



# NRCA

## PROCertification®

## Overview of the PROCertified® Service and Maintenance Technician Certification Exams

This guide includes:

- [General information](#) about completing the PROCertified® Service and Maintenance Technician Certification exams
- [Sample exam topics and instructions](#)
- [Information about using the FastField Mobile Forms app](#)

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### GENERAL INFORMATION

#### **Topics in the exams**

The knowledge, skills and abilities that determined the exam submission requirements for this certification were taken from the Job Task Analysis for PROCertified Service and Maintenance Certification, which can be downloaded from NRCA's website, [nrca.net](http://nrca.net).

#### **Low- and Steep-slope exams**

There are different PROCertified Service and Maintenance Technician Certification exams for individuals seeking low- or steep-slope certification. Most exam questions are the same, but there are some differences.

#### **Format of the exam**

The certification exams must be completed in the FastField Mobile Forms app. The certification candidate or his or her authorized representative is given access to the exam form in the app. Every exam question requires uploading some form of media, such as photos, videos or audio recordings.

#### **Video with more sample exam answers**

NRCA has various readiness resources available for all PROCertification exams including a video titled: [NRCA PROCertification® Exam Prep—Service and Maintenance Technician: Sample Answer](#).

### SAMPLE EXAM TOPICS AND INSTRUCTIONS

Following are examples of items certification candidates must submit for the certification exam:

1. Video of the candidate demonstrating proper use of a PFAS
2. Audio recordings of the candidate describing times he or she arrived at a job and encountered an unsafe condition. What was done to assess and resolve the situation?

3. Audio recordings of the candidate describing how he or she has communicated an unexpected situation to various stakeholders
4. Audio recordings and photos related to the candidate explaining how he or she finds the source of a roof leak and resolves the related problems
5. Audio recording of the candidate describing the tools and materials needed to safely conduct a job described in a provided scenario
6. Audio recordings of the candidate describing how he or she protects a building, including protecting the interior, cleaning exterior spills and protecting the installed roofing materials
7. Audio recordings and photos related to the candidate explaining how he or she makes roofing repairs

**USING THE FASTFIELD MOBILE FORMS APP**

**Capturing media**

Photos, videos and audio recordings are captured from within the app by clicking on the related icons.

Below are sample exam screens from the FastField Mobile Forms app.

