

The CSI CCPR Exam Candidate Handbook

Fall 2018

CONSTRUCTION PRODUCT REPRESENTATIVE PROGRAM



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SUMMARY

The objective of the **Certified Construction Product Representative Program** is to improve construction specifications and to accomplish the following:

- Provide a means for construction product representatives to demonstrate their knowledge in these areas:
 - Construction product representation
 - Preparation of construction documents
 - Use of construction documents
 - The construction process
- Encourage the elevation of the competence of construction product representatives
- Enhance the image of construction product representatives as construction documents technologists

A **Certified Construction Product Representative (CCPR)** is a person who has successfully completed the CCPR examinations, has the required experience, and has demonstrated knowledge and ability in construction product representation and in using and advising in the preparation of construction documents as recommended by CSI, and an increased ability to:

- Add “CCPR” after your name, to your business card and to your resume
- Make sales calls, presentations, construction meetings, and product shows more effective
- Know the key parts of product binders and other marketing collateral
- Understand roles and responsibilities of everyone involved in the project, and how and when to communicate with them
- Understand all phases of construction documentation, and your role in each phase
- Speak the same language as the design and contractor teams
- Become listed in the Certificant’s Directory

Eligibility Requirements

Candidates for the CCPR examination must meet the following pre-requisites:

- Submit written application for examination
- Pay examination fee

- Hold a CDT and have a minimum two (2) years' experience in the representation of construction product(s) exclusive of academic preparation, attested to on company letterhead by two manufacturers and/or employers.

OR

- Have a minimum five (5) years' experience in the representation of construction product(s) exclusive of academic preparation, attested to on company letterhead by two manufacturers and/or employers with no CDT.

Membership in CSI is not required, however CSI members have access to a number of exam-taking benefits including reduced rates for exam registration, study material purchase, and CSI event registration. For more information on membership benefits, visit:

www.csiresources.org/membership

Candidate Profile

REQUIREMENTS	
Education	No specific educational requirements, however, most qualified candidates will have a HS diploma, or have some college with or without a degree Capable of abstract thinking and then expressing it orally and in writing Familiar and comfortable with modern computer and communication technologies
Experience	With a CDT have a minimum two (2) years' experience in the in the representation of construction product(s) exclusive of academic preparation, attested to on company letterhead by two manufacturers and/or employers. OR Have a minimum five (5) years' experience in the in the representation of construction product(s) exclusive of academic preparation, attested to on company letterhead by two manufacturers and/or employers with no CDT.
CAREER INFORMATION	
Typical Job Titles	Sales Representative or Manager, Commercial Sales Representative, Architectural Sales Representative, Architectural Representative, Manufacturer's Representative, Manufacturer's Sales Representative, Product Sales Representative, Product Consultant, Specification Consultant, Territory Manager

Related Experience	<p>Familiarity with common commercial construction materials, techniques and practices, common project delivery systems, and the commercial construction process</p> <p>Working in customer service with the ability to assemble information and solve problems</p> <p>Working for supplier, dealer, or product distributor</p> <p>Working for subcontractor who installs product</p> <p>Working for Owner who uses product</p>
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Related Job Skills	<p>Oral and written (both formal and informal) communication skills including public speaking and presentations</p> <p>Sales Skills including getting products specified, learning product attributes and selling features</p> <p>Ability to read and understand project documents, including plans and specifications</p> <p>Familiarity with word processing, spreadsheets, PDF editing, and CAD systems</p> <p>Training on manufacturer’s proprietary CAD systems, engineering systems, and calculation programs</p>
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EXAM APPLICATION

2018 Registration and Testing

Fall 2018 Exam Dates	September 25 th to December 10 th , 2018
Fall 2018 Early Registration	June 26 th to July 10 th , 2018
Fall 2018 Standard Registration	July 11 th to August 27 th , 2018
Fall 2018 Final Registration	August 28 th to September 14 th , 2018

Exam Application Fees

<i>Member Early</i>	<i>Member Standard</i>	<i>Member Final</i>	<i>Non-member Early</i>	<i>Non- member Standard</i>	<i>Non-member Final</i>
\$350	\$430	\$685	\$600	\$680	\$935

Registration includes the exam application fee.

It does not include the CCPR Preparation Materials, Construction Product Representation Practice Guide, or the AIA A-201 or EJCDC C-700 exam source materials, which may be purchased separately.

Applying for an Exam

1. During Open Registration exam applications are completed online at <https://www.csiresources.org/certification/mycertifications>
2. **To register online:**
 - A. Login to the CSI website. If you are a new user, create a user name and password or register without joining.
 - B. Select "Get Certified" on the "My Certifications" Page.
 - C. In the Apply for New Certifications box, click "Apply for Certified Construction Product Representative Certification."
 - D. Agree to the terms and conditions, click Continue."
 - E. Select the Application Fee, click "Continue."
 - F. Optionally, enter total years of experience, click "Continue."
 - G. Enter information on your two references, click "Continue."
 - H. Pay by Credit Card and submit the payment. See receipt page.
 - I. If you click "Home," you will see that the application has been "Submitted."
3. You will be sent your Authorization To Test (ATT) Notification via email within 2-3 weeks of your processed application. Be sure to provide a valid email address when applying for an exam.

Scheduling an Exam with Prometric

The CCPR is a computer-based exam administered at Prometric test centers throughout the US

and Canada.

Once your application is approved by CSI, you will receive an email notification with instructions how to schedule your exam at a Prometric test center using your individual authorization number.

Go to the Prometric website: www.prometric.com/CSI. Select "Locate A Test Center" to view the available Prometric test centers and schedule an exam.

EXAM FORMAT

Format

The CCPR exam is a computer-based test that contains 200 multiple-choice questions. Candidates have four (4) hours to complete the exam.

Exam Specifications

The proportion of the exam dedicated to each subject matter area is as follows:

Domain 1:	PRE-PROJECT ACTIVITIES	30%
Domain 2:	PROJECT DESIGN	25%
Domain 3:	PROCUREMENT	20%
Domain 4:	CONSTRUCTION	20%
Domain 5:	FACILITY MANAGEMENT	5%

Exam Content Outline

Domain 1: Pre-Project Activities

- A. Identify intended outcome of sales calls.
- B. Describe the value of using your product to A/E, Owner, Contractor, Installer and Supplier based on relevant product information and related services.
- C. Establish customer's learning objectives and plan presentation to meet customer's needs.
- D. Deliver sales and continuing education presentations.
- E. Monitor changing needs and expectations of end users.
- F. Inform customers of proper and improper applications for product/system.
- G. Evaluate regional differences to provide optimal product/system and option selections for projects.
- H. Maintain product libraries at A/E firms.
- I. Maintain, or acquire, certifications from various relevant organizations.
- J. Plan marketing effort and participate in promotional activities.

- K. Recommend product improvements, new products, literature, and services to manufacturers.
- L. Communicate identified market trends to product/system manufacturer.
- M. Develop new distribution channels, and educate suppliers.

Domain 2: Project Design

- A. Meet with designer/design team; learn and understand project design intent.
- B. Determine project's product/system/material needs.
- C. Recommend product/system solutions/applications to meet project requirements.
- D. Provide timely and accurate responses to product selection questions.
- E. Provide/edit specification sections for project specific products/systems/materials.
- F. Provide drawings and calculations to address project requirements. G. Provide budget pricing.
- G. Suggest ancillary products compatible with specified products/systems/materials.
- H. Estimate product/system/material lead-time.
- I. Identify codes, rules, regulations, and jurisdictional requirements applicable to the
- J. product/system/material.
- K. Provide product/system/material storage, handling, installation, and maintenance requirements.
- L. Provide and interpret applicable product/system/material warranties.

Domain 3: Procurement

- A. Assess product/system/material availability to meet project schedule.
- B. Discuss product codes, rules, regulations, and jurisdictional requirements with A/E.
- C. Provide product/system/material pricing to contractors for bidding. D Submit product/system/material for prior approvals, when appropriate or required. (Includes substitutions.)
- D. Identify qualified installers/applicators.
- E. Identify qualified and responsive suppliers.
- F. Coordinate product/system delivery time with Contractor.
- G. Evaluate and recommend solutions during preparation of addenda.

Domain 4: Construction

- A. Provide Contractor with product/system/material delivery, storage, handling, installation, and initial maintenance requirements.
- B. Participate in product/system/material pre-installation meetings, when required or requested.
- C. Provide product/system/material training or certification for installers/applicators, when required or requested.
- D. Evaluate and recommend solutions for RFIs, proposal requests, and contract modifications.

- E. Review product information, shop drawings, calculations, samples, mock-ups, and other submittals, when requested.
- F. Perform site visits to evaluate site-specific issues, when required or requested.
- G. Inform contractor of fabrication and delivery lead-times.
- H. Observe product/system/material installation; inspect when required by warranty.
- I. Provide product/system/material information support to construction team during commissioning.
- J. Consult during project inspections.
- K. Coordinate with Contractor to ensure project schedule allows sufficient time between on-site field measurements, submittal review, and delivery after fabrication.

Domain 5: Facility Management

- A. Recommend training requirements for Owner/facility maintenance staff.
- B. Notify Owner/facility manager of product/system/material/support availability.
- C. Instruct users on product/system safety/proper operation and maintenance, when recommended, required or requested.
- D. Explain warranty requirements to the Owner/facility manager.

Exam Development

The CCPR exam reflects the results of a professional Body of Knowledge Analysis (BoKA) / Practice Analysis that determined the subject matter areas (knowledge domains) that are important for a Construction Product Representative to master. The purpose of a BoKA is to thoroughly review and update the definition of the subject matter to be tested on the exam so that it reflects the current state of the industry and evolving trends in project delivery, design, construction documentation, construction contract administration, and facility management.

The current CCPR test forms represent a significant commitment by CSI to provide an examination that reflects current practice and cutting edge developments that affect construction documents.

EXAM REFERENCE MATERIALS

Exam Reference Materials

The CCPR examination is based solely on the following documents:

CSI PUBLICATIONS

- Product Representation Practice Guide (PRPG)
- MasterFormat™

- UniFormat™
- SectionFormat™
- PageFormat™

MasterFormat, UniFormat, SectionFormat, PageFormat, GreenFormat are available for download with the purchase of the Project Delivery Practice Guide (See back of book for instructions to download).

These materials are available from:

CSI
 110 South Union Street, Suite 100
 Alexandria, VA 22314
 Phone: (800) 689-2900
 Fax: (703) 236-4600
 Email: csi@csinet.org
 Website: www.csiresources.org (click on Bookstore)

Many of the CSI documents have been updated in recent years. Candidates are cautioned that older versions, such as *MasterFormat 1995 and the Project Resource Manual (PRM)*, are no longer supported by CSI and should not be relied upon in preparing for the exam.

CONDITIONS OF THE CONTRACT

AIA Document A201 – 2007 OR
 American Institute of Architects
 1735 New York Avenue, NW
 Washington, DC 20006-5292
 Ph: (800) 242-3837 Fax: (202) 626-7547
www.aia.org

EJCDC C-700 – 2007
 National Society of Professional Engineers
 1420 King Street
 Alexandria, VA 22314-2794
 Ph: (703) 684-2800 Fax: (703) 836-4875
www.nspe.org

EXAM STUDY RESOURCES

Please note, not all materials below will be available at the time of publishing, check csinet.org for the most current products

CCPR Study Workbook

The CCPR Study Workbook is a guide to help candidates prepare for the CCPR Exam. The workbook facilitates a clear understanding of the recommended practices for construction product representation, and is comprised of exercises, examples, and practice questions that address pre- project activities, project design, procurement, construction, and site

visits. The information in this Study Workbook is based upon a “Practice Analysis of Practitioners in Construction Product Representation,” a study conducted by CSI and completed in 2011. This Analysis is the basis for the Construction Product Representation Practice Guide and the Exam you will be taking. This workbook is organized differently than the "Candidate Handbook" but covers the same material. We hope that in providing a different view upon the same material, your learning is enhanced and preparation for the exam is more complete. It is not a practice exam.

CSI Chapter CCPR Courses

Don't hesitate to ask your local chapter to help you prepare for an exam. Many CSI chapters offer CCPR prep programs or study groups. Contact your local chapter for information about their prep courses.

CSI CERTIFICATION POLICIES

CSI Certification Policies

CSI exam application fees are non-transferable to another individual.

Candidates who are unable to sit for a scheduled exam may request rescheduling within the same exam window or cancellation with the possibility of a full or partial refund of the application fee. Cancellation requests must be submitted to the Institute in writing using the appropriate request form. The form is available at www.csiresources.org. Also a scheduled appointment with Prometric must be cancelled separately through Prometric via www.prometric.com/csi or 1-800-503-8991.

Candidates who do not request a cancellation and do not sit for the exam forfeit all fees. Candidates who then wish to sit for the next exam window must submit a new application and fee.

- Cancellation requests received at least 30 calendar days prior to the first day of the test window will be refunded 100% of the exam fee.
- Cancellation requests received less than 30 calendar days prior to the first day of the test window will be refunded 50% of the exam fee.
- Cancellation requests received less than 14 calendar days prior to the first day of the test window will not be refunded any portion of the exam fee.

Those who are not successful in passing an exam may retest during the next exam window. Retests require a new application and registration fee.

A list of passing candidates will be posted at www.csiresources.org.

Once the CCPR exam is passed and certification is obtained, the certificant will be required to meet continuing education requirements of a minimum of 24 professional development hours (PDH's) over three years, be active in the field, and submit the renewal fee.

Congratulations to all who are participating in the CCPR program!