. Describe and interpret a financial plan
- 3. Describe the components and interpret a company's annual budget
- 4. Describe and interpret a remodeling project's budget
- 5. Demonstrate a working knowledge of accounting reports to include
 - a. profit and loss statement
 - b. balance sheet
 - c. job-cost reports
 - d. Work in Progress (WIP) reports
- 6. Describe a typical payment schedule for a remodeling project
- 7. Describe the components of a cash flow report and conduct a cash flow analysis
- 8. Describe the following accounting methods and when each is appropriate.
 - a. Cash
 - b. Accrual
 - c. Percent Complete
- 9. List and correctly utilize standard business formulas

C. Marketing Systems and Plans

- 1. Describe the components and benefits of a marketing plan
- 2. Describe various types of advertising media
- 3. Evaluate effectiveness of marketing tactics

D. Project Management and Operations

- 1. Describe the process for creating a remodeling project schedule
- 2. Discuss the importance of periodic monitoring and reporting on project progress compared to schedule and budget
- 3. Locate the critical path to project completion on a project schedule
- 4. Describe the components of a preconstruction conference
- 5. Identify the requirements to schedule the appropriate inspections for a remodeling project
- 6. Identify the impact of change orders on the project
- 7. Identify how contingency plans are used to address unforeseen problems
- 8. Describe the process of working with a homeowner to ensure material selections are made in a timely manner in support of the schedule
- 9. Describe the purpose of a final walk-through of a remodeling project
- 10. Develop a plan that addresses the preferred communications methods of all stakeholders
- 11. Describe the pros and cons of emails and texting as a means of communication

E. NARI Code of Ethics and Standards of Practice

- 1. Understand and apply the NARI Code of Ethics and Standards of Practice in regards to the following:
 - a. Respond to and conduct corrective actions for customer complaints
 - b. Develop and supervise sales procedures
 - c. Sell projects in your client's home
 - d. Review contracts for compliance with local, state, and federal regulations
 - e. Develop ads for use in print and other media.
 - f. Market warranties or guarantees as part of product promotion
 - g. Promote sales of merchandise or projects at your business

- h. Provide owner's manual to client upon completion of project
- i. Supervise point-of-sale operations

F. Design Build

- 1. List and describe the three general levels of integration of the remodeler and designer
- 2. Discuss the advantages and disadvantages of in-house design
- 3. Discuss the advantages and disadvantages of sub-contracting the design function of a project
- 4. Discuss the steps you need to take to make the transition to a design profit center
- 5. Discuss different methods of selling design-build projects

Materials

12 to 14 %

- A. Discuss the challenges associated with choosing materials for a kitchen or bathroom remodel
- B. Discuss the components of face frame and frameless cabinet construction
- C. Discuss cabinet door styles and different methods for finishing cabinets
- D. Discuss the different price points of cabinets and discuss the differences between them
- E. Describe the various hardware and drawer and door closers used in cabinets
- F. Explain the National Kitchen and Bath Association's generic cabinet coding system
- G. Discuss the considerations when choosing a range, cooktop, and/or oven
- H. Discuss the different types of refrigerators clients can choose
- I. Describe the other appliances needed in a kitchen, such as the food disposal, dishwasher, and microwave oven
- J. List the different types of countertops used in kitchens, and discuss the advantages and disadvantages of each one
- K. Describe the different types of tile and grout used for countertops and backsplashes
- L. Describe the different types of kitchen sinks
- M. Explain different ways of mounting a kitchen sink to a countertop
- N. Discuss the different materials used in kitchen sinks
- O. Discuss the NKBA planning tips for kitchen sinks
- P. List the types of flooring used in kitchens and bathrooms and discuss the differences between them, taking into consideration high traffic and moisture
- Q. List and describe the different types of plumbing fixtures used in the bathroom
- R. List the different types of lavatories and explain how to install them
- S. Explain the various toilets designs available
- T. Discuss the different types of bathtubs and the materials used to construct them
- U. Discuss control valves used for shower and bathtub supply
- V. Discuss bathroom safety and the selection of materials.
- W. List and describe the different types of window styles, both basic styles and special designs
- X. Explain the different types of exterior doors and how they are installed
- Y. Describe the different types and materials of interior doors

Layout

17 to 19%

A. Kitchen Layout

- 1. Describe the minimum dimensions necessary for good kitchen space planning, according to the NKBA and the IRC code
- 2. List other considerations involved in kitchen layout
- 3. Define the different types of kitchen layouts and discuss them in detail
- 4. Define what a work center is and list the major work centers of the kitchen
- 5. Explain the correct dimensions and requirements for a work center

6. Discuss different configurations for work triangles
7. Explain seating area dimensions
8. Discuss the storage items necessary to improve the accessibility and functionality of a kitchen
9. Explain the considerations for safety and convenience in a kitchen
10. Explain how to make appliances look built-in and the considerations that need to be taken when doing so
11. Define downdraft ventilation and updraft ventilation and discuss what to consider before installation

B. Bathroom Layout

1. Describe the minimum dimensions necessary for good bathroom space planning, according to the NKBA and the IRC code
2. Explain the requirements for making the bathroom safe
3. Discuss different ways to make the bathroom comfortable and convenient
4. Describe the standard dimensions for bathroom fixtures
5. Discuss how to properly ventilate a bathroom
6. Explain the formulas used to calculate the CFM exhaust ratings for the bathroom

C. Plan Interpretation

1. Define the different types of drawings used for a kitchen or bathroom remodeling
2. List and discuss the different special drawings and plans needed for kitchen and bath remodeling
3. Discuss the different symbols used in project drawings and be able to identify them
4. List and explain the information that must be on a complete set of plans
5. Describe what is involved in demolition plan
6. Explain why symbols and abbreviations must be consistent on plans
7. Define CAD and explain how it is used in kitchen and bath remodeling.

D. Safety

1. Describe what type of fire extinguishers must be on a job site
2. Explain why debris should be kept clear of the work site
3. List where asbestos may be found and explain why it is dangerous
4. Describe what precautions must be taken when removing asbestos
5. Define what Safety Data Sheets (SDS) are, and explain what questions they answer
6. Explain how to proceed safely around electrical circuits, junction boxes, and hidden wires
7. Describe the dangers of lead based paint
8. Discuss how to reduce the risk from lead-based paint
9. Describe the requirements of the EPA's RRP program
10. Define mold and explain its dangers
11. Explain how to clean up mold

E. Universal Design

1. Define Universal Design and discuss its impact on remodeling
2. Explain the common definitions of terms used in Universal Design discussions
3. Define and discuss Accessible, Adaptable, Barrier Free, and Intergenerational or Lifespan Design
4. Describe the key components of a client interview required to determine the appropriate Universal Design applications in remodeling.
5. Discuss the ADA Accessibility Guidelines and explain why you should be familiar with them
6. Discuss the dimension guidelines for spaces where wheel-chair bound people reside

Construction **18 to 20%**

A. Demolition

1. Describe what is involved in demolition
2. Describe the proper sequence of conducting demolition including site prep and dust containment
3. Explain why debris should be kept clear of the work site
4. Explain the challenges of utilities found in wall, ceiling and floor systems
5. Describe how to do work on the ceiling if you need to tear sections out
6. Explain how to work on floors, walls, cabinets, etc. if you are leaving them intact or if you are tearing out the old surfaces
7. Define what shoring is and what it is not
8. Describe how to build shoring while doing a remodel project
9. Explain how to do work on interior and exterior walls

B. Structural Adjustments

1. Describe the steps taken to construct a new wall
2. Explain the purposes of adding blocking and fire stopping
3. Describe the layout for framing a wall
4. Explain the function of a header
5. Discuss how to identify a load-bearing wall in single story and two-story construction
6. Explain how to decide what type of beam (or header) will be required when removing a load-bearing partition
7. Discuss the two methods of installing a beam (or header), the exposed beam and the hidden beam
8. Explain how to blend new work with existing
9. Discuss what considerations must be made when installing a new door, and explain how a door is installed
10. Explain how to install a window
11. Discuss what considerations should be made when working on a slab foundation.
12. Discuss what floor support considerations should be made when installing large appliances and fixtures

C. Cabinet Installation

1. Discuss what to consider when preparing to install cabinets
2. Describe a procedure for taking measurements for cabinet installation preparation
3. Explain how to locate the high point on the floor and how this will help when installing cabinets
4. Explain in detail how to locate the cabinet positions on the wall
5. Explain how to locate and mark off studs
6. Discuss how to account for walls that are not plumb and corners that are not exactly 90°
7. Describe how to install all types of base cabinets
8. Describe how to install all wall cabinets
9. Discuss how to install cabinet doors
10. Discuss the considerations for installing various types of countertops and back splashes

D. Finish Work

1. Discuss the safety considerations when installing tile
2. Discuss guidelines for setting tile
3. Discuss the importance of a quality substrate
4. List and describe the five categories of paint types
5. Explain the process of installing trim, and discuss how trim helps complete your project

6. Discuss the precautions must be considered when installing appliances
7. Discuss how to achieve a zero punch list
8. Define quality control, and explain its importance to your company and your reputation
9. List activities where quality control should be implemented
10. Discuss the importance of referrals

Trades

29 to 31%

A. Electrical Systems

1. Explain service adequacy for today's homes and what is required to compute it
2. Explain how to evaluate load requirements
3. Identify an electrical service that does not meet current code
4. Identify aluminum wiring systems and specify corrective actions
5. Explain the different wiring systems used in houses, and discuss the advantages and disadvantages of each
6. Identify the various types of electrical cable used in remodeling and construction projects and where and how it is used
7. Inspect for proper clearance around electrical service and panels per code
8. Discuss the use of and necessity for junction boxes
9. Discuss where electrical receptacles are required
10. Discuss the receptacle, cord, and circuit requirements for built-in appliances
11. Explain how a GFCI works
12. Inspect or test GFCI breakers and outlets for proper installation
13. Specify AFCI's as required by code
14. Identify the components of a photovoltaic system
15. Identify the components of a back-up generator

B. Lighting

1. Define the different functions of lighting that can be placed in a room to include:
 - a. Direct
 - b. Indirect
 - c. Ambient
 - d. Task
 - e. Accent
2. Identify and explain the different types of lighting fixtures
3. Describe the different types of lamps or bulbs used in homes
4. Discuss the advantages and disadvantages of different lamp types
5. Define correlated color temperature (CCT) and color rendering index (CRI)
6. Discuss how best to light a kitchen and a bathroom
7. Discuss how to install lighting under cabinets and the considerations you need to make when doing so
8. Explain the correct installation of light fixtures for task lighting
9. Describe the special considerations for lighting in wet areas

C. Plumbing Systems

1. Describe existing water supply system and identify required modifications to support a remodeling project
2. Describe the process of inspecting the installation of plumbing fixtures to ensure compliance with code and manufacturer's instructions
3. Describe standard plumbing rough-ins to comply with codes
4. Explain the system layout for the drain, waste, and vent system (DWV)
5. Describe the standards used to inspect an existing DWV system and identify required modifications to support a remodeling project

6. Identify adequate supply and DWV pipe sizes for one- and two-family homes of average size
7. Discuss the installation considerations of plumbing fixtures
8. Describe the standards used to inspect the installation of a plumbing system to ensure compliance with design and local codes
9. Describe the characteristics of the following:
 - a. water heaters
 - b. tankless water heaters
 - c. combi water heaters
10. Describe the characteristics of natural gas and propane supply systems
11. List the different types of materials used for gas piping
12. Describe the demand requirements and sizing characteristics of common gas appliances
13. Describe the requirements and considerations of remodeling a home with an existing septic system

D. Heating, Ventilation and Air Conditioning Systems (HVAC)

1. Describe how appliance selection impacts the requirement for exhaust and makeup air.
2. Describe backdrafting and its associated hazards
3. Identify the corrective actions to prevent backdrafting
4. Identify mold and mildew, locate the cause, and describe corrective actions required
5. Describe the purpose and operation of static and powered ventilators in the attic
6. Describe the following heating/cooling systems
 - a. forced air system
 - b. hydronic heating system
 - c. mini-splits
 - d. radiant floor heating system
7. Discuss where it is best to place registers and radiators in a heating and/or cooling system
8. Explain what an on-demand water heater is and how it works
9. Describe how relative humidity, air movement, and radiation affect human comfort

How do I prepare for the test?

You may choose to study on your own or you may decide to join a study group at your local chapter to gain a better understanding of one or more content areas. Find a study group, contact your chapter representative or visit <http://www.nari.org/certify/index.asp> for a current list of virtual study group/course information.

When planning your studying, you should also think about what percentage of the test questions will cover each major content area. Decide which resources will better help you prepare for the test. The references listed in the authoritative literature below may be helpful when you are reviewing the content areas included on the test.

The CKBR Authoritative Literature

The following is the CKBR Authoritative Literature, a list of references that may be helpful to review for the test. The list is intended for use as a study aid only. The NARI Certification Board does not intend the list to imply endorsement of these specific references, nor are the test questions necessarily limited to these sources. The NARI Certification Board reviews the Authoritative Literature on a biannual basis. This list was updated in January 2012.

Certified Kitchen and Bath Remodeler (CKBR) References

Additional Helpful Resources

These sources provided additional information for those areas in which you may have minimal experience.

Smart Business for Contractors, by Jim Kramon, Taunton Press, Inc., Newtown, CT.

Making and Managing Money, by Linda W. Case, Remodelers Advantage, Fulton, MD

The Elements of Building, by Mark Q. Kerson, From The Ground Up Publishing, Santa Monica, CA

Current edition of the International Residential Code for One-and Two-Family Dwellings, Published by ICC.

Renovation 3rd Edition, by Michael W. Litchfield, Sterling Publishing Co. New York. 2005.

Residential Wiring to the (YEAR) NEC, by Jeff Markell, Craftsman Book Company, Carlsbad, CA. Or equivalent manual.

Professional Kitchen Design, by Murray Shaw, Craftsman Book Company, Carlsbad, CA. 1995.

Beyond the Basics: Advanced Kitchen Design, by Ellen Cheever, CKD, CBD, National Kitchen and Bath Association, Hackettstown, NJ. 1992.

Universal Kitchen and Bathroom Planning, by Mary Jo Peterson, CKD, CBD. McGraw Hill. 1998.

Residential & Light Construction Standards. 2nd Edition, by RS Means, Kingston, MA. 2002.

Plumber's Handbook, by Howard C. Massey. Craftsman Book Company, Carlsbad, CA. 1998.

The resources listed above may be found at the following sites:

<http://www.taunton.com/index.asp>
<https://www.craftsman-book.com/>
<http://www.go2atp.com/>
<http://www.bnibooks.com/>
<http://www.bn.com/>
<http://www.amazon.com>

TAKING THE TEST

What are the requirements during the test?

You should arrive at the testing site approximately thirty (30) minutes to one (1) hour prior to the test to allow sufficient time for you to check-in and locate your seat. Late arrivals cannot be admitted to the test. Be prepared to provide a photo ID to the test administrator as part of the registration process.

You may not use devices with memory capabilities. Audible beepers, cellular phones, books, or papers will not be allowed in the testing room. Note taking is prohibited during the test. Paper for conducting calculations will be provided by the test administrator and will be collected at the completion of the exam period.

Unauthorized visitors will not be allowed at the test site. Observers approved by the NARI Certification Board may, however, be present during the testing session.

Only water will be allowed in the testing room. All other materials, food, and beverages are prohibited.

Before you take the exam, you will be asked to sign the following statement:

"Due to the confidential nature of this test, I agree that I will not copy or retain test questions or transmit them in any form to any other person or organization." If you do not sign this statement, you will be dismissed from the testing center or your test results may be invalidated. The theft or attempted theft of the test or copying or disclosure of test questions is punishable by law.

Sample Examination Questions

The CKBR examination is a knowledge-based, paper-and-pencil examination consisting of 200 multiple-choice questions administered in a single four-hour period. The following questions have been selected for inclusion in candidate materials as sample questions. While these sample questions are intended to give candidates a better sense of the CKBR questions, the actual examination may include these and other similar types of questions in varying proportions. The answers to these sample questions are given on the last page of this handbook.

1. Which of the following features are required on all showers?
 - A. Folding shower seats
 - B. Instant steam generator
 - C. Chlorine filtrating showerheads
 - D. Thermostatic or pressure balance-mixing valves

2. When installing cabinets on brick or concrete walls you should always
 - A. nail the cabinets to the wall.
 - B. seal the backs of the cabinets.
 - C. use hangers to install cabinets.
 - D. install furring strips to mount cabinets to.

3. NEC requires all new branch circuits supplying 125V 15 and 20 Amp outlets in bedrooms to be protected by a listed
 - A. GFCI outlets.
 - B. GFCI breakers.
 - C. AFCI breakers.
 - D. 25 Amp breakers.

4. Which of the following items can be used to improve accessibility and functionality of a kitchen?
 - A. Speaker phone
 - B. Toe kick lighting
 - C. Pull-out TV swivel
 - D. Specialized drawers
5. When mounting a surface mount incandescent fixture either on the ceiling or above the door in a closet or linen storage area, how far must it be from stored items?
 - A. 6"
 - B. 8"
 - C. 10"
 - D. 12"
6. When mounting a recessed, enclosed incandescent light fixture either on the ceiling or above the door in a closet or linen storage area, how far must it be from stored items?
 - A. 4"
 - B. 6"
 - C. 8"
 - D. 10"
7. What type of lighting would you use in a walkway?
 - A. Task
 - B. General
 - C. Accent
 - D. Spotlight
8. What is the proper number and spacing of recessed cans over a kitchen sink or range?
 - A. 1 can centered on sink
 - B. 2 cans 18" apart centered on sink
 - C. 3 cans 12" apart centered on the sink
 - D. Every 12" of open space of wall cabinetry
9. Which of the following is a classification of available cabinets?
 - A. Cheap
 - B. Expensive
 - C. Semi-custom
 - D. Imported
10. Which of the following typically describes a counter top type?
 - A. Cork
 - B. Seamless
 - C. Solid surface
 - D. Mother of pearl
11. A swinging window is better than a sliding window in a harsh environment because
 - A. it costs less.
 - B. it seals tighter.
 - C. it is available in more styles.
 - D. they achieve a higher U-value.

12. Which of the following is one of the factors required to properly size the gas main and branch systems?
 - A. Type of gas used
 - B. Number of appliances
 - C. Distance to each appliance
 - D. Maximum demand at each appliance
13. Any representations about a remodeling industry member's years of experience shall be
 - A. based upon the actual number of years engaged in the industry by the company or owner
 - B. based upon the total number of years' experience of employees
 - C. based on the number of years' experience of the oldest employee
 - D. based on both A and B above
14. When ceramic tile countertops are specified, a good decking _____.
 - A. is the countertops sub's responsibility
 - B. is $\frac{3}{4}$ " BC or CDX plywood
 - C. is not required
 - D. can be $\frac{1}{2}$ " thick
15. When cutting a plastic laminate countertop which of the following would best help to reduce a chipout?
 - A. Use a circular saw with a carbide finishing blade
 - B. Run the saw as slow as possible
 - C. Use a blade designed for cutting metal
 - D. Use a sacrificial cutting surface

What information will I receive about my score?

The test is designed to distinguish those who have the basic level of knowledge from those who do not. There is no evidence that someone who receives a very high score on the test will perform significantly better on the job than someone whose score falls exactly at the passing point. Therefore, if you pass the test, you will be informed only that you have successfully completed the credentialing process. You will NOT be notified of your actual score. Your completed exam will not be returned to you for review or comment.

If you do not achieve a passing score, you will be notified of that fact and will receive a report showing your pass/fail performance in each content area. This information is provided to assist you in deciding whether to retake the test and how to plan your study efforts for future tests.

When will I receive my test results?

CKBR test results will be mailed approximately four (4) weeks after the exam. You may elect to receive notification via e-mail by completing the appropriate form at the time you take the exam. To protect the confidentiality of your test score, no results will be given over the telephone. Results will not be released to any third party without your specific written permission. Forms will be available on the day of the exam or they may be requested from certification@nari.org.

Request for hand scoring

If you do not achieve a passing score on the exam, you may ask that your test be re-scored by hand to verify the reported score. Request must be in writing and must be accompanied by a payment in the amount of \$50, made payable to NARI. Request for hand scoring can be honored only up to 30 days after distribution of the results.

Retaking the test

There is a limit of two times that you may apply for and re-take the test within two years of your initial application date. If you do not succeed in passing the test by the second anniversary of your initial application date, you will be required to submit a new application form, fees, and meet all eligibility requirements in effect at the time of the application. There is a \$50 fee each time you retake the CKBR exam.

Appeals

Within 20 business days after announcement of the results of the CKBR examination, unsuccessful candidates may file an appeal of their score with the NARI Certification Board on the basis of alleged inappropriate exam administration procedures, or testing conditions severe enough to cause a major disruption of the examination process. No one other than the candidate may make the appeal. The NARI Certification Board shall respond to the candidate within 60 days of receiving the appeal.

Nondiscrimination policy

The NARI Certification Board does not discriminate against any person on the basis of age, gender, sexual orientation, race, religion, national origin, medical condition, physical disability, or marital status.

Answers to sample questions

1. D
2. B
3. C
4. D
5. D
6. B
7. B
8. B
9. C
10. C
11. B
12. D
13. A
14. B
15. A