Refrigerating Engineers & Technicians Association

Information Handbook and Application Form

Valid for examinations offered January 1, 2022 through December 31, 2022

RETA is fully committed to maintaining the fairness, impartiality, validity and integrity of all RETA certification programs. RETA policies and procedures are designed to assure that all decisions about certifying every candidate are based solely on the candidate’s qualifications and performance on RETA examinations and other certification-related activities.
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The Refrigerating Engineers and Technicians Association does not discriminate on the basis of age, sex, race, creed, disabling condition, religion, national origin, or any other protected characteristic.
Introduction to the RAI Handbook

The Refrigerating Engineers and Technicians Association (RETA) was established in 1910. RETA’s mission is to enhance the professional development of industrial refrigeration operating and technical engineers.

Certification confirms an individual’s qualifications and demonstrated knowledge. RETA certification was first offered in 1988. Two RETA programs have been accredited by the ANSI National Accreditation Board (ANAB) since 2008: Certified Assistant Refrigeration Operator (CARO) and Certified Industrial Refrigeration Operator (CIRO). The other RETA credentialing programs listed below were developed to meet the same criteria but are not yet accredited by ANAB.

Certification is based on knowledge shown by meeting designated eligibility requirements and passing the certification examination. The certification process helps individuals improve their skills and provides employers with a benchmark for evaluating job applicants and employees. Certification provides third-party validation that an operator or assistant operator has met standard requirements for experience and knowledge.

Objectives

▪ To establish a nationally recognized standard of experience, education, and training for refrigeration plant operators and supervisors.
▪ To assist the refrigeration industry in developing and recognizing qualified refrigeration plant operators and supervisors.
▪ To encourage technical training and education, as well as practical experience, for refrigeration plant operators and supervisors.
▪ To promote safety in industrial refrigeration facilities.
▪ To increase public recognition of the skills needed in the industrial refrigeration field.

RETA Certification Programs

RETA Credential | Certification Criteria | Initial Requirements
--- | --- | ---
Certified Assistant Refrigeration Operator (CARO) ANSI - accredited | Show entry-level knowledge needed to assist in refrigeration system operations under supervision | Score 70 or higher on the CARO exam
Certified Industrial Refrigeration Operator (CIRO) ANSI - accredited | Show knowledge needed to supervise refrigeration system operations | Two years’ experience plus score 70 or higher on the CIRO exam
Certified Refrigeration Service Technician (CRST) | Show knowledge and skills related to technical and operational support for refrigeration systems. | Current CARO/CIRO or documentation of at least 4 years of progressively responsible experience in the refrigeration field plus score 70 or higher on the CRST exam
Certified Refrigeration Energy Specialist (CRES) | Show knowledge required to manage energy efficiency in refrigeration systems and facilities | Score 70 or higher on the CRES exam plus Document three Energy Efficiency Activities
RETA-Authorized Instructor (RAI) | Show ability to teach industrial refrigeration operations | Show evidence of teaching industrial refrigeration plus Score 80 or higher on the RAI exam
How to prepare for these examinations

RETA publishes a series of books to help refrigeration operators gain the knowledge required to operate industrial refrigeration systems safely and efficiently. Other sources also are available to help candidates master these concepts and skills. Candidates may choose among many paths and resources to help them qualify for a RETA credential.

RETA provides study guides and other resources to help candidates prepare for to qualify for a RETA credentialing examination. The study guides can be downloaded free from the RETA website. A candidate may register and pay the required fee for Book Tests and Practice Tests with a credit card before or after they has applied for the CARO, CIRO, CRST, CRES or RAI credential.

Book Tests

These are offered as final exams to verify completion of a course. A passing score of 70% or better on these book tests can be used to earn Professional Development Hours (PDHs) toward recertification. All RETA book final exams are available for purchase in the store on the RETA website: https://reta.site-ym.com/store. The cost for each RETA book final exam is $25.00 per attempt.

Study Guides

RETA created Study Guides to help candidates prepare to perform well on CARO, CIRO, CRST and CRES. Each Study Guide can be downloaded free from the RETA website. Study Guides include reference material that will be needed to answer questions during each test. These references will appear on-screen during each test. Candidates are not allowed to use these study guides during a RETA certification examination. Candidates should become familiar with these references for the RETA credential they are working toward before taking the test.

- The CARO Study Guide provides references candidates will need to be familiar with to answer questions on the CARO examination.
- The CIRO Study Guide provides references and screens that candidates will need to be familiar with to answer questions on CIRO exam. This Study Guide also illustrates how to use data in CIRO screens to evaluate and resolve problems in refrigeration system operations.
- The CRES Study Guide provides references and screens that candidates will need to be familiar with to answer questions on the CRES exam. This Study Guide also illustrates how to use data in CRES screens to evaluate and resolve problems in refrigeration system operations.
- The CRST Study Guide provides references and screens that candidates will need to be familiar with to answer questions on CRST exam. This Study Guide also illustrates how to use data in CRST screens to evaluate and resolve problems in refrigeration system operations.

Practice Tests

- The CARO Practice Test is available for $59 per attempt. It includes questions like those that will appear on the full CARO Examination. The CARO Practice Test also uses the same onscreen references that will appear onscreen for the full CARO examination.
- The CIRO Practice Test is available for $59 per attempt. It includes questions like those that will appear on the full CIRO Examination. The CIRO Practice Test also uses the same onscreen references that will appear onscreen for the full CIRO examination.
- The CRST Practice Test is available for $59 per attempt. It includes questions like those that will appear on the full CRST Examination. The CRST Practice Test also uses the same onscreen references that will appear onscreen for the full CRST examinations same the onscreen references that will appear onscreen for the full CRST examination.
**RETA Study Guides**

*There is no RAI Study Guide. RAI’s are expected to be familiar with the CARO, CIRO, CRST and CRES Study Guides and are encouraged to help candidates learn how to use these exam resources effectively. Refer to the CARO, CIRO, CRST and CRES Study Guides for more information.*

**Using RETA References On-Screen**

References for each RETA test are in a PDF that appears on the screen next to test questions. You will have the following tools for using the PDF.

- Move the red vertical line separating the two sections from side to side to assign more screen space to the References or to questions.
- Zoom in or out to make pages in the References PDF larger or smaller by clicking on the plus (+) or minus (-) symbols at the top of the screen. This tool bar disappears after a few seconds. The toolbar reappears when you move the mouse over the References document.
- Scroll from page to page to find the location in the References that has the table, formulas or other information you want to use.

The following screens show how this will work during the test.

**Screen 1**

The sample question asks about controlling an ammonia fire. The References document title page appears on the right side of the screen.

The toolbar at the top of the References document allows you to zoom in and zoom out by clicking the plus (+) or minus (-) symbols. The toolbar disappears after a few seconds. The toolbar reappears when you move the mouse over the References document. You cannot use the save or print functions in the toolbar during the test. If you click on those icons, you need to click “Cancel” in the menu that appears for either function to return to References.

*Do not use the CTRL + F keys for searching in the PDF as this will cause the testing system to think a security violation is happening and will automatically log the test taker out and the login screen will appear.*
Information to help answer the question appears in the Ammonia SDS. Scroll to the opening page of the SDS.

The answer to the question appears in the first paragraph of Section 5, Fire Fighting Measures, in the ammonia SDS. In this screen the vertical red line has been moved to the left to increase the screen space assigned to the References document.
Calculators

All the calculations required in this test can be completed with a simple calculator. A scientific calculator is **NOT** required to perform well on this examination. You are permitted to bring a simple non-printing calculator to the test, but you will be required to clear the calculator memory before you may take any calculator into the testing room.

### Eligibility for RETA Certification

No individual is eligible for RETA certification unless he/she is in compliance with the RETA Code of Conduct. RETA may deny, revoke, suspend, or otherwise act upon certification or membership of any individual who is not in compliance with the RETA Code of Conduct.

1. The individual must truthfully complete and sign the RETA application for certification and shall provide additional information as requested. All documents and information provided to RETA as part of the certification process are the property of RETA and will not be returned.
2. All RETA members, certification candidates and certificate holders agree to waive all claims against and will hold harmless RETA, its staff, volunteers and agents which arise out of or relate to any RETA investigation and review of alleged violations of the RETA Code of Conduct.

### Purpose of the RAI Credential

The goal of the RETA Authorized Instructor (RAI) program is to make quality Industrial Refrigeration instruction widely available to businesses and individuals who operate industrial refrigeration systems. RAI reflects RETA’s commitment to a “Train the Trainer” approach to supporting high-quality instruction in support of all industrial refrigeration system operators, managers, consultants and related technical and support personnel.

A RETA Authorized Instructor (RAI) provides high-quality training focusing on safety and the improvement of operational and maintenance competency in the industrial refrigeration environment. The RAI may use RETA’s standardized training material as well as other materials such as machinery specific operating and maintenance manuals necessary to provide the instruction. RAI instructors may use materials that are published by other sources if they document the comparability of alternate materials to RETA publications or that these materials supplement RETA-published content.

RETA is fully committed to maintaining the fairness, impartiality, validity and integrity of all RETA certification programs. RETA policies and procedures are designed to assure that all decisions about certifying every candidate are based solely on the candidate’s qualifications and performance on RETA examinations and other certification-related activities.

### RAI Benefits

1. RAIs are nationally recognized as qualified providers of industrial refrigeration instruction and/or training to the industrial refrigeration industry.
2. RAIs will receive recognition in RETA communications and will thus gain national exposure to a wide market as providers of training to the industrial refrigeration industry.
3. RETA books and materials can be sold to RAIs at a discounted rate.
RAI Test Security Responsibilities
1. The RAI Application certifies that the RAI agrees to operate under the specifications of the RETA Code of Conduct. Violation of the RETA Code of Conduct can result in suspension or revocation of the RAI credential.
2. The RAI Application also requires that the RAI agrees to protect the security of RETA exams at all times. Any RAI who copies or distributes materials that could compromise the security of RETA exams may lose the RAI credential. Furthermore, all candidates trained by the RAI will be subject to investigation for possible violations of RETA test security if an RAI compromises test security. An RAI who compromises the security of RETA exams risks revocation of all RETA credentials issued to anyone they have trained for three years prior to the suspected violation.

RAI Instructional Evidence and Evaluations
1. RAI applicants must demonstrate that they have experience as an instructor from an acceptable training center. RAI must be capable of:
   • properly doing a needs assessment,
   • developing a curriculum appropriate for adult learners,
   • developing and using lesson plans,
   • establishing and maintaining a good learning environment,
   • delivering a training message and instruction effectively,
   • establishing a measurement system for student learning,
   • demonstrating an ability to establish and maintain a record keeping system.
2. Each RAI must refrain from teaching topics for which he/she is not fully qualified by training, education and experience.
3. Each RAI shall submit documentation of six years of industrial refrigeration industry experience subject to review by RETA prior to issuance of an RAI credential.
4. All RAI must pass an RAI qualification examination.
5. The RAI shall provide documentation of PDH / CEU acquisition to demonstrate continued learning and development in the operation and maintenance of industrial refrigeration systems.
6. No RAI applicant will sit for the RAI examination until review of credentials and references are completed by RETA.

RAI Fees
RAI applicants must pay a fee of $900. The RAI recertification fee is $700.

All applications submitted without the required fee are incomplete until the fee is paid. RAI credentials cannot be evaluated and they will not be permitted to schedule or take a test until all required fees are paid.

ALL RETA CERTIFICATION APPLICATIONS EXPIRE AFTER ONE YEAR UNLESS YOU REQUEST A 90-DAY EXTENSION BEFORE THE END OF YOUR ELIGIBILITY PERIOD. YOU FORFEIT YOUR EXAM FEES IF YOU DO NOT MEET THIS REQUIREMENT.
RAI Application Review and Approval

1. RAI applicants shall submit a completed RAI Instructor Application Form, a resume and the names of four professional references. No more than one reference can be related to the same company or source. RETA will conduct reviews of the RAI applicant’s references and experience before the candidate can be approved to take the RAI examination.

2. RETA will conduct reviews of the RAI applicant’s references and experience before the candidate can be approved to take the RAI examination.

3. The RETA Certification Committee determines whether to award the RAI credential after a candidate has passed the RAI examination and met all other requirements. The Certification Committee may conduct an interview or request additional materials from the candidate before making a decision.

4. The initial RAI fee is set by the RETA board. Recertification is required every three years. RETA reserves the right to adjust fees as RETA deems appropriate.

RAI Curriculum Approval

RAI applicants must provide a sample lesson as part of the RAI application that includes training objectives, how those objectives will be taught, and how the applicant would measure mastery of the content in the lesson. The use of supplemental training material from original equipment manufacturers (OEMs), design and engineering firms, and other vendors is encouraged; supplemental material must be identified in the lesson plan. Such material must support the aims of the curriculum and be consistent with the RETA mission “to further the education, training and technical knowledge of its members in the art and sciences of refrigeration engineering and all phases of refrigeration.”

Submitted course plans shall list specific areas of instruction in systems and components, including theories. A RAI may go beyond the submitted curriculum in order to tailor a course to a client’s specific needs (for example, site-specific SOP training). Special system training should be noted as an optional service provided by the RAI when curriculum is submitted.

RETA’s Responsibilities to RAIs

1. To protect the RETA RAI emblem by registering it with the United States Patent and Trademark Office.

2. To promote RAIs through the RETA web site.

3. To direct persons contacting RETA in search of trainers or instructors to the RETA to the current contact listing of RAIs.

4. To support RAIs with available RETA resources sold at a discounted rate to RETA RAIs.

5. To correct and/or process the RETA Course final exams and the certificates of completion and student letters of accomplishment.

6. To monitor the performance of all RAIs by observing student success rates and reviewing student evaluations of their instructors.

7. To continue to improve RETA coursework materials.

8. To enforce RETA policy and procedures.
Restrictions
1. RAI marketing claims shall be in compliance with the policies and procedures of the RETA Certification Program.
2. RAI advertising and marketing claims shall NOT state the courses are “RETA Certification Exam Preparation” courses. Allowable language states that the course content covers information published by RETA, or other authors, that may be represented in RETA Certification Exams.
3. RETA does not authorize any course or class that is given solely for the purpose of passing a RETA certification exam.
4. RETA does not approve specific courses. RAI’s may not advertise courses as “RETA Approved”. RAIs may market themselves as RETA Authorized Instructors, i.e. Instructors name followed with RAI® on business cards and other correspondence documents.
5. RAI self styled certificates may not reference RETA, nor contain the RETA logo. The RAI emblem and registration number may appear on the RAI’s certificate. RETA may suspend or revoke an RAI credential if an RAI continues to use materials that include inappropriate references to RETA after notification by RETA.
6. RAI agrees that use of RETA’s name and the RAI seal will be restricted to matters related to this Agreement or in conjunction with the RAI’s organizational name, and that the exploitation of such right of usage shall be to the best advantage of the protection of the name and good will of RETA.
7. In connection with the use of the RETA’s name and RAI seal, RAI agrees to not represent that it has any ownership in the RETA’s name and RAI seal.

Relationship between RAI and Clients – Separation from RETA Headquarters
1. The agreement for training is between the RAI and the client or company hiring them.
2. All fees are paid to the RAI directly by the customer.
3. RETA shall not be responsible for any financial obligations of any RAI entities in the course of their business affairs.
4. RETA does not provide booking and logistical services for RAI classes. All arrangements are between the RAI and the student or company by the RAI.
5. RETA and RAI agree that this Agreement is not intended to create any agency relationship of any kind; and RETA and RAI agree not to contract any obligations in the name of the other, or to represent that RETA is in the business of providing the products and/or services provided by RAI.

License and Privileges
RAIs are permitted to use the RETA name and RAI seal in conjunction with their organizational name. The RAI seal remains the property of the RETA national organization and may not be otherwise reproduced without written consent and approval from RETA. RAI shall at no time adopt or use, without RETA’s prior written consent, any word or mark which is so similar to the RETA’s name and RAI seal so as to cause confusion with the RETA’s name and RAI seal.
Termination
1. The RAI agreement may be terminated upon written request by a RAI who chooses to end the relationship.
2. RETA may initiate termination when an RAI fails to maintain their credential through the renewal process, or by cause.
3. The effective date for execution of a termination is 30 days after the date of notice.
4. Upon termination of this Agreement in any manner, RAI shall immediately cease and desist from all use of the RETA’s name and RAI seal.

Refund of Application Fee
There will be no refunding of application fees once the process has been started.

RAI Eligibility to Instruct Candidates for RETA Examinations
1. RETA conflict of interest and test security protections prohibit RAl’s from instructing any candidate who is preparing for an examination the RAI has taken during the past two years. Violation of this rule could compromise RETA’s ANSI accreditation.
2. An RAI who applies for CARO, CIRO, CRST or CRES must agree in writing when they apply that they will not instruct any candidate for the examination they will take for two years after their test date.
3. RAI’s may recertify CARO, CIRO, CRST or CRES credentials they earned prior to completing an RAI without this restriction only if they meet recertification requirements with CEUs or PDHs.
4. Violation of this rule requires immediate surrender or suspension of the RAI credential.

Consequences of an RAI Compromising a RETA Examination
RETA will revoke all RETA credentials for any RAI whom RETA determines has compromised the security, fairness or integrity of a RETA examination as a violation of the RETA Code of Conduct. RETA may ask the RAI to reimburse RETA for the cost of replacing examinations that are compromised as a direct result of the RAI’s actions.

Changes in Certification Criteria
RETA may approve changes in these certification requirements at its discretion. The current version of this Handbook constitutes notice of these changes to applicants, candidates and certified persons. RETA policies at the time a candidate is initially certified remain in effect for the three-year term of certification. Any new or amended requirements must be met at the time a candidate applies for recertification.
Indemnification

The RAI shall indemnify, defend, hold and save RETA, its officers, directors, employees and agents and their heirs, administrators and executors, and each of them, harmless from any and all actions and causes of action, claims demands, liabilities, losses, damages or expenses, of whatsoever kind and nature, including judgments, interest and attorney's fees and all other reasonable costs, expenses and charges which RETA, its officers, directors, employees and agents and their heirs, administrators and executors, or any of them shall or may at any time, or from time to time, subsequent to attaining RAI status sustain or incur, or become subject to by reason of any claim or claims against RETA, its officers, directors, employees and agents and their heirs, administrators or executors or any of them for any reason resulting from any of them, carrying out the terms and conditions of this Agreement, except for gross negligence, willful misconduct, criminal acts or omissions, or breach of this Agreement on the part of RETA, and provided further that RETA, its officers, directors, employees and agents and RETA, its officers, directors, employees and agents and their heirs, administrators, executors, or any one of them promptly notifies the RAI and its general counsel of adverse claims or threatened or actual lawsuits. RETA, its officers, directors, employees and agents and their heirs, administrators or executors, as appropriate, shall provide complete cooperation to RAI, its attorneys and agents in such case to the extent possible.

RETA shall indemnify, defend, hold and save the RAI harmless from any and all actions and causes of action, claims demands, liabilities, losses, damages or expenses, of whatsoever kind and nature, including judgments, interest and attorney's fees and all other reasonable costs, expenses and charges which the RAI shall or may at any time or from time to time subsequent to the date of this Agreement sustain or incur, or become subject to by reason of any claim or claims against the RAI for any reason resulting from any allegation that the standardized training materials infringe any third party intellectual property rights and provided further that the RAI promptly notifies RETA and its general counsel of adverse claims or threatened or actual lawsuits. The RAI shall provide complete cooperation to RETA, its attorneys and agents in such case to the extent appropriate.
Candidate Behavior during RETA Certification Examinations

You must bring **TWO forms of identification with you when you appear to take your exam.** Proctors must verify that you are the same person who applied for the CRES credential. You need a second signature that matches the one in your primary identification (usually a driver’s license, passport or other government-issued photo ID). Be sure that you have signed the reverse side of your credit card if you plan to use that as a second form of ID.

Any use of unauthorized materials during administration of a RETA certification examination may result in immediate disqualification and an automatic failing score. RETA may withdraw eligibility for certification from any candidate who uses prohibited materials during an examination, has any unauthorized contact with anyone other than test center staff during an examination, or engages in other unethical, disruptive or unprofessional behavior at a test center.

In order to protect the validity and security of RETA testing and certification programs, misconduct or suspicious circumstances may render a test score invalid. If doubts are raised about a score because of these or other circumstances, RETA expects cooperation in any RETA investigation of possible violations of test validity and security. RETA reserves the right to cancel any exam score if, in the sole opinion of RETA, there is adequate reason to question its validity. RETA, in its discretion, may offer the individual an opportunity to take the examination again at no additional fee, offer the individual an opportunity to take the examination again including payment of all fees, or proceed with disciplinary action as described in these procedures. Following any administrative exam irregularities, the Executive Director, on advice from the Consulting Psychometrician, will review the matter and decide whether to cancel scores, and whether the candidate may be offered a retest at RETA expense or at his/her expense. Such actions may be subject to appeal as described in these procedures.
RETA Code of Conduct

The RETA Code of Conduct sets the professional standards required of all RETA members and certificate holders. RETA certification and membership affirms your agreement to abide by these standards to advance the integrity, honor and prestige of all persons and organizations in the refrigeration industry. By submitting the RAI application, you agree to follow the RETA Code of Conduct and to strive to meet the following professional standards of behavior:

1. I recognize the urgency of protecting the health and safety of all personnel in refrigeration facilities and the public and agree to safely handle and operate refrigeration equipment and supplies at my level of knowledge, skill and experience.

2. I accept responsibility for assuring that those persons for whom I am responsible will be qualified by training, education and experience to operate the specific equipment in the refrigeration facility at which I am employed.

3. I will promote training and education of those refrigeration personnel with whom I come in contact to assure that they are qualified to maintain and improve the safety and energy-efficient operation of refrigeration facilities for which they have any responsibility.

4. I accept responsibility for my own continued professional development as well as that of those I supervise and will participate in appropriate certification and training activities to acquire, demonstrate and maintain competence in the refrigeration industry.

5. I will comply with all laws, rules and regulations that apply to safe operation of refrigeration facilities.

6. I will act responsibly and with integrity in all refrigeration industry and RETA activities by adhering to high standards of professional conduct to protect the health and safety of employees, employers, the public and all others affected by refrigeration facilities and practices.

7. I will avoid conduct or practices that could discredit the refrigeration industry like deceiving or harming employees, employers or the public.

8. I will provide accurate and truthful information related to all aspects of my RETA membership, certification and refrigeration training and experience.

9. I will follow all requirements established by RETA regarding references to my RETA certification and membership when describing my qualifications, training and experience in the refrigeration industry.

10. I will cooperate with RETA in any investigation of test security, validity, conflicts of interest or possible violations of the RETA Code of Conduct that warrants my participation.

11. I will maintain open and constructive relationships with those governmental and regulatory authorities relevant to the refrigeration industry with the intent of fostering an atmosphere of mutual trust and respect on behalf of myself and those for whom I am professionally responsible.

12. I will refuse to engage in any behavior that could be perceived as a threat to the health and safety at refrigeration facilities, of other employees and the public. This includes but is not limited to problems with chemical dependency, substance abuse, verbal threats or physical violence that could adversely affect the safety of refrigeration facilities.

13. I will support RETA local chapters to advance local influence and adherence to the RETA Code of Conduct.

14. I agree to inform RETA without delay of any changes that restrict my capacity to perform competently, safely and effectively without endangering the welfare of myself or others if I can no longer fulfill my obligations as a RETA-credentialed professional.

15. I agree to return any RETA credential to RETA if it is suspended or revoked.
Adhering to the RETA Code of Conduct

All activities of the Refrigerating Engineers and Technicians Association (RETA) shall be conducted with policies and procedures consistent with RETA Bylaws and the RETA Code of Conduct. The RETA Code of Conduct shall apply to all RETA members, directors, officers, staff, task force members, certification candidates, certificate holders, employees and consultants. The RETA Code of Conduct is intended to maintain the confidence and respect of industry employers and their employees. It also is intended to protect the public’s health and safety as well as every person in a position of responsibility in the refrigeration industry.

Disciplinary Action

RETA may reject or suspend the eligibility of any certification candidate, suspend or revoke the certification of any certificate holder, or refuse to recertify any person who is found to have engaged in any of the following violations or any part of the RETA Code of Conduct:

1. Obtaining or seeking to obtain RETA certification through submission of fraudulent, misleading or untruthful statements or documentation of qualifications, training and experience.
2. Unauthorized possession or use of RETA examination materials in any form, including but not limited to recreating from memory, copying, posting on any website, reproducing or disclosing to others any examination question or test-related materials or content not released by RETA to all certification candidates.
3. Any conviction for criminal acts in connection with activities for which the individual is certified by RETA, including but not limited to drug- or alcohol-related offenses which could make the RETA-certified individual a possible threat to the health and safety of refrigeration facilities, other employees and the public.
4. Unauthorized or illegal use of any registered certification mark or logo owned by RETA.

RETA Disciplinary Policy and Procedures (available on the RETA website) provide detailed information for bringing charges and for hearings and appeals related to disciplinary charges.

Completing the RAI Application

Your RETA membership must be current at the time of application in order to qualify for the member rate. If your company is a corporate member, you (the certification applicant) must be one of the company’s designated members to qualify for the member rate.

1. Complete all sections of the application
2. Print or type all information except your signature.
3. Attach a photocopy of your current membership card to the application. This photocopy assists staff to ensure the correct processing of your application.
4. Include the appropriate application fee in the form of personal or company check, money order, or credit card information. Make your check payable to Refrigerating Engineers & Technicians Association. Purchase orders are accepted, but a test cannot be scheduled until the purchase order has been paid.
5. Email the completed exam application and supporting documents as a PDF to: certification@reta.com. You can also mail the application form with attachments and your payment to:
   RETA Certification, 1725 Ferry St. SW, Albany, OR 97322

6. ALL RETA CERTIFICATION APPLICATIONS EXPIRE AFTER ONE YEAR UNLESS YOU REQUEST A 90-DAY EXTENSION BEFORE THE END OF YOUR ELIGIBILITY PERIOD. YOU FORFEIT YOUR EXAM FEES IF YOU DO NOT MEET THIS REQUIREMENT.

7. Your application is incomplete until all information is provided and your fees are paid. You will be informed of any steps needed to take to complete your application. No test can be scheduled until these steps are completed. RETA reserves the right to verify the eligibility of any applicant.
**Returned Check Fee**

Any applicant whose personal check is returned for insufficient funds is required to pay a $50 penalty fee. Remittance of fees thereafter must be by money order or certified check. **The fee must be paid before the exam can be scheduled.**

**Test Authorization Code**

When your application is approved and all required fees are paid, you may schedule your exam. After you select a test location and date, you will receive an email from RETA that includes your examination authorization code. You will choose the location and will make an appointment with the test center. You will not be admitted to the examination without your test authorization code and photo identification.

**Scheduling an Examination**

Test center appointments are scheduled through RETA. Contact RETA on business days between 7:30 am and 4:00 pm, Pacific Time. Be prepared to commit to securing a location, date and time before you call RETA. Most Kryterion® test centers have from 2 to 4 test stations available at a time. Staff will do their best to find a site and time that suits your needs.

**Rescheduling an Examination**

Candidates who need to reschedule a test must do so no less than four business days (96 hours) before the scheduled date of their test. **Tests that are rescheduled after the 96 hour deadline will require a processing fee of $135 to cover the charges that RETA will be charged by the testing company. The fee must be paid before the exam can be scheduled.**

**Absence or Late Withdrawal**

You will forfeit all fees if you fail to show at the test center at the appointed time without rescheduling at least four business days before your scheduled test date. If you withdraw your application for RETA certification at least five business days before your scheduled test date, **you may request a refund of up to half the RETA application fee.** If you are not able to test, you may not transfer your registration to another candidate.
**Taking the Test and Receiving Your Scores**

Each question will appear on the test center screen one at a time. You can record your answer to each question. After you have finished answering and reviewing questions, you may end the test. The test will end automatically if your time expires.

After you finish the test a short survey will follow to gather information about your RETA testing experience. **This is the best place to inform RETA about any concerns you might have** about the exam content or problems that might occur while taking the exam. RETA uses this input to improve the exam. You are encouraged to participate.

You will be notified of your examination results immediately after the examination. A preliminary score report will be given to you at the testing center after you have taken the exam. Some but not all testing centers are capable of giving you a printed results report.

Your score report will tell you whether you passed or failed the examination, the percent of questions answered correctly and section subscores. This report is e-mailed to you directly after you take the exam (this is one reason that it is essential that you have a valid e-mail address). A follow up report and your certificate will be mailed to you from RETA Headquarters.

**Re-Examination**

If you do not pass the examination, you may take the examination again within one year following your initial test for $655.00. To do so, you must submit a new application and pay the re-examination fee. **There is a 4 month wait time between taking the examinations.**

**YOU WILL HAVE 90 DAYS AFTER APPROVAL AND PAYMENT OF FEES TO SCHEDULE AND COMPLETE A NEW TEST.**

**Confidentiality and Public Information**

To ensure the security of the examination, the test materials are confidential and individual results will not be released to any person or agency except the candidate and RETA. A candidate’s individual test results will be released to others only upon the candidate’s written request. **To avoid the possibility of a release of your test results to others it is necessary that you provide RETA an email address that you control.** The instructions and communications, including test results, are emailed to the address you provide. If you use some other person’s email address as the contact address for you, they may have access to your results information.

When an operator has achieved RETA certification, that fact is considered public information. It is RETA’s policy to verify certification upon request. RETA does not provide information about certification status other than whether an individual is certified.

**Comments about Your Test Experience**

All candidates have the opportunity to comment about their RETA testing experience, the test center, and the test in a short survey at the end of each examination. All candidate comments are reviewed by the RETA psychometrician and the RETA Certification Committee.
Comments about Test Questions

Any candidate may request a review of the validity of a question on a RETA examination in their comments at the end of each examination period by listing the question number and describing why he/she thinks the question warrants further review. All questions on each RETA certification exam have been validated by the RETA Certification Committee and RETA’s psychometrician (testing consultant). Candidate comments about any RETA exam question result in further review and revalidation of the question.

RETA also conducts periodic statistical reviews of candidate performance on each question. Even if no candidate(s) comment about a question, this performance data may trigger review and revalidation of a question. If changes in a question are justified during these reviews, all scoring adjustments are applied automatically to all candidate scores. Revised score reports are issued to any candidate whose status changes from fail to pass as a result of these procedures.

Appealing Scores

An appeal procedure is available to individuals who wish to contest an adverse decision made by RETA.

Candidates do not have the right of appeal of actions: (1) resulting from failure to meet published procedure(s), or (2) based on RETA’s actions in setting a passing score which resulted in the individual’s failure to pass the certification examination.

Candidates may appeal the results of an examination in writing via U.S. Mail, facsimile or E-mail to RETA headquarters within 14 calendar days after their examination date. RETA will respond in writing to all appeals after review of the candidate’s results by the RETA Certification Committee.

Improper Use of RETA Identification and Certification

RETA examinations and their content are the property of RETA. These examinations are available only to those persons who desire in good faith to become certified by meeting RETA certification requirements. By applying for RETA certification, each candidate agrees to the following provisions.

1. All RETA examinations, certificates, cards, logos, patches and emblems and the names Certified Assistant Refrigeration Operator (CARO), Certified Industrial Refrigeration Operator (CIRO), Certified Refrigeration Service Technician (CRST), Certified Refrigeration Energy Specialist (CRES) and RETA Authorized Instructor (RAI) are property of RETA and may not be used in any way without the express written consent of RETA. Individuals who pass current RETA examinations must comply with RETA rules in all references to RETA certification.

2. Refrigeration professionals may use the CARO, CIRO, CRST, CRES or RAI designations when they meet all requirements established by RETA. A RETA certificate holder has demonstrated expertise gained from study, training and experience in the safe handling of materials and safe operation of refrigeration equipment and facilities.

3. Any individual RETA suspends, reprimands, limits or revokes from RETA certification or authorization due to failure to meet RETA requirements shall immediately relinquish, refrain from using and correct at their own expense any outdated, inaccurate or otherwise inappropriate use of any RETA certificate, card, logo, patch, emblem, and references to CARO, CIRO, CRST, CRES and any other RETA certification programs or credentials.

4. If the individual refuses to relinquish immediately, refrain from using and correct at his or her expense any misuse or misleading use of such items when requested, the individual agrees that RETA shall be entitled to obtain injunctive relief, damages costs and attorney's fees incurred in obtaining any such or other relief.
Requests for Special Accommodations

Candidates who are unable to complete a RETA certification examination under standard conditions must submit documentation to support their request for special accommodations. This request must specify the modifications of the examination procedure that they believe are appropriate and must be submitted with the initial application for RETA certification or recertification. RETA will evaluate each request to determine that it does not interfere with the candidate’s ability to perform the work of certified refrigeration professional.

Any special accommodations must meet the criteria defined by the Americans with Disabilities Act (ADA). Candidates who qualify for such arrangements should be able to document similar steps that were part of their prior training and testing experiences. ADA also requires that RETA determine that a candidate who receives such accommodations must still demonstrate the ability to safely and effectively perform the duties required to qualify for the credential being awarded. ADA does NOT allow special accommodations that would substantially alter the skills required to perform a job or could limit a candidate’s ability to protect the health and safety of employees and the public.

Test centers may accommodate candidates with disabilities that interfere with test taking. Confirm with the testing center that they have the necessary fixtures and facilities to address your specific needs.

The RAI Application Review Process

RETA staff will review the RAI candidate’s educational degrees, refrigeration-related experience and curriculum materials. RETA staff also will contact references and prepare an evaluation report before forwarding the application to RETA’s Certification Committee. The Certification Committee will make a recommendation about whether the RAI applicant should be approved to take the RAI examination.

RETA committees also will evaluate the curriculum presented. The Certification Committee (CertComm) may request additional information. RAI candidates also may be asked to participate in an online interview with CertComm that may include a request to present a portion of the candidate’s instructional materials.

After CertComm has approved the RAI candidates’ application the RAI exam can be scheduled.

Following passing the RAI exam, RETA staff will issue the RAI credential and confirm contact information for listing the newly credentialed RAI on the RETA website. RETA also will send information about resources available to the RAI, publish a press release announcing receipt of the credential, and include the RAI in an item in the next RETA Breeze.
RAI Recertification

The RETA Code of Conduct requires all RETA certificate holders to participate in appropriate certification and training activities to acquire, demonstrate and maintain their competence in the refrigeration industry. Each RETA certificate expires three years after it is issued. Recertification candidates may establish that their knowledge and skills are still current for their level of RETA certification either by taking the then current examination for that classification or by providing RETA with the required documentation of his/her qualifications for recertification. Continuing education credits can be earned by documenting participation in professional training related to your RETA certification.

Your RETA membership must be current at the time of application in order to qualify for the member rate. If your company is a corporate member, the certification applicant must be one of the company’s designated members to qualify for the member rate.

RAI recertification is required every three years. Renewal is contingent on:

1. Maintaining RETA membership in good standing.
2. Satisfactory adherence to the requested documentation necessary for RETA’s RAI Program. RAI “Trainer Evaluation Form” shall be submitted to RETA headquarters subsequent to RAI training. The RAI shall supply students with a trainer evaluation form to be completed and forwarded to RETA by the student, or class, in an instructor-provided, pre-addressed envelope. Twenty-five (25) RAI Trainer Evaluation forms need to be submitted as part of the RAI renewal application.
3. RAI student performance reviews are satisfactory.
4. Renewal application forms and fees are correctly submitted.

Training is measured in Professional Development Hours (PDHs) as determined by RETA. Recertification requires 24 PDHs relevant to the practice of refrigeration operation / service / repair / maintenance / engineering. One PDH can be earned for 50 minutes of instruction or participation. If a program awards continuing education units (CEU) rather than professional development hours, one CEU equals 10 professional development hours of class in an approved continuing education course. Documentation of PDHs for recertification may be submitted in the RETA Recertification Database or with a completed recertification application.

Professional development activities may include:

- Successful completion of a college or university course in the area of refrigeration operating / servicing / installation, related sciences, and engineering ethics. RETA will award PDHs based on a transcript documenting successful completion of any such course(s).
- Successful completion of professional engineering courses or programs in which professional development hours are earned.
- Successful completion of refrigeration operating programs, seminars, tutorials, workshops, short courses, on-line or in-house courses.
- Attending program presentations at related technical or professional meetings, including the RETA Annual Conference.
- Teaching or instructing. Teaching credit is valid for teaching a course or seminar for the first time only. Two PDHs may be earned for every hour of teaching.
- Authoring papers or articles that appear in nationally circulated journals or trade magazines or presented to a professional society or organization. A maximum 10 PDHs per paper or presentation per renewal are allowed for this activity;
- Active participation on a RETA committee or holding an office in a Chapter as an elected officer. Two PDHs will be awarded per committee membership or office held. A maximum of 8 PDHs may be accepted per renewal period.
PDH programs, activities and course requirements

- Each approved course, program or activity must contribute to the advancement of professional skills and/or scientific knowledge of the recertification candidate in the practice of refrigeration system operations, services, design, installation and/or maintenance.
- Each approved course, program or activity must foster the enhancement of general or specialized practice and values of refrigeration operations, related sciences and/or engineering ethics.
- Each approved course, program or activity must be developed and presented by persons with education and/or experience in the subject matter of the program.

Acceptable providers for PDHs shall include, but not be limited to the following.

- RETA Annual Conference workshop courses.
- Regional RETA conference workshop courses.
- Colleges, universities or other educational institutions presenting courses related to industrial refrigeration.
- Other technical or professional societies or organizations including manufacturers (factory training either site-specific or in factory – procedures for documenting this training will be made available from RETA HQ).

RETA shall evaluate whether to award PDHs for training requested in an application for recertification or in the RETA Certification Database based on documentation provided by the candidate.

Candidate Notification and Appeals

- RETA will inform the candidate in writing whenever PDHs requested as part of a recertification application cannot be applied toward renewing a RETA credential. The candidate must respond in writing within 30 days with any new evidence in support of the candidate’s recertification before a decision to deny credit toward recertification will be reconsidered by RETA. Unsupported claims will be denied.
- RETA may require additional evidence demonstrating compliance with these requirements from any candidate. Each recertification applicant must provide evidence that training meets these recertification requirements before PDHs will be applied toward recertification.
- Candidate appeals of decisions regarding recertification are subject to the policies documented in Section 1800, Membership, of the RETA Policy and Procedures Manual.
Your Name Exactly as it appears on your government issued ID. The testing center may not allow you to test if the information does not match.

Your Name Exactly as You Want it on Your Certificate

Your RETA Membership Number and Expiration Date:

Company

<table>
<thead>
<tr>
<th>Business Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
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<table>
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<tr>
<th>Home Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
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<table>
<thead>
<tr>
<th>Home Phone</th>
<th>Work Phone</th>
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</thead>
</table>

E-mail address IMPORTANT: A VALID E-MAIL ADDRESS IS MANDATORY

☐ Check here if you qualify for a special accommodation as defined by the Americans with Disabilities Act (ADA). Attach documentation to support your special accommodation.

Describe the accommodation(s) you have received in past education and/or professional testing that you think may be appropriate for RETA examinations.

**Related Experience**

Your present employer (company name)

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
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</table>

Your current job title Refrigeration-related responsibilities and experience

Your prior job title Refrigeration-related responsibilities and experience

**Education and Training**

☐ High School Graduate

<table>
<thead>
<tr>
<th>Year</th>
<th>Name of School</th>
<th>City</th>
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☐ College Degree(s)

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<tr>
<th>Year</th>
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<th>City</th>
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<table>
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<th>Year</th>
<th>Name of School</th>
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☐ Other Professional Training

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<tr>
<th>Year</th>
<th>Training Provider</th>
<th>City</th>
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</table>
RAI Candidate Name

SAMPLE CURRICULUM OUTLINES AND MATERIALS

Each RAI candidate must submit TWO SETS of content outlines and sample instructional materials used to train refrigeration operators. Only courses using current refrigeration training materials will qualify as relevant to RETA’s RAI credential. RETA will evaluate these content outlines and materials and may ask the candidate for additional information or explanations of how these are used to train and support industrial refrigeration operators.

Course plans must list specific areas of instruction in systems and components, including theories and practical applications to industrial refrigeration system operations. AT LEAST ONE OF THESE COURSES MUST USE RETA BOOKS OR COMPARABLE TRAINING MATERIALS. While it is not required that RETA books and materials be used, the RAI candidate must demonstrate that the material submitted meets RETA’s mission of supporting training that improves the ability to operate industrial refrigeration systems safely and effectively.

1. Course Description

Supporting Materials

2. Course Description

Supporting Materials

©2022 Refrigerating Engineers & Technicians Association
RAI Candidate Name  

FOUR REQUIRED RAI REFERENCES

1. NAME ____________________________  TITLE ____________________________
   ORGANIZATION ____________________________  LOCATION ____________________________
   RELATIONSHIP ____________________________  DURATION OF RELATIONSHIP ____________________________
   PHONE ____________________________  DURATION OF RELATIONSHIP ____________________________
   OTHER INFORMATION __________________________________________

2. NAME ____________________________  TITLE ____________________________
   ORGANIZATION ____________________________  LOCATION ____________________________
   RELATIONSHIP ____________________________  DURATION OF RELATIONSHIP ____________________________
   PHONE ____________________________  DURATION OF RELATIONSHIP ____________________________
   OTHER INFORMATION __________________________________________

3. NAME ____________________________  TITLE ____________________________
   ORGANIZATION ____________________________  LOCATION ____________________________
   RELATIONSHIP ____________________________  DURATION OF RELATIONSHIP ____________________________
   PHONE ____________________________  DURATION OF RELATIONSHIP ____________________________
   OTHER INFORMATION __________________________________________

4. NAME ____________________________  TITLE ____________________________
   ORGANIZATION ____________________________  LOCATION ____________________________
   RELATIONSHIP ____________________________  DURATION OF RELATIONSHIP ____________________________
   PHONE ____________________________  DURATION OF RELATIONSHIP ____________________________
   OTHER INFORMATION __________________________________________
WHERE I PLAN TO TAKE MY RETA EXAMINATION

RETA examinations are administered in eight RETA Network Test Centers and in about 400 Kryterion Testing Network (KTN) locations in the U.S. Please check where you plan to take your RETA exam. A current list of about 400 KTN centers in the US is available on the RETA website.

Please check where you plan to take your RETA examination.

RETA Network Test Centers

- 2022 RETA National Conference, Reno, NV
- RETA HQ, Albany, OR
- Lanier Tech, Gainesville, GA
- Polk College, Bartow, FL
- Wagner-Meinert, Fort Wayne, IN
- Garden City Community College (GCCC)
- IRTC, Lyndhurst, VA
- Modesto Tech, Modesto, CA
- NW Technical Institute, Springdale, AR

A Kryterion Testing Network (KTN) Center near ____________________________

To find a Kryterion location near you, go to the website: https://www.reta.com/page/certlocations

RAI Application and Examination Fees

The fee must be in the form of personal or company check, money order, credit card or purchase order.

All applications submitted without the required fee are incomplete until the fee is paid. You will not be permitted to schedule or take a test until the fee is paid. Be sure to include your RETA membership number and expiration date. For corporate memberships, the applicant must be one of the designated members to qualify for the member rate.

ALL RETA CERTIFICATION APPLICATIONS EXPIRE AFTER ONE YEAR UNLESS YOU REQUEST A 90-DAY EXTENSION BEFORE THE END OF YOUR ELIGIBILITY PERIOD. YOU FORFEIT YOUR EXAM FEES IF YOU DO NOT MEET THIS REQUIREMENT.

RETA Authorized Instructor (RAI) Fees

- $900 Initial RAI Credential
- $655 Re-test RAI Credential

Payment method:

- Personal check payable to Refrigerating Engineers & Technician Association
- Purchase order from a corporation or business followed by a check to RETA (Purchase order must be paid before the exam can be scheduled)
- Credit card (VISA, MasterCard, American Express, Discover)

Credit card number ________________________ Expiration date ____________________ Security Code #

Print Name as it Appears on Card ________________________ Signature ________________________

Billing Address ________________________

Billing Phone Number ________________________

Send a receipt to:  

- Email ________________________
- Fax ________________________

Updated 12/21/2021

Certification Exam Application and Handbook for RAI Certification

Valid for examination offered January 1, 2022 through December 31, 2022

©2022 Refrigerating Engineers & Technicians Association
RAI STATEMENT OF UNDERSTANDING

I verify that all information provided in this RETA RAI application is accurate and complete. I have read the RAI Certification Application handbook. Any misrepresentation on this application will result in failure to become certified and my application and examination fee will be forfeited. I understand that if I provide RETA an email address for my results transmittal that is not my own, I waive all rights that are associated with the Privacy Act. I authorize the evaluation and validation of my credentials by RETA. In furtherance of my application, I authorize any individual or organization who may have information concerning my credentials to provide such information to RETA. I hereby waive any claim for damages against RETA and any individual or organization that supplies such information in good faith in connection with this application. I understand that the decision as to whether I qualify for this credential rests exclusively in RETA and that its decision is final.

By signing and submitting this application, I agree to adhere to the RETA Code of Conduct. Violation of the Code of Conduct can result in suspension or revocation of my RAI credential.

RETA policies also prohibit unauthorized possession or use of RETA examination materials in any form, including but not limited to recreating from memory, posting online or on any website, reproducing or disclosing to others any examination question or test-related materials or content that RETA does not release to all certification candidates. Any violation of these rules may constitute copyright infringement of RETA property and can be subject to legal action to recover the cost of creating additional questions and forms of RETA examinations.

Any comments about the content of a specific question on a RETA exam can be shared only with RETA directly. Such comments may not be posted on any blog or other online discussion forum without violating US copyright laws that protect secure test materials. Such violations could result in disqualification for RETA certification of all candidates from any school or training program whose staff or students are found to have compromised the security and integrity of a RETA exam.

As a RETA Certified Professional I will:

- Make no claims of being certified outside of the certification credential(s) I hold.
- Assure that my RETA credential is not used in any manner that brings disrepute to RETA or misrepresents RETA Certification with false or misleading statements.
- Inform RETA without delay of any changes that restrict my capacity to perform competently, safely and effectively without endangering the welfare of myself or others if I can no longer fulfill my obligations as a RETA-certified professional.
- Discontinue my claim to RETA Certification if my certificate is revoked or if I fail to recertification requirements through documented PDHs and/or CEUs.
- Return any RETA credential to RETA if it is suspended or revoked.

Signature ___________________________ Date Signed ______________

Print Name ___________________________ Print E-mail address ___________________________
RETA RAI TRAINING EVALUATION

Instructors Name (RAI) ________________________________

TRAINING PARTICIPANT NAME __________________________

Participant’s Phone Number ____________________________

Are you a RETA member? ☐ Yes ☐ No

COURSE NAME ________________________________

Training Location ________________________________

Date(s) of Training ________________________________

Please check one rating per question.

<table>
<thead>
<tr>
<th>Strongly Disagree (1)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Strongly Agree (5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The teaching environment was clean, comfortable and supported learning.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The instructor was effective in teaching the material.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The instructor was able to relate the material in the course to my application.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The instructor conducted himself/herself in a professional manner.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would recommend this instructor to other refrigeration operators and training participants.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What did you like MOST about this training experience?

________________________________________________________________________

________________________________________________________________________

What did you like LEAST about this training experience?

________________________________________________________________________

________________________________________________________________________

Mail this training evaluation form to: RETA Headquarters
1725 Ferry Street SW
Albany, OR 97322

or Fax to 541-497-2966

or scan and email as a PDF to: certification@reta.com

RETA Phone Number 541-497-2955