



# Certification Policy Handbook

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This handbook contains information about the Pool & Hot Tub Alliance's certification programs. Please visit [www.phta.org](http://www.phta.org) to ensure you have the most current version of this document.

## Introduction

The Pool & Hot Tub Alliance (PHTA) Certification staff developed this document to provide participants in PHTA Education and Certification Programs with a resource they may refer to when questions arise about program policies or procedures. This document was updated in March 2023. More changes may be made as innovative programs are created and existing programs are adapted to the changing education and certification environment. The most current version of this document will always be posted on the PHTA website ([www.phta.org](http://www.phta.org)).

## PHTA Mission Statement

The Pool & Hot Tub Alliance protects and advances the common interests of the pool, spa, and hot tub industry by providing education, advocacy, standards development, research, and market growth to increase our members' professionalism, knowledge, and profitability.

## About PHTA Certifications

PHTA certification programs are designed to raise the bar of industry performance and have been accepted for licensing requirements in various areas across the United States. Our educational programs include both service and building segments of the industry as well as programs tailored for retailers. Our programs not only function as education for the industry, but also serve as an opportunity for professionals to elevate themselves from their competition and demonstrate their dedication to best practices with certifications.

Certifications take years of development and are continually updated to ensure they reflect the best the industry has to offer. Education programs are developed and reviewed by subject matter experts and industry professionals serving on PHTA volunteer councils, committees, or task forces. All certification programs and changes are under final review by the PHTA Certification Committee, a group of industry professionals who demonstrate a unique passion for industry certification and dedication to bettering the industry for all. The Certification Committee meets regularly to actively improve certification materials, content, and delivery.

**Please note: Certification is granted to individuals, not companies.**

## List of Available PHTA Certifications

### CMS Certified Maintenance Specialist®

The CMS validates one's strong understanding of the industry standard for aquatic safety, pool circulation and filtration, pool maintenance, and water quality. The certification also exposes the professional to other important maintenance topics such as electrical systems, pool structures and finishes, heaters and controls, and customer service.

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CMS is the first tier in the Service and Maintenance pathway.

### CST Certified Service Technician®

The CST validates professionals as being experienced and knowledgeable service technicians able to handle common problems with pool finishes and how to repair them; keep pools running more efficiently through a better understanding of circulation, filtration, hydraulics, and electricity; and gain valuable knowledge and troubleshooting skills and resources.

CST is the second tier in the Service and Maintenance pathway.

### CSP Certified Service Professional®

The CSP is the next step forward from the CST and is intended to enhance the professional identity and increase consumer confidence in PHTA members offering pool and spa service and repair services. The program emphasizes high ethical standards and a commitment to the highest standards of workmanship, business stability, and customer relations.

CSP is the top tier in the Service and Maintenance pathway.

### CHTT Certified Hot Tub Technician®

The CHTT validates a professional's knowledge, skills, and abilities in the essentials of servicing portable and permanently installed hot tubs and spas and equipment repair and replacement.

### CPI Certified Pool Inspector®

The CPI creates a foundation for health officials and pool operators to conduct pool and spa inspections to support the assurance of a sanitary, healthy, and safe environment for staff and patrons of public swimming pools and spas.

**Please note:** Certification is granted to individuals, not companies. The program is designed not merely to measure a person's knowledge and competence regarding the act of building a pool, but also to measure the individual's professional knowledge of how to operate or manage a pool- or spa-building firm. To that end, a portion of the course of study relating to business operation is incorporated into the curriculum.

### CBP Certified Builder Professional®

The CBP was developed to enhance the professional identity of the PHTA builder member in the eyes of the consumer through a commitment to build to the highest standards of workmanship and construction, business ethics, and customer relations.

CBP is the first level of certification in the new PHTA Certified Pool Builder and Design Professional Pathway, an education and certification career pathway designed to build on your foundation of knowledge so that you can become a Certified Master Pool Builder and Design Professional.

### Advanced CBP®

A Certified Advanced Pool Builder Professional validates proficiency in proper pool construction and an understanding of pool hydraulics.

Advanced CBP is the second level of certification in the new PHTA Certified Pool Builder and Design Professional Pathway.

### Expert CBP®

The Certified Expert Pool Builder and Design Professional involves a rigorous design curriculum that validates your knowledge as a well-rounded professional. Being knowledgeable in design will help you market your business, talk to consumers, and translate design features into your plans.

Expert CBP is the third level of certification in the new PHTA Certified Pool Builder and Design Professional Pathway.

### Master CBP®

A Certified Master Pool Builder and Design Professional is an elite professional who has demonstrated quality, professionalism, ethics, and business prowess. A Master CBP has completed elevated courses in master design methods, history of pools and water features, and advanced construction.

Master CBP is the fourth and highest level of certification in the new PHTA Certified Pool Builder and Design Professional Pathway. This certification is reserved for the upper echelon of our industry.

**Please note:** Certification is granted to individuals, not companies. The program is designed not merely to measure a person's knowledge and competence regarding the act of building a pool, but also to measure the individual's professional knowledge of how to operate or manage a pool- or spa-building firm. To that end, a portion of the course of study relating to business operation is incorporated into the curriculum.

## Candidate Eligibility

### CMS Certified Maintenance Specialist®

To become certified as a CMS Certified Maintenance Specialist®, you must meet these eligibility requirements:

1. Successfully complete the CMS Course<sup>1</sup>
2. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism
3. Pass the CMS Professional Exam

*There are no experience requirements; new employees are eligible.*

### CST Certified Service Technician®

To become certified as a CST Certified Service Technician®, you must meet these eligibility requirements:

1. Minimum of 2 years of experience in the pool/spa service industry
2. Successfully complete the CST Course<sup>1</sup>
3. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism
4. Pass the CST Professional Exam

### CSP Certified Service Professional®

To become certified as a CSP Certified Service Professional®, you must meet these eligibility requirements:

1. Minimum of 5 years of industry experience
2. Hold a current CST certification (in good standing)
3. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism
4. Pass the CSP Professional Exam

### CHTT Certified Hot Tub Technician®

To become certified as a CHTT Certified Hot Tub Technician®, you must meet these eligibility requirements:

1. Successfully complete the CHTT Course<sup>1</sup>
2. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism
3. Pass the CHTT Professional Exam

*There are no experience requirements to be eligible.*

### CPI Certified Pool Inspector®

To become certified as a Certified Pool Inspector®, you must meet these eligibility requirements:

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<sup>1</sup> Unless local licensing laws require candidates to hold the certification, but are not required by law to participate in the course



1. Successfully complete the CPI Course
2. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism
3. Pass the CPI Professional Exam

### CBP Certified Builder Professional®

To become certified as a CBP Certified Builder Professional®, you must meet these eligibility requirements:

1. Successfully complete C201: GENESIS® CONSTRUCTION SCHOOL: Concrete Pools or C260: GENESIS® CONSTRUCTION SCHOOL: Vinyl Liner/Fiberglass Pools
2. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism
3. Pass the CBP Professional Exam, which measures competency in pool and spa building

### CBP Certified Advanced Builder Professional®

To become certified as a CBP Certified Advanced Builder Professional®, you must meet these eligibility requirements:

1. Hold a current CBP in good standing
2. Successfully complete GENESIS® E211: Fluid Hydraulics for Pools and Spas
3. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism
4. Pass the Advanced CBP Professional Exam, which measures competency in pool and spa hydraulics

### CBP Certified Expert Pool Builder and Design Professional®

To become certified as a Certified Expert Pool Builder and Design Professional®, you must meet these eligibility requirements:

1. Hold a current CBP Advanced Certification in good standing
2. Successfully complete the following GENESIS® courses: E245: Standards, Codes, and Ordinances: A Builder's Guide to Proper Implementation; D231: Color Theory and Its Application; D211: Elements of Design; D271: Architectural Styles; and D180: Drawing for Professionals, for a total of 110 hours of education
3. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism

### CBP Certified Master Pool Builder and Design Professional®

To become certified as a Certified Master Pool Builder and Design Professional®, you must meet these eligibility requirements:

1. Hold a current CBP Expert Certification in good standing

2. Successfully complete the following GENESIS® courses: D280: History of Pools and Water Features; D265: Master Designer Methods; and C410: Advanced Pool Construction, for a total of 150 hours of education
3. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism

## 7 Steps to Certification

1. Determine which certification you would like to earn and how you will take the corresponding course (if applicable) – online, in-person, correspondence, or via virtual course recording.
2. Register for the course (if required) – PHTA’s event calendar has links to all available registration forms.
3. Complete the corresponding certification application.
4. Study the manual and workbook to prepare in advance.
5. Take the class (if required).
6. Pass the exam.
7. Receive PHTA Certification.

## Application Process

Candidates must submit a completed corresponding certification application at least 21 days in advance of their anticipated testing date.

There are three options to choose from to take your certification exam:

1. *Test at a computer testing center near you. To find locations near you, click on this link and enter your State:*  
[https://candidate.psiexams.com/registration/testcenter\\_details.jsp?testid=4615&statename=Virginia&country=USA](https://candidate.psiexams.com/registration/testcenter_details.jsp?testid=4615&statename=Virginia&country=USA)
  - Computerized testing provides immediate test results and if needed, a strength and weakness report.
  - Computerized testing is available weekdays, weekends, and most evenings.
  - Once your application is approved, PHTA will send PSI your email address so that they can set up your account and schedule your exam when it is convenient to you.
  - There is no additional cost as your exam registration fee includes computerized testing.
  - Please note this option offers immediate results and an immediate strengths and weakness report.
2. *Test at an PHTA national, regional, or chapter-sponsored education and testing event.*
  - A list of upcoming events can be found on the PHTA page at [www.PHTA.org](http://www.PHTA.org).
  - Test results and strengths and weakness report, if applicable, can be expected in 3-4 weeks.
3. *Test at a day and time convenient for you.*
  - Online, remote proctored testing is available weekdays, weekends, and most evenings.
  - PHTA will send the testing platform your email address so that they can set up your account and schedule your exam when it is convenient to you.
  - There is an additional fee (\$40) as your exam includes a remote proctor online with you.
  - Please note this option offers immediate results and an immediate strengths and weakness report.

Completed application forms should be sent to PHTA directly using the following contact information:

- **Mail:** PHTA, 2111 Eisenhower Ave, Ste., 500, Alexandria, VA 22314
- **Email:** [service@phta.org](mailto:service@phta.org)

Applications are reviewed to verify the information and determine eligibility and will be kept confidential. Candidates will not be discriminated against based on race, religion, creed, age, gender, national origin, or ancestry.

Candidates meeting the requirements to become certified will be sent an email confirmation within 7 days of receipt of their application that they are approved to take the exam. If you do not receive your confirmation email within 14 days of submission, please contact the PHTA by phone at 719-540-9119 or by email at [service@phta.org](mailto:service@phta.org).

Testing must occur within one year of the initial application date or a new application, including payment, must be submitted.

Candidates who do not meet the program requirements will be notified of that decision, including the reason they were not approved, within 7 business days of receipt of their application.

If the application is incomplete, the candidate will receive an email indicating what information is needed to finalize the application to be reviewed. The candidate will have 30 days to respond. If the candidate does not respond, the application will be denied due to lack of information.

### Certification for Licensure

Due to licensing requirements in various jurisdictions that require individuals to be PHTA-certified to obtain their business license, we allow a one-time exemption that allows individuals to take the required PHTA certification exam without first taking the corresponding course. Please note: This is only permitted in jurisdictions where the law does not mandate course participation, but that individuals hold a certification.

If the candidate receives a passing score, they will earn the designation. The certification will be valid for three years. If the candidate does not achieve a passing score on the exam, they will be required to complete the corresponding course before taking the exam again.

If you are taking the exam for licensure purposes, you will make that selection directly on the exam application.

## Exam Information

### Preparing for the Exam

Candidates should register at least 21 days in advance of the start date of their class or exam date to allow for sufficient preparation. If registration for the courses is run through PHTA HQ, course materials will be sent out to those registering 21 or more days in advance to allow the candidate to study. If registration for the course is run through a PHTA affiliate or chapter, materials distribution is at their discretion. Please contact the registrar for your course to find out if your materials will be sent in advance.

At the end of this handbook, you will find additional information, including a breakdown of what is covered on each exam, by unit.

### CMS Exam

The CMS Exam is a 75-question, multiple choice exam. You will have 90 minutes to complete the exam. You may use your *Service Tech Manual* and *CMS Workbook* during the exam – don't be lulled into a false sense of security knowing that you will have your *Service Tech Manual* and *CMS Workbook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 75 questions and 90 minutes to complete it. If you must look up each answer, you WILL run out of time.

To pass the CMS exam, you will need to score at least a 75%. This means you will need to get at least 57 questions correct to pass.

### CST Exam

The CST Exam is a 100-question, multiple choice exam. You will have 2 ½ hours to complete the exam. You may use your *Service Tech Manual* and *CST Workbook* during the exam – don't be lulled into a false sense of security knowing that you will have your *Service Tech Manual* and *CST Workbook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 100 questions and 2 ½ hours to complete it. If you must look up each answer, you WILL run out of time.

To pass the CST exam, you will need to score at least a 75%. This means you will need to get at least 75 questions correct to pass.

### CHTT Exam

The CHTT Exam is a 50-question, multiple choice exam. You will have 90 minutes to complete the exam. You may use your *Hot Tub Technician Manual* and *CHTT Workbook* during the exam – don't be lulled into a false sense of security knowing that you will have your *Hot Tub Technician Manual* and *CHTT Workbook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 50 questions and 1 hour to complete it. If you must look up each answer, you WILL run out of time.

To pass the CHTT exam, you will need to score at least a 75%. This means you will need to get at least 38 questions correct to pass.

## CSP Exam

The CSP Exam is a 150-question, multiple choice exam. You will have 3 hours to complete the exam. You may use your *Service Tech Manual* and *CST Workbook* during the exam – don't be lulled into a false sense of security knowing that you will have your *Service Tech Manual* and *CST Workbook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 150 questions and 3 hours to complete it. If you must look up each answer, you WILL run out of time.

To pass the CSP exam, you will need to score at least a 75%. This means you will need to get at least 113 questions correct to pass.

## CBP Exam

The CBP Exam is a 100-question, multiple choice, and true/false exam. You will have 3 hours to complete the exam. You may use your *C201 or C260 coursebook* during the exam – don't be lulled into a false sense of security knowing that you will have your *C201 or C260 coursebook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 100 questions and 3 hours to complete it. If you must look up each answer, you WILL run out of time.

To pass the CBP exam, you will need to score at least a 75%. This means you will need to get at least 94 questions correct to pass.

## Advanced CBP Exam

The Advanced CBP Exam is a 125-question, multiple choice, and true/false exam. You will have 3 hours to complete the exam. You may use your *E211 coursebook* during the exam – don't be lulled into a false sense of security knowing that you will have your *E211 coursebook* available to you during the exam. You still need to have completed the reading and the homework and listened to the lectures to be successful. As mentioned previously, this is a timed test. You have 125 questions and 3 hours to complete it. If you must look up each answer, you WILL run out of time.

To pass the Advanced CBP Exam, you will need to score at least a 75%. This means you will need to get at least 94 questions correct to pass.

## Accommodations

PHTA complies with the provisions of the Americans with Disabilities Act and Title VII of the Civil Rights Act in accommodating disabled candidates who need special arrangements. The request must be submitted in writing, with supporting documentation from a physician or other qualified professional reflecting a diagnosis of the candidate's condition and explanation of exam aids or modifications needed, at least three weeks in advance of the anticipated exam date. It may be necessary for you to find a testing center that is able to accommodate your testing needs. Please contact PHTA at (703) 838-0083 x274 if the candidate has any questions concerning ADA arrangements.

## Exam Day

### Checking in

When checking in for their exam, candidates must present a government-issued photo ID. Candidates should also bring their confirmation letter with them on testing day to be admitted to the test.

The candidate must arrive at the exam location at least 15 minutes prior to the exam starting time. The candidate may not bring any unauthorized books, papers, study aids, translation aids, or other materials into the exam room. Late arrivals will not be admitted to the exam room and will be marked as a no-show. No refunds will be given to those who are marked as a no-show.

### Exam Day Checklist

- Government-issued photo ID
- Exam confirmation letter
- 2 writing instruments
- Basic calculator (you are not permitted to use a cell phone as a calculator)
- Blank scratch paper
- Corresponding course manuals (as noted under “Exam Information”)

### During the Exam

- The exams are multiple choice and true/false.
- You will be provided clear instructions as to the proper method of completing the test.
- You may use blank scratch paper for calculations.
- No copying of exam questions is permitted. Anyone found removing or attempting to remove test materials or notes (scratch paper) from the exam room will be immediately removed from the exam room and may be denied certification.
- During the exam, no communication is permitted between examinees. Questions may be directed to the proctor at any time.
- Cheating is strictly prohibited, and anyone found participating in misconduct may be denied certification. Looking at the exam or answer sheet of another, as well as allowing yours to be seen by another, are considered cheating.
- No cellular phones of any type are permitted in the exam room.
- You will be provided regular time checks to help you gauge your progress. Time allotted to take the exam is based on the exam being taken. You may leave the exam room as soon as you complete your exam.

### Test-Taking Strategies

- Read the question and cover the responses. Decide what the answer should be before looking at the answer choices. Then examine the choices and pick the answer that most closely matches your answer. If none of the choices is like what you thought, carefully study the answers by looking for key words and other clues.
- Eliminate answers you know aren't right.
- Never pick an answer without first reading all the choices, no matter how sure you are of the answer.
- Go through the exam completing the easiest questions first and marking those you need to come back to later.
- If you skip a question, that's fine – in fact, you may find something later in the exam that will help you out with that question.

- Don't keep changing your answers; usually your first choice is the right one unless you misread the question.
- Always take an educated guess and select an answer – leaving a blank is considered a wrong answer. Educated guessing involves eliminating all implausible answers first and looking for clues in the question and answers.
- If time permits, go back over your exam before submitting it. Double check your answer sheet that every question has an answer filled in.
- Don't worry if others finish before you; focus on the test in front of you. There's no prize for being the first one finished!

### Rescheduling an Exam

Candidates who would like to reschedule a certification exam within five business days of their scheduled exam date must do so in writing and send to the attention of PHTA by email ([service@phta.org](mailto:service@phta.org)). A rescheduling fee will be assessed to the candidate.

### Cancellation Policy

A cancellation fee will be assessed to candidates who fail to cancel a scheduled exam at least 5 business days in advance of the exam date. Cancellations must be made in writing and sent to the attention of PHTA by email ([service@phta.org](mailto:service@phta.org)).

### Withdrawing an Application

All application changes must be made in writing and sent to the attention of PHTA by email ([service@phta.org](mailto:service@phta.org)).

### No-Shows

If a candidate does not appear to take a scheduled exam, the candidate will forfeit their exam fee. If the candidate decides to reschedule at a later date, the candidate will be responsible for submitting a new application with exam fee.

### Exam Security and Confidentiality

To obtain any PHTA certification, the candidate must pass a certification exam administered by PHTA and agree to abide by the PHTA Code of Ethics. Candidates must agree to the following:

### PHTA Code of Ethics

All members of The Pool & Hot Tub Alliance agree to be dedicated to and comply with the following ethical principles and policies:

- To contribute to the health, safety, and welfare of the public in the design, manufacture, installation, maintenance, and operation of swimming pools, spas, and hot tubs by complying with all applicable laws, ordinances, or regulations and refraining from engaging in fraudulent or deceptive acts or practices.
- To hold all necessary federal, state, and local licenses, registrations, and permits.
- To hold legally required liability insurance, workers' compensation insurance, and bonding.
- To respect and not infringe upon the intellectual property rights of others and to refrain from using the property of others without their prior, written consent.
- To advertise products, services, and prices truthfully and consistently with all federal, state, and local advertising practices or requirements.
- To establish prices in a manner that does not involve collusion with a competitor and to clearly communicate such prices to potential customers or clients prior to providing such products or services.
- To provide written sales agreements when such are requested by customers or required by law.
- To comply with the terms of all agreements, oral or written, regarding the provision of products or services.
- To respond to any consumer complaints made to any governmental authority, Better Business Bureau, or equivalent nongovernmental authority.



- To exclude from company ownership or senior management any person or entity who or which, within the past three (3) years, has been convicted of or pleaded no contest (or its equivalent) to any felony or other crime involving business or financial practices.
- To use the PHTA name, logo, and other intellectual property only when and as permitted by PHTA, and to cease all such use upon suspension from or termination of membership in PHTA.
- To file a complaint with PHTA regarding a potential violation of this Code of Ethics only when in possession of credible evidence of such potential violation.
- To cooperate fully with any PHTA investigation of a potential violation of this Code of Ethics.
- To encourage utilization of PHTA educational offerings as a means of enhancing the professional skills and business integrity of PHTA members and their employees.

Declaration (this is on the application only):

- I declare that the information contained in this application is true and accurate.
- I understand that falsification is grounds for revocation of certification.
- I have read and agree to follow the PHTA Code of Ethics.
- I understand that failure to adhere to the PHTA Code of Ethics may result in disciplinary action up to and including revocation and/or exclusion from the certification program.

### General Exam Security

No spouses, children, parents, friends, or other outside parties are permitted near the testing room. No cell phones are permitted in the testing area. You may keep your cell phone in your bag/pocket but may not take it out during the exam. Upon completion of the exam, candidates must leave the area immediately.

Any candidate who gives or receives help during the exam will be asked to leave and his/her exam will not be scored. Exam fees will not be refunded, and the candidate may be prohibited from taking PHTA exams in the future.

No notes are to be taken regarding the exam inside of the allowed manuals or on scratch paper. Doing so may jeopardize your ability to become certified.

### Scoring and Results

#### Scoring Process

Paper exams are scored utilizing an electronic scoring machine. All answers must be properly marked in the answer sheet using a #2 pencil. Answers marked in the test booklet will not be scored. Every effort is made to ensure that the score is reported within a reasonable time and accurately reflects the points received by the candidate.

Candidates are encouraged to use the comment section within the exam experience. Comments can be related to a particular question, the administration of the exam, or exam site conditions.

Comments that would affect whether a candidate passes or fails will be reviewed before the exam is scored. All other comments are reviewed by the Certification Committee at their regularly scheduled meetings.

## Notification of Results

Computerized testing provides immediate test results and if needed, a strength and weakness report.

Candidates testing at a PHTA or chapter event will receive their test results within 3-4 weeks of their test date along with the strengths and weakness report, if applicable. Official results will be reported in writing only to the candidate at the email address listed on the application. Scores will not be released to employers or other third parties. It is at the discretion of the candidate to disclose that information.

Candidates who pass an exam and achieve a certification will be notified of their passing status and will receive:

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the “Certification Toolkit”
- Announcement of their certification award by PHTA through its various marketing vehicles

Candidates who do not pass an exam will be provided, upon request, with a “Strengths and Weaknesses Report.” This Report helps the candidate to identify which areas they are weakest on and need to focus on to become better prepared before sitting for the exam again.

## Logo Use

Upon request, individuals are eligible to receive certification logo(s) to be used in advertising and marketing materials (either print or virtual), business signs, publications, and business signs to promote their certified status. PHTA also has a variety of certification logo products available for purchase for members who are interested.

All PHTA and PHTA certification logos are the exclusive property of the Pool & Hot Tub Alliance. The certification logos may be used by certified individuals in good standing, if they comply with the certification logo conditions of use. Marketing resources and logos are provided only for the certified individual’s use; sharing these files and use by all other individuals, corporations, and entities is strictly prohibited without prior express, written approval from the PHTA.

If you are a non-member and would like to gain access to the logos and other marketing collateral, please contact the PHTA Certification and Client Services Department by phone at (703) 838-0083 x301 or by email at [service@phta.org](mailto:service@phta.org).

## Retaking the Exam

Candidates must submit an Exam Retest Form to PHTA, if they intend to retest. No retake exam may be scheduled by anyone in the exam process until the candidate has been officially notified of the results of their previously taken exam. No candidate will be allowed to retake an exam until 30 days have passed from their initial test date. A fee for retesting will be assessed.

A candidate will be allowed to take an exam no more than five (5) times within a one-year period of the initial test date. If unsuccessful on the fifth attempt, the candidate must wait until one year has passed

since the initial test date before he/she is allowed to reapply to the program or take the course, then take the exam.

## Expert CBP Certification EMBOSSER

Below, please find your exclusive link(s) to order your new **PHTA GENESIS®** Certification Embosser. Your NEW **PHTA GENESIS®** Certification EMBOSSER comes with a durable leatherette carry pouch and can be taken on the road, used hand-held, or on a desk for easier leverage. It's ergonomic so it's comfortable and easy to use - for one use or many- during your day!

Ordering is EASY! Click on the link below and simply fill in your: Name (as you would like it to appear on the embosser), Certification Number, and the expiration date.

Your NEW **PHTA GENESIS®** Certification EMBOSSER will arrive in 5-7 business days! It works best on standard stationery-weight paper. Maximum 'reach' from the edge of the page to the center of the embossed image is 1.5".

*Embosser with insert:*

<https://www.scribesdelight.com/phta-genesis-embossers/phta-genesis-complete-embossers/phta-genesis-custom-embosser-complete/>

*Insert only:*

<https://www.scribesdelight.com/phta-genesis-embossers/phta-genesis-embosser-update-replacement-insert/phta-genesis-embosser-update-replacement-insert/>

## Master CBP Certification EMBOSSER

Below, please find your exclusive link(s) to order your new **PHTA GENESIS®** Certification Embosser. Your NEW **PHTA GENESIS®** Certification EMBOSSER comes with a durable leatherette carry pouch and can be taken on the road, used hand-held, or on a desk for easier leverage. It's ergonomic so it's comfortable and easy to use - for one use or many- during your day!

Ordering is EASY! Click on the link below and simply fill in your: Name (as you would like it to appear on the embosser), Certification Number, and expiration date.

Your NEW **PHTA GENESIS®** Certification EMBOSSER will arrive in 5-7 business days! It works best on standard stationery-weight paper. Maximum 'reach' from the edge of the page to the center of the embossed image is 1.5".

*Embosser with insert:*

<https://www.scribesdelight.com/phta-genesis-embossers/phta-genesis-complete-embossers/phta-genesis-custom-embosser-complete/>

*Insert only:*

<https://www.scribesdelight.com/phta-genesis-embossers/phta-genesis-embosser-update-replacement-insert/phta-genesis-embosser-update-replacement-insert/>

## Maintaining Your Certification

All PHTA certifications are valid for three (3) years, ending on December 31 of the third year, with exception of the CPO, which is valid for five years upon issuance.

To maintain your status as an PHTA-certified individual and to enjoy the associated benefits, prior to your certification's expiration date, you must submit a completed recertification application along with documentation of 24 hours of continuing education credits (CEUs). All courses taken with PHTA, GENESIS®, or PHTA Education Partners are recorded within your personal education history, and you can request an education transcript from PHTA at any time. To request outside CEUs, you will need to supply certificates issued from the course organizer. A certificate of completion is sufficient, provided that it contains the following information:

- Course name
- Dates of attendance
- Sponsoring organization
- Hours of training
- Individual's name

If a certificate is not issued as part of the course, please request that information, in writing, from the course registrar; an email is sufficient.

## Instructors

Individuals conducting training for PHTA-sponsored trainings will receive 1.5 times the number of CEUs for the course which will provide CEUs for time spent preparing for the course, in addition to the standard classroom hours. Individuals conducting pool-and-spa-related training outside of PHTA's courses will be eligible to earn the standard number of CEUs. Standard documentation will be required.

## Committee Members and Volunteers

Individuals who participate in an PHTA-affiliated committee business doing education-related tasks will receive CEUs for the time that they invest. Please note general meetings do not qualify, they must be specific to developing education content. Proper documentation required.

Please note: all CEU documentation must be submitted with the recertification application. PHTA does not keep track of non-PHTA courses attended by certified individuals – it is your responsibility to maintain these records. CEUs submitted outside of the recertification application will be destroyed.

Once all recertification requirements are met, individuals will receive:

- Updated Official PHTA certificate for display
- Updated digital copy of their certificate
- Updated Digital badge (for use with any digital media application)
- Continued use of the Certification Toolkit
- Announcement of recertification award by PHTA through its various marketing vehicles

### Failure to Renew or Submit CEUs

A letter will be sent via email to the address on file for the individual to remind them of their upcoming renewal. It is the individual's responsibility to keep all contact information current. If you move or change jobs, please notify PHTA by email at [service@phta.org](mailto:service@phta.org), or by phone at (703) 838-0083.

If an individual's certification becomes terminated, they will need to reapply for certification and retake all applicable exams/courses at the full application fee.

## Exam Content Breakdown by Certification

### CMS Certified Maintenance Specialist®

Unit	Number of Questions
Unit 1 Safety	7 questions
Unit 2 Practical Knowledge	4 questions
Unit 3 Water Quality	17 questions
Unit 4 Structures and Finishes	3 questions
Unit 5 Circulation and Filtration	15 questions
Unit 6 Electrical Requirements (includes lighting)	4 questions
Unit 7 Pump Motors	0 questions
Unit 8 Heaters & Optional Equipment	6 questions
Unit 9 Control Systems	5 questions
Unit 10 Maintenance	14 questions
<b>75 questions total</b>	

Review the Learning Objectives on the first page of each Unit in the *CMS Workbook* and focus on the content that covers those objectives in the *Service Tech Manual*. Plan your study time on each Unit with this breakdown in mind.

Unit		No
Unit 1 Safety		
Unit 2 Practical Knowledge		
Unit 3 Water Quality		
Unit 4 Structures and Finishes		
Unit 5 Circulation and Filtration		
Unit 6 Electrical Requirements (includes lighting)		
Unit 7 Pump Motors		
Unit 8 Heaters & Optional Equipment		
Unit 9 Control Systems		
Unit 10 Maintenance		

Review the Learning Objectives on the first page of each Unit in the *CST Workbook* and focus on the content that covers those objectives in the *Service Tech Manual*. Plan your study time on each Unit with this breakdown in mind.

<b>Unit</b>	<b>Number of Questions</b>
<b>Unit 1 Safety and Health</b>	6 questions
<b>Unit 2 Practical Knowledge</b>	10 questions
<b>Unit 3 Water Quality</b>	32 questions
<b>Unit 4 Structures and Finishes</b>	9 questions
<b>Unit 5 Circulation, Filtration &amp; Hydraulics</b>	27 questions
<b>Unit 6 Electrical Requirements</b>	9 questions
<b>Unit 7 Pump Motors</b>	5 questions
<b>Unit 8 Heaters &amp; Optional Equipment</b>	21 questions
<b>Unit 9 Control Systems</b>	9 questions
<b>Unit 10 Maintenance</b>	18 questions
<b>ANSI 7</b>	4 questions
<b>150 questions total</b>	

Review the Learning Objectives on the first page of each Unit in the *CST Workbook* and focus on the content that covers those objectives in the *Service Tech Manual*. Plan your study time on each Unit with this breakdown in mind.

<b>Unit</b>	<b>Number of Questions</b>
<b>Unit 1 Safety</b>	9 questions
<b>Unit 2 Business Practices</b>	7 questions
<b>Unit 3 Preliminary Planning and Layout</b>	17 questions
<b>Unit 4 Excavation</b>	12 questions
<b>Unit 5 Circulation, Filtration, and Hydraulics</b>	20 questions
<b>Unit 6 Electrical</b>	8 questions
<b>Unit 7 Basic Structures</b>	35 questions
<b>Unit 8 Water Features</b>	10 questions
<b>Unit 9 Deck Work</b>	8 questions
<b>Unit 10 Coping, Tile, and Interior Finishes</b>	7 questions
<b>Unit 11 Accessories</b>	9 questions
<b>Unit 12 Start-up</b>	8 questions
<b>150 questions total</b>	

Review the Learning Objectives on the first page of each Unit in the *C201* or *C260 course manual* and focus on the content that covers those objectives. Plan your study time on each Unit with this breakdown in mind.



CHTT Certified Hot Tub Technician®

<b>Unit</b>	<b>Number of Questions</b>
<b>Unit 1 Safety and Health</b>	2 questions
<b>Unit 2 Practical Knowledge for Technicians</b>	3 questions
<b>Unit 4 Electrical Systems</b>	7 questions
<b>Unit 6 Pump and Equipment Systems</b>	9 questions
<b>Unit 7 Control Systems</b>	8 questions
<b>Unit 8 Heaters &amp; Accessories</b>	7 questions
<b>Unit 9 Water Chemistry</b>	14 questions
<b>50 questions total</b>	

Review the Learning Objectives on the first page of each Unit in the *CHTT Workbook* and focus on the content that covers those objectives in the *Hot Tub Technician Manual*. Plan your study time on each Unit with this breakdown in mind.

## Frequently Asked Questions

### CMS FAQ's

**Q: Are there eligibility requirements to take the CMS exam?**

A: Yes, to be eligible to take the CMS exam, you must complete the CMS course that is available in-person, live virtual, and on-demand self-paced (course recording). However, there are no other education or experience requirements.

**Q: Are there any exceptions to these requirements?**

A: Yes, for candidates who operate in Long Island, NY, a one-time per company waiver of the course requirement is available (for licensure purposes). Candidates wishing to take advantage of this exemption must still complete the CMS exam application, denote this exemption, and remit it along with the exam fee.

**Q: How many questions are on the CMS exam?**

A: There are 75 questions on the CMS exam.

**Q: Is there a time limit to complete the exam?**

A: Yes, you will have up to 90 minutes to complete the exam.

**Q: What is the format of the CMS exam?**

A: The CMS exam is multiple choice.

**Q: What can I bring to the CMS exam?**

A: Since the CMS exam is open book, you are allowed to use the following to assist you:

- *PHTA Service Tech Manual*
- *CMS Workbook*

In addition to the materials you may use during the exam, you are required to bring the following:

- Government-issued photo ID
- Exam confirmation letter
- 2 writing instruments
- Basic calculator (you are not permitted to use a cell phone as a calculator)
- Blank scratch paper

You are not allowed to use any additional notes unless they are taken in your Manual or Workbook.

**Q: Am I allowed to use a calculator during the exam?**

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

**Q: When will I receive my score?**

A: Computerized testing provides immediate test results and if needed, a strength and weakness report. When testing at a PHTA national, regional, or chapter-sponsored event, test results and strength and weakness report, if applicable, can be expected in 3-4 weeks. Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

**Q: Where will my scores be sent?**

A: Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

**Q: Will my employer receive a copy of my scores?**

A: PHTA does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

**Q: What is the passing score for the CMS exam?**

A: To pass the CMS exam, you must score at least a 75% (answering at least 56 questions correct).

**Q: What happens if I don't receive a passing score on the CMS exam?**

A: To become a CMS Certified Maintenance Specialist®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade.

**Q: What will I receive once I pass the exam?**

A:

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the "Certification Toolkit"
- Announcement of their certification award by PHTA through its various marketing vehicles

**Q: How long is my CMS certification valid?**

A: All PHTA certifications are valid for three (3) years, ending on December 31 of the third year (ex. Certified on 2/15/2023 will be due to recertify 12/31/2026).

**Q: How do I renew my CMS certification?**

A: To renew your CMS certification, you will need to submit the following:

- Completed recertification form
- Payment of the recertification fee
- Proof of 24 hours of continuing education since you initially became certified.

**Q: What if I miss the deadline to recertify?**

A: PHTA automatically provides a 90-day grace period for recertification – no penalties will be enforced until after your grace period has expired. After that there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated, and you will need to take the course and pass the exam to become certified again.

## CST FAQ's

**Q: Are there eligibility requirements to take the CST exam?**

A: Yes, to be eligible to take the CST exam, you must complete the CST course that is available in-person, live virtual, and on-demand self-paced (course recording). We recommend that you have at least 2 years of industry experience.

**Q: Are there any exceptions to these requirements?**

A: Yes, for candidates who operate in Long Island, NY, a one-time per company waiver of the course requirement is available (for licensure purposes). Candidates wishing to take advantage of this exemption must still complete the CST exam application and denote this exemption and remit it along with the exam fee.

**Q: How many questions are on the CST exam?**

A: There are 100 questions on the CST exam.

**Q: Is there a time limit to complete the exam?**

A: Yes, you will have up to 2 ½ hours to complete the exam.

**Q: What is the format of the CST exam?**

A: The CST exam is multiple choice.

**Q: What can I bring to the CST exam?**

A: Since the CST exam is open book, you are allowed to use the following to assist you:

- *PHTA Service Tech Manual*
- *CST Workbook*

In addition to the materials you may use during the exam, you are required to bring the following:

- Government-issued photo ID
- Exam confirmation letter
- 2 writing instruments
- Basic calculator (you are not permitted to use a cell phone as a calculator)
- Blank scratch paper

You are not allowed to use any additional notes unless they are taken in your Manual or Workbook.

**Q: Am I allowed to use a calculator during the exam?**

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

**Q: When will I receive my score?**

A: Computerized testing provides immediate test results and if needed, a strength and weakness report. When testing at a PHTA national, regional, or chapter-sponsored event, test results and strength and weakness report, if applicable, can be expected in 3-4 weeks. Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

**Q: Where will my scores be sent?**

A: Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

**Q: Will my employer receive a copy of my scores?**

A: PHTA does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

**Q: What is the passing score for the CST exam?**

A: To pass the CST exam, you must score at least a 75% (answering at least 75 questions correct).

**Q: What happens if I don't receive a passing score on the CST exam?**

A: To become a CST Certified Service Technician®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade.

**Q: What will I receive once I pass the exam?**

A:

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the "Certification Toolkit"
- Announcement of their certification award by PHTA through its various marketing vehicles

**Q: How long is my CST certification valid?**

A: All PHTA certifications are valid for three (3) years, ending on December 31 of the third year (ex. Certified on 2/15/2023 will be due to recertify 12/31/2026).

**Q: How do I renew my CST certification?**

A: To renew your CST certification, you will need to submit the following:

- Completed recertification form
- Payment of the recertification fee
- Proof of 24 hours of continuing education since you initially became certified.

**Q: What if I miss the deadline to recertify?**

A: PHTA automatically provides a 90-day grace period for recertification – no penalties will be enforced until after your grace period has expired. After that there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated, and you will need to take the course and pass the exam to become certified again.

## CSP FAQ's

### **Q: Are there eligibility requirements to take the CSP exam?**

A: Yes, to be eligible to become certified as a CSP Certified Service Professional®, you must meet these eligibility requirements:

1. You must have at least 5 years of industry experience.
2. You must hold a current CST and be in good standing
3. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism.
4. Pass the CSP Certified Service Professional® exam, which measures competency in pool and spa service.

### **Q: How many questions are on the CSP exam?**

A: There are 150 questions on the CSP exam.

### **Q: Is there a time limit to complete the exam?**

A: Yes, you will have up to 3 hours to complete the exam.

### **Q: What is the format of the CSP exam?**

A: The CSP exam is multiple choice.

### **Q: What can I bring to the CSP exam?**

A: Since the CSP exam is open book, you are allowed to use the following to assist you:

- *PHTA Service Tech Manual*
- *CST Workbook*

In addition to the materials, you may use during the exam, you are required to bring the following:

- Government-issued photo ID
- Exam confirmation letter
- 2 writing instruments
- Basic calculator (you are not permitted to use a cell phone as a calculator)
- Blank scratch paper

You are not allowed to use any additional notes unless they are taken in your Manual or Workbook.

### **Q: Am I allowed to use a calculator during the exam?**

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

### **Q: When will I receive my score?**

A: Computerized testing provides immediate test results and if needed, a strength and weakness report. When testing at a PHTA national, regional, or chapter-sponsored event, test results and strength and weakness report, if applicable, can be expected in 3-4 weeks. Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

### **Q: Where will my scores be sent?**

A: Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

### **Q: Will my employer receive a copy of my scores?**

A: PHTA does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

**Q: What is the passing score for the CSP exam?**

A: To pass the CSP exam, you must score at least a 75% (answering at least 113 questions correct).

**Q: What happens if I don't receive a passing score on the CSP exam?**

A: To become a CSP Certified Service Professional®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade.

**Q: What will I receive once I pass the exam?**

A:

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the "Certification Toolkit"
- Announcement of their certification award by PHTA through its various marketing vehicles

**Q: How long is my CSP certification valid?**

A: All PHTA certifications are valid for three (3) years, ending on December 31 of the third year (ex. Certified on 2/15/2023 will be due to recertify 12/31/2026).

**Q: How do I renew my CSP certification?**

A: To renew your CSP certification, you will need to submit the following:

- Completed recertification form
- Payment of the recertification fee
- Proof of 24 hours of continuing education since you initially became certified.

**Q: What if I miss the deadline to recertify?**

A: PHTA automatically provides a 90-day grace period for recertification – no penalties will be enforced until after your grace period has expired. After that there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated, and you will need to take the course and pass the exam to become certified again.

## CHTT FAQ's

### **Q: Are there eligibility requirements to take the CHTT exam?**

A: Yes, to be eligible to take the CHTT exam, you must complete the CHTT course that is available in-person, live virtual, and on-demand self-paced (course recording). However, there are no other education or experience requirements.

### **Q: How many questions are on the CHTT exam?**

A: There are 50 questions on the CHTT exam.

### **Q: Is there a time limit to complete the exam?**

A: Yes, you will have up to 1 hour to complete the exam.

### **Q: What is the format of the CHTT exam?**

A: The CHTT exam is multiple choice.

### **Q: What can I bring to the CHTT exam?**

A: Since the CHTT exam is open book, you are allowed to use the following to assist you:

- *PHTA Hot Tub Technician Manual*
- *CHTT Workbook*

In addition to the materials, you may use during the exam, you are required to bring the following:

- Government-issued photo ID
- Exam confirmation letter
- 2 writing instruments
- Basic calculator (you are not permitted to use a cell phone as a calculator)
- Blank scratch paper

You are not allowed to use any additional notes unless they are taken in your Manual or Workbook.

### **Q: Am I allowed to use a calculator during the exam?**

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

### **Q: When will I receive my score?**

A: Computerized testing provides immediate test results and if needed, a strength and weakness report. When testing at a PHTA national, regional, or chapter-sponsored event, test results and strength and weakness report, if applicable, can be expected in 3-4 weeks. Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

### **Q: Where will my scores be sent?**

A: Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

### **Q: Will my employer receive a copy of my scores?**

A: PHTA does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.



**Q: What is the passing score for the CHTT exam?**

A: To pass the CHTT exam, you must score at least a 75% (answering at least 38 questions correct).

**Q: What happens if I don't receive a passing score on the CHTT exam?**

A: To become a CHTT Certified Hot Tub Technician®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to five times beginning 30 days after and up to one year from your first test date. Please use this time to study the information in your workbook to help you receive a better grade. If after another attempt at the exam you still do not pass, you will have to retake the course.

**Q: What will I receive once I pass the exam?**

A:

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the "Certification Toolkit"
- Announcement of their certification award by PHTA through its various marketing vehicles

**Q: How long is my CHTT certification valid?**

A: All PHTA certifications are valid for three (3) years, ending on December 31 of the third year (ex. Certified on 2/15/2023 will be due to recertify 12/31/2026).

**Q: How do I renew my CHTT certification?**

A: To renew your CHTT certification, you will need to send the following:

- Completed recertification form
- Payment of the recertification fee
- Proof of 24 hours of continuing education since you initially became certified.

**Q: What if I miss the deadline to recertify?**

A: PHTA automatically supplies a 90-day grace period for recertification – no penalties will be enforced until after your grace period has expired. After that there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated, and you will need to take the course and pass the exam to become certified again.

## CBP FAQ's

### **Q: Are there eligibility requirements to take the CBP exam?**

A: Yes, to be eligible to become certified as a CBP Certified Builder Professional®, you must meet these eligibility requirements:

1. Must complete either C201: GENESIS® CONSTRUCTION SCHOOL: Concrete Pools or C260: GENESIS® CONSTRUCTION SCHOOL: Vinyl Liner/Fiberglass Pools.
2. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism.
3. Pass the CBP Certified Builder Professional® Exam, which measures competency in pool and spa building.

### **Q: How many questions are on the CBP exam?**

A: There are 100 questions on the CBP exam.

### **Q: Is there a time limit to complete the exam?**

A: Yes, you will have up to 3 hours to complete the exam.

### **Q: What is the format of the CBP exam?**

A: The CBP exam is multiple choice and true/false.

### **Q: What can I bring to the CBP exam?**

A: Since the CBP exam is open book, you are allowed to use the following to aid you:

- *C201: Concrete Pools*
- *C260: Vinyl Liner/Fiberglass Pools*

In addition to the materials, you may use during the exam, you must bring the following:

- Government-issued photo ID
- Exam confirmation letter
- 2 writing instruments
- Basic calculator (you are not allowed to use a cell phone as a calculator)
- Blank scratch paper

You are not allowed to use any added notes unless they are taken in your Manual or Workbook.

### **Q: Am I allowed to use a calculator during the exam?**

A: Only silent, non-programmable calculators are allowed in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

### **Q: When will I receive my score?**

A: Computerized testing supplies immediate test results and if needed, a strength and weakness report. When testing at a PHTA national, regional, or chapter-sponsored event, test results and strength and weakness report, if applicable, can be expected in 3-4 weeks. Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

### **Q: Where will my scores be sent?**

A: Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

**Q: Will my employer receive a copy of my scores?**

A: PHTA does not supply copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

**Q: What is the passing score for the CBP exam?**

A: To pass the CBP exam, you must score at least a 75% (answering at least 94 questions correct).

**Q: What happens if I don't receive a passing score on the CBP exam?**

To become a CBP Certified Builder Professional®, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your first test date. Please use this time to study the information in your workbook to help you receive a better grade.

**Q: What will I receive once I pass the exam?**

A:

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the "Certification Toolkit"
- Announcement of their certification award by PHTA through its various marketing vehicles

**Q: How long is my CBP certification valid?**

A: All PHTA certifications are valid for three (3) years, ending on December 31 of the third year (ex. Certified on 2/15/2023 will be due to recertify 12/31/2026).

**Q: How do I renew my CBP certification?**

A: To renew your CBP certification, you will need to submit the following:

- Completed recertification form
- Payment of the recertification fee
- Proof of 24 hours of continuing education since you initially became certified.

**Q: What if I miss the deadline to recertify?**

A: PHTA automatically provides a 90-day grace period for recertification – no penalties will be enforced until after your grace period has expired. After that there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated, and you will need to take the course and pass the exam to become certified again.

## Advanced CBP Builder Professional FAQ's

### **Q: Are there eligibility requirements to take the Advanced CBP Builder Professional exam?**

A: Yes, to be eligible to become certified as an Advanced CBP Professional, you must meet these eligibility requirements:

- Must hold a current CBP and be in good standing.
- Must complete GENESIS® E211: Fluid Hydraulics for Pools and Spas.
- Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism.
- Pass the Advanced CBP Builder Professional Exam, which measures competency in pool and spa building.

### **Q: How many questions are on the Advanced CBP Builder Professional exam?**

A: There are 125 questions on the Advanced CBP Builder Professional exam.

### **Q: Is there a time limit to complete the exam?**

A: Yes, you will have up to 3 hours to complete the exam.

### **Q: What is the format of the Advanced CBP exam?**

A: The Advanced CBP Builder Professional exam is multiple choice and true/false.

### **Q: What can I bring to the Advanced CBP Builder Professional exam?**

A: Since the Advanced CBP Builder Professional exam is open book, you are allowed to use the following to assist you:

- *E211: Fluid Hydraulics Course book*

In addition to the materials you may use during the exam, you are required to bring the following:

- Government-issued photo ID
- Exam confirmation letter
- 2 writing instruments
- Basic calculator (you are not permitted to use a cell phone as a calculator)
- Blank scratch paper

You are not allowed to use any additional notes unless they are taken in your Manual or Workbook.

### **Q: Am I allowed to use a calculator during the exam?**

A: Only silent, non-programmable calculators are permitted in the exam. Cell phone calculator functions may not be used during the exam, so get yourself a basic calculator (available at most stores) and use it throughout the course and exam.

### **Q: When will I receive my score?**

A: Computerized testing provides immediate test results and if needed, a strength and weakness report. When testing at a PHTA national, regional, or chapter-sponsored event, test results and strength and weakness report, if applicable, can be expected in 3-4 weeks. Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

### **Q: Where will my scores be sent?**

A: Your official scores will be emailed to the address listed on your Participant Agreement within 3 weeks of your test date.

**Q: Will my employer receive a copy of my scores?**

**A:** PHTA does not provide copies of scores to anyone other than the exam candidate. If your employer is requesting a copy of your score, it is your responsibility to provide them with this information, if you choose.

**Q: What is the passing score for the Advanced CBP Builder Professional exam?**

**A:** To pass the Advanced CBP Builder Professional exam, you must score at least a 75% (answering at least 94 questions correct).

**Q: What happens if I don't receive a passing score on the Advanced CBP Builder Professional exam?**

To become a Advanced CBP Builder Professional, you must successfully complete the exam. If you are unsuccessful after your first attempt, you are eligible to retest up to four times beginning 30 days after and up to one year from your initial test date. Please use this time to study the information in your workbook to help you receive a better grade.

**Q: What will I receive once I pass the exam?**

**A:**

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the "Certification Toolkit"
- Announcement of their certification award by PHTA through its various marketing vehicles

**Q: How long is my Advanced CBP Builder Professional certification valid?**

**A:** All PHTA certifications are valid for three (3) years, ending on December 31 of the third year (ex. Certified on 2/15/2023 will be due to recertify 12/31/2026).

**Q: How do I renew my Advanced CBP Builder Professional certification?**

**A:** To renew your Advanced CBP Builder Professional certification, you will need to submit the following:

- Completed recertification form
- Payment of the recertification fee
- Proof of 24 hours of continuing education since you initially became certified.

**Q: What if I miss the deadline to recertify?**

**A:** PHTA automatically provides a 90-day grace period for recertification – no penalties will be enforced until after your grace period has expired. After that, there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated, and you will need to take the course and pass the exam to become certified again.

## Expert CBP FAQ's

### **Q: Are there eligibility requirements to becoming an Expert CBP?**

A: To become certified as a Certified Expert Pool Builder and Design Professional, you must meet these eligibility requirements:

- Hold a current Advanced CBP Certification and be in good standing.
- Successful completion of the following GENESIS® courses: E245: Standards, Codes, and Ordinances: A Builder's Guide to Proper Implementation; D231: Color Theory and Its Application; D211: Elements of Design; D271: Architectural Styles; and D180: Drawing for Professionals, for a total of 110 hours of education.
- Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism.

### **Q: Is there an exam for the Expert CBP?**

A: There is no exam requirement.

### **Q: When will I find out if I have achieved certification?**

A: The official decision will be emailed to the address listed on your Participant Agreement within 3 weeks of receipt of your application.

### **Q: Where will the notification of certification (achieved/not achieved) be sent?**

A: The official decision will be emailed to the address listed on your Participant Agreement within 3 weeks of receipt of your application.

### **Q: Will my employer receive notification of my certification (achieved/not achieved)?**

A: PHTA does not provide copies of certification decisions to anyone other than the exam candidate. If your employer is requesting a copy of your certification status, it is your responsibility to provide them with this information, if you choose.

### **Q: What happens if I don't achieve certification?**

If you are not awarded certification, you will be notified via email to the address listed on your Participant Agreement within 3 weeks of receipt of your application. Notification will contain any/all reasons for the decision, as well as what you will need to provide in order to be reconsidered for certification.

### **Q: What will I receive once I achieve certification?**

A:

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the "Certification Toolkit"
- Announcement of their certification award by PHTA through its various marketing vehicles

### **Q: How long is my Expert CBP certification valid?**

A: All PHTA certifications are valid for three (3) years, ending on December 31 of the third year (ex. Certified on 2/15/2023 will be due to recertify 12/31/2026).

**Q: How do I renew my Expert CBP certification?**

A: To renew your Expert CBP certification, you will need to submit the following:

- Completed recertification form
- Payment of the recertification fee
- Proof of 24 hours of continuing education since you initially became certified.

**Q: What if I miss the deadline to recertify?**

A: PHTA automatically provides a 90-day grace period for recertification – no penalties will be enforced until after your grace period has expired. After that there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated, and you will need to take the course and pass the exam to become certified again.

## Master CBP FAQ's

### **Q: Are there eligibility requirements to becoming a Master CBP?**

A: To become certified as a Certified Master Pool Builder and Design Professional, you must meet these eligibility requirements:

1. Hold a current Expert CBP Certification and be in good standing.
2. Successful completion of the following GENESIS® courses: D280: History of Pools and Water Features; D265: Master Designer Methods; and C410: Advanced Pool Construction, for a total of 150 hours of education.
3. Satisfactorily answer a series of questions about your ethical conduct and commitment to professionalism.

### **Q: Is there an exam for the Master CBP?**

A: There is no exam requirement.

### **Q: When will I find out if I have achieved certification?**

A: The official decision will be emailed to the address listed on your Participant Agreement within 3 weeks of receipt of your application.

### **Q: Where will the notification of certification (achieved/not achieved) be sent?**

A: The official decision will be emailed to the address listed on your Participant Agreement within 3 weeks of receipt of your application.

### **Q: Will my employer receive notification of my certification (achieved/not achieved)?**

A: PHTA does not provide copies of certification decisions to anyone other than the exam candidate. If your employer is requesting a copy of your certification status, it is your responsibility to provide them with this information, if you choose.

### **Q: What happens if I don't achieve certification?**

If you are not awarded certification, you will be notified via email to the address listed on your Participant Agreement within 3 weeks of receipt of your application. Notification will contain any/all reasons for the decision, as well as what you will need to provide in order to be reconsidered for certification.

### **Q: What will I receive once I achieve certification?**

A:

- An official PHTA certificate for display
- A digital copy of their certificate
- Assignment of a digital badge (for use with any digital media application)
- Exclusive access to the "Certification Toolkit"
- Announcement of their certification award by PHTA through its various marketing vehicles

### **Q: How long is my Master CBP certification valid?**

A: All PHTA certifications are valid for three (3) years, ending on December 31 of the third year (ex. Certified on 2/15/2023 will be due to recertify 12/31/2026).

### **Q: How do I renew my Master CBP certification?**

A: To renew your Master CBP certification, you will need to submit the following:

- Completed recertification form
- Payment of the recertification fee
- Proof of 24 hours of continuing education since you initially became certified.



**Q: What if I miss the deadline to recertify?**

**A:** PHTA automatically provides a 90-day grace period for recertification – no penalties will be enforced until after your grace period has expired. After that there will be a \$100 late fee assessed, in addition to the standard recertification fee. If you are more than one year behind with your renewal, your designation will be terminated, and you will need to take the course and pass the exam to become certified again.



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This handbook contains information about the Pool & Hot Tub Alliances' certification processes. It is essential to keep it readily available for reference. **Candidates are responsible for knowing its contents.** All previous versions of this handbook are null and void.