



Professional Service Association

Certified Appliance Professional Program

The Mark of *Excellence*

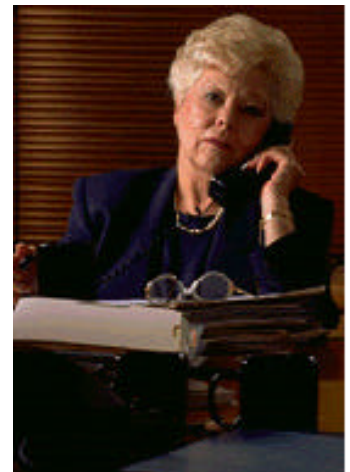
The most important thing that you can do as a technician is to let your customers know at a glance that you are one of the best that our industry has to offer.

By becoming a Certified Appliance Professional with a **Master Technician** rating, you join the ranks of the best-trained and most knowledgeable appliance service technicians in the country today. By passing the examination you are being tested and accredited as a Master Technician by a panel of your peers who are members of the Professional Service Association and are responsible for the validity of the testing procedures.

Upon completion of the CAP exam, you can be proud of the fact that you have passed the most extensive and comprehensive exam available to appliance technicians today.

GET THE RESPECT YOU DESERVE!
BECOME A CERTIFIED APPLIANCE PROFESSIONAL
MASTER TECHNICIAN

DO IT TODAY!



Does this customer know
that you are a
Professional?

What s in the Exam?

The test is separated into eight different modules consisting of the following;

- Consumer Relations Skills
- Core Technical Knowledge (Basic Skills)
- Cooling Equipment (Air Conditioning and Refrigeration)
- Convenience Equipment (Water Heaters, Disposers, Compactors)
- Cleaning Equipment (Laundry Products and Dishwashers)
- Cooking Equipment Gas
- Cooking Equipment Electric
- Cooking Microwave



Computer generated exams give instant pass/ fail results. No waiting weeks for scores to be hand corrected.

In all, there are over 300 questions to test your skills as a **Master Technician**. **CFC** certification is a prerequisite of the Cooling Equipment Module and proof is required to obtain Master Technician status.

By passing the Consumer Relations Skills, Core Technical Knowledge and at least 1 other technical module, you can become certified as a **Technician** in those specialties.

The Consumer Relations Module is available as a stand-alone examination for use by employers as a training and certification of support employees such as office personnel, counter or parts department people who have direct contact with customers. Successful candidates are awarded the title of Certified Consumer Specialist.

What Does Certification Cost?

- **Technician Certification** **\$130**
Master Technician Rating MCAP (All 8 Modules)
Technician Rating TCAP (Core Module, Consumer Relations Module and any number of technical modules)
- **Graduate Technician Rating GCAP** **FREE to all Participating Vocational Schools**
- **Certified Consumer Specialist CCS** **\$ 40**
- **Certified Service Manager CSM** **\$130**
- **Practice Exam for Technician Certification** (121 sample questions similar to exam question to enhance skills and to prepare for actual exam. Provided on computer floppy disk and re-useable as a training aid.) **\$39**

**PSA,
the Association for
Service Professionals**

Professional Service Association
(A Not for Profit Association)
71 Columbia Street
Cohoes, NY 12047

Toll Free 1-888-777-8851 Phone: 518-237-7777 Fax: 518-237-0418



Are You A Service Professional?

If you answered **Yes**, ...how can you *Prove It!*

By becoming a Certified Appliance Professional with a Master Technician rating, you are proving to everyone that you have what it takes to become one of the very best appliance technicians that this industry has to offer

The CAP exam is a true test of your skills based on the very latest skill standards approved annually by the National Coalition of Electronics Education (NCEE).

When you see a CAP Master Technician, you can rest assured that this technician really is the best of his class.

*Join the Elite , become a
CAP Master Technician today!*

Certified Master Technician rating is designed to test the skills of a quality appliance technician with at least two years of experience. To qualify the candidate must pass all 8 skill modules with a passing grade of at least 75%. The certification is good for four years before renewal is required

Certified Technician rating is designed to test the skills of a quality appliance technician with at least two years of experience in specific skill areas. To qualify the candidate must pass the Core module, the Consumer module and at least one other technical module of their choice. By successfully completing these requirements, the candidate will be certified in the specific technical skills that they have passed. The certification is good for four years before renewal is required

Certified Graduate Technician rating is designed for graduates of vocational schools who have completed their training. This serves as proof that the graduate has attained the knowledge necessary to perform in accordance to national skill standards. This certification is good for a period of two years. After successfully completing two years of employment as a appliance service technician, the graduate can request an up grade to Master Technician with the approval of his employer. The upgrade would be granted for a period of two addition years before renewal would be required.

Certified Consumer Specialist rating is designed for non-technical personnel who have direct contact with consumers. The exam teaches and tests the people skills, moral and ethical skills of your office staff, parts people and delivery crew. This rating is good for four years before renewal is required.

Certified Service Manager rating is designed to test the skills of the service manager in their ability to handle management tasks, productivity, employee relations, consumer relations, marketing and financial management. This rating is good for four years before renewal is required.