



**CABS**<sup>TM</sup>

Certified Air  
Barrier Specialist

# Certification Handbook

**A Knowledge-based  
Certification Program**

## DISCLAIMER

The Air Barrier Association of America (ABAA) will continue to post the latest versions of documents pertinent to the certification scheme on the ABAA website ([www.airbarrier.org](http://www.airbarrier.org)). The document posted on the website will be considered the official version. It is the applicant's responsibility to check the ABAA website when they are considering certification and to obtain the official version of any documents.

This Handbook contains information and current policies on how to become and continue to be a Certified Air Barrier Specialist (CABS). Information in this version of the Handbook supersedes the information contained in any prior versions.

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This booklet is not allowed to be used or referenced during the certification examination.

Eligibility standards, exam content, exam standards, fees, and guidelines are subject to change.

Please visit [www.airbarrier.org](http://www.airbarrier.org) or contact ABAA at [CABSsupport@airbarrier.org](mailto:CABSsupport@airbarrier.org) for updates.

Developed by Building Professionals Quality Institute Inc.

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## **1.0 About the Air Barrier Association of America (ABAA)**

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The Air Barrier Association of America, Inc. was founded in 2001 as a response to air barriers being referenced in the Commonwealth of Massachusetts building code. It was identified at that time that there were few installers who understood how to properly install an air barrier system in a building. There were no standards, specifications, guidelines, training courses, or any other materials in the United States that focused on or could be used for installing air barrier systems on all six sides of the enclosure.

Over the years, ABAA has led the development of information and criteria for the air barrier industry related to materials, installation, inspection and details. ABAA has focused on education and site quality assurance from inception and has continued this effort through the decades. ABAA has also led the way in improving the performance of installed air barrier systems with follow up through a site audit to confirm the installation.

ABAA deals with all six sides of the building as this is required for an air barrier system. Currently, many air barrier materials are also water resistive barriers. These materials can also have a water transmission rate, and some may be heat barriers (thermal insulation). As such, ABAA also guides the industry in understanding the water vapor transmission and water resistive performance of materials.

## **2.0 ABAA Vision**

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We do air barriers right for energy efficiency, better buildings, and healthier communities.

## **3.0 ABAA Mission Statement**

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To work together with our membership, industry and trade to be the recognized voice for air barrier knowledge and quality assurance.

## 4.0 Terms and Definitions

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For the purposes of this document, the terms and definitions are given in ISO/IEC 17024, and the following apply.

### 4.1

#### **Appeal**

request by *applicant*, *candidate*, or certified person for reconsideration of any decision made by the certification body related to her/his desired certification status

### 4.2

#### **Applicant**

person who has applied to be admitted into the *certification process*

### 4.3

#### **Assessment**

process that evaluates a person's fulfillment of the requirements of the *certification scheme*

### 4.4

#### **Candidate applicant**

person who has fulfilled specified prerequisites and has been admitted to the *certification process*

### 4.5

#### **Certificate**

document issued by a certification body under the provisions of ISO 17024, indicating that the named person has fulfilled the *certification requirements*

### 4.6

#### **Certification process**

activities by which a certification body determines that a person fulfills *certification requirements*, including application, assessment, the decision on certification, recertification, and use of *certificates* and logos/marks

### 4.7

#### **Certification requirements**

set of specified requirements, including requirements of the scheme to be fulfilled in order to establish or maintain certification

## 4.8

### **Certification scheme competence**

requirements related to specific occupational or skilled categories of persons

## 4.9

### **Competence**

ability to apply knowledge, skills, and abilities to achieve intended results

## 4.10

### **Complaint**

expression of dissatisfaction, other than an *appeal*, by any individual or organization to a certification body, relating to the activities of that body or a certified person, where a response is expected

**NOTE:** Adapted from ISO/IEC 17024:2004, definition 6.5.

## 4.11

### **Examiner**

person competent to conduct and score an *examination*, where the examination requires professional judgment

## 4.12

### **Examination**

mechanism that is part of the *assessment* which measures a *candidate's competence* by one or more means, such as written, oral, practical, and observational, as defined in the *certification scheme*

## 4.13

### **Fairness**

equal opportunity for success provided to each *candidate* in the *certification process*

## 4.14

### **Impartiality**

presence of objectivity

**NOTE 1:** Objectivity means that conflicts of interest do not exist, or are resolved, so as not to influence subsequent activities of the certification body adversely.

**NOTE 2:** Other terms that are useful in conveying the element of impartiality are: independence, freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, and balance.



#### 4.15

##### **Interested party**

individual, group, or organization affected by the performance of a certified person or the certification body

**EXAMPLES:** Certified person; user of the services of the certified person; employer of the certified person; consumer; governmental authority.

#### 4.16

##### **Invigilator**

person authorized by the certification body who administers or supervises an *examination*, but does not evaluate the *competence* of the *candidate*

**NOTE:** Other terms for invigilators are proctor, test administrator, supervisor.

#### 4.17

##### **Personnel**

individuals, internal or external, of the certification body carrying out activities for the certification body

**NOTE:** These include committee members and volunteers.

#### 4.18

##### **Qualification**

demonstrated education, training, and/or work experience

#### 4.19

##### **Reliability**

indicator of the extent to which *examination* scores are consistent across different examination times and locations, different examination forms, and different *examiners*

#### 4.20

##### **Scheme owner**

organization responsible for developing and maintaining a *certification scheme*

#### 4.21

##### **Surveillance**

periodic monitoring, during the periods of certification, of a certified person's performance to ensure continued compliance with the certification scheme

## 4.22

### Validity

evidence that the *assessment* measures what it is intended to measure, as defined by the *certification scheme*

**NOTE:** validity is also used in its adjective form "valid."

## **5.0 About the Quality Assurance Program**

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The Site Quality Assurance Program (QAP) and manual used by ABAA has been developed to document the responsibilities of the manufacturer, the general contractor, the air barrier trade contractor, the individual installers, and project site auditors to ensure that the installation produces a functional and reliable air barrier system for the building.

### **QAP Key Components**

#### **5.1**

##### **Research & development**

R & D is carried out on a continual basis by air barrier manufacturers, ABAA, and the industry in general.

#### **5.2**

##### **Standards & Specifications**

ABAA identifies existing relevant standards, develops new industry standards and material specifications for use by the industry.

Standard material specifications have been developed for the different types of air barrier materials, which include material properties and test methods for air leakage rates, water-resistant performance, water vapor transmission rate, and where appropriate, heat flow. Model project specifications are developed in the standard three-part format for each of the material specifications. These model specifications focus on the requirements for the air barrier material, the installation requirements, and the ABAA QAP.

In some cases, ABAA has had to develop specific test methods for air and water-resistive barrier materials as test methods do not exist, or they have been borrowed from other industries and needed to be modified.

#### **5.3**

##### **Material evaluations & listing**

Materials and assemblies are evaluated against ABAA established criteria, and where the material meets the established requirements, the Manufacturer is licensed to use the ABAA mark. The material is listed on the ABAA website and inserted into the ABAA Model Project Specification.

## 5.4

### **Contractor accreditation**

The air barrier trade contractor is accredited based upon the ability to be compliant with all administrative procedures and processes required by SQAP and uses trained and certified installers. They are then licensed to use the ABAA mark, indicating that they are an ABAA Accredited Contractor.

## 5.5

### **Installer certification**

Individuals who have obtained the knowledge, skills, and abilities required for the installation of specific air barrier types through training and hands-on experience undertake a certification process. When all the requirements for certification have been met, they are licensed to use the ABAA mark to indicate that they are an ABAA Certified Installer and are issued a photo identification card.

## 5.6

### **Documentation**

The installer and trade contractor are required to document the installation process on each project to confirm that the project requirements as they relate to the air barrier installation and ABAA's requirements have been met. A Daily Work Record is completed by the Certified Installer to document the installation completed on that day and includes a visual inspection and site testing. These records are available to the general contractor or the design professional upon request.

## 5.7

### **Site Audits**

Each project will have at least one site audit conducted, and larger projects will have additional audits in accordance with the frequency outlined in the QAP. Where the owner/owner's representative forgo site audits for a specific project, the ABAA Accredited Contractor is still obligated to meet all the ABAA requirements for the installation of the air barrier system and for paying the QAP administration fee.

## 5.8

### **Conflict resolution**

The QAP conflict resolution strategies are used to provide a fair and reasonable means of assessing and allocating responsibility, if needed. The QAP process works to resolve site issues before they become legal disputes and offers an appeal process.

## **5.9**

### **Database**

Results of the site audits and other documentation are tracked by ABAA to assist all parties in the continual improvement process. Results gleaned from the records are used to identify material or site issues.

## **5.10**

### **Continuous improvement**

The QAP is a living program that utilizes feedback and input from its users for continual improvement of the program.

## 6.0 Air Barrier Specialist Certification Scheme

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### 6.1

#### Overview

The *Certified Air Barrier Specialist (CABS)* certification is designed for those involved in the sales of air barrier materials, providing guidance on the installation of air barrier materials and assemblies and/or the installation of an air barrier systems in residential, commercial, and institutional buildings as well as new construction and the retrofit of existing buildings.

The objective of the *Certified Air Barrier Specialist* certification scheme is to ensure that a person has the knowledge and skills to provide proper information to the owner, the design professional, the trade contractor, and the installer on the selection of air barrier materials and accessories for a specific application, as well as confirm that the proper installation instructions on the materials chosen are provided to all parties, and that drawings and specifications related to an air barrier system can be read and interpreted.

The *Certified Air Barrier Specialist* certification will also assist the air barrier industry in providing a consistent message regarding the requirements for air barrier systems.

The *Certified Air Barrier Specialist* shall have appropriate knowledge of the QAP used by ABAA.

### 6.2

#### Certified Air Barrier Specialist responsibilities

A *Certified Air Barrier Specialist* is an individual who has direct advisory contact with owners, design professionals, contractors, installers, inspectors/auditors, or any other person who is looking for guidance on air barrier materials, the installation of air barriers or air barrier systems. These individuals may include sales representatives, technical representatives, architects, specifiers, consultants or other appropriate individuals.

The *Certified Air Barrier Specialist* performs services such as offering technical considerations to the design professional, the air barrier contractor, and others concerning material use, installation and application requirements, use of the equipment and other related criteria.

## 6.3

### Job task analysis

The written exam is based on a Job Task Analysis of the air barrier industry. The critical tasks performed by individuals consist of:

- a. Manufacturer's role
  - i. To possess knowledge and understanding of the administrative obligations of the QAP program.
  - ii. Familiarity with the QAP Manual.
  
- b. Building science
  - i. Heat flow
  - ii. Moisture flow
  - iii. Airflow
  - iv. Combining all the above
  
- c. Materials, accessories, and components
  - i. Installation of components in proper sequence and compliance with Manufacturer's instructions and technical bulletins
  
- d. Air barrier details
  - i. Manufacturer's basic details for air barriers
  - ii. Locating air barrier details on drawings
  
- e. Air barrier design
  - i. Basic air barrier design
  - ii. Identifying critical air barrier system requirements
  
- f. Project specifications
  - i. Comprehend project specification requirements
  - ii. Explain the hierarchy of contract documents
  
- g. Building codes
  - i. International Energy Conservation Code - 2018
  - ii. International Building Code 2018
  - iii. International Residential Code 2018

- h. Regional standards
  - i. ASTM E779 Standard Test Method for Determining Air Leakage Rate of Air Barrier Assemblies
  - ii. ASTM E1827 Standard Test Methods for Determining Airtightness of Buildings Using an Orifice Blower Door
  - iii. ASTM E2178 Standard Test Method for Air Permeance of Building Materials
  - iv. ASTM E2357 Standard Test Method for Determining Air Leakage Rate of Air Barrier Assemblies
  - v. Material property test methods
  - vi. Material specifications
  
- i. Industry standards
  - i. ABAA T0001 Standard Method for Building Enclosure Airtightness Compliance Testing
  - ii. ABAA T0002 Standard Test Method for Pull-Off Strength of Adhered Air and Water Resistive Barriers Using an Adhesion Tester
  - iii. ABAA S0003 Standard for Air Barrier Material - Light Density Open Cell Semi-Rigid Spray Polyurethane Foam - Material Specification
  - iv. ABAA T0004 Standard Test Method for Determining Gap Bridging Ability of Air and Water Resistive Barrier Materials
  - v. ABAA S0005 Standard for Air Barrier Material – Non-Insulating Sheathing - Gypsum Based – Material Specification
  - vi. ABAA S0006 Standard for Air Barrier Material – Mechanically Fastened Engineered Polymer Film – Material Specification
  - vii. ABAA S0007 Standard for Air and Water Resistive Barrier Material - Medium Density Closed Cell Rigid Spray Polyurethane Foam - Material Specification
  
- j. ABAA material listing requirements
  - i. Basic requirements
  - ii. Requirements by material type
  
- k. Construction site requirements
  - i. Safety and health
  - ii. Communication



- I. Installation requirements
  - i. Assessment of environmental conditions
  - ii. Assessment of work for compliance to project contract documents
  - iii. Key installation issues
  - iv. Repairs of deficiencies
  
- m. Contract Documents
  - i. General conditions
  - ii. ABAA model three-part project specifications for air barrier material types
  - iii. Contract requirements
  
- n. On-site testing of air barriers
  - i. Visual inspection
  - ii. Adhesion/cohesion testing
  - iii. Pull adhesion
  - iv. Density tests
  - v. Air leakage tests
  
- o. Air barrier project audits
  - i. Audit requirements
  - ii. Audit reporting
  - iii. Correction methods
  
- p. Commissioning the air barrier system
  - i. Test methods for air leakage of whole buildings
  - ii. Air leakage performance requirements
  
- q. Correcting air leakage paths
  - i. Identifying the air leakage of a whole building
  - ii. Identifying air leakage by zone
  - iii. Finding specific air leakage paths

## 6.4

### Important & Critical Tasks Performed

The critical tasks that are required to be performed have been determined, and a level of importance has been given to each of the exam weighting.

<b>Knowledge and Skill Area</b>	<b>Weighting</b>
Manufacturer's corporate responsibility	2%
Building science	15%
Air barrier materials, accessories, components, and assemblies	10%
Air barrier details	5%
Air barrier design	10%
Project specifications	10%
Building codes	2%
Regional and industry standards	3%
ABAA material listing requirements	10%
Construction site requirements	5%
Air barrier installation requirements	5%
Contract documents	5%
On-site testing	10%
Air barrier project audits	3%
Commissioning the air barrier system	2%
Correcting air leakage paths	3%

## 7.0 Certification process

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### 7.1

#### Before Registration

**Step 1** - Ensure you have the latest version of this Handbook by downloading it from the ABAA website ([www.airbarrier.org](http://www.airbarrier.org))

**Step 2** - Read all information contained in the Handbook in its entirety.

**Step 3** - Refer to the Important & Critical Tasks Performed to be sure that you understand and can perform the critical tasks required of *Certified Air Barrier Specialist*.

**Step 4** - Obtain any reference materials required for the examination and study these references well in advance of taking the examination.

### 7.2

#### Registration

Once you have made your decision that you want to be certified as an *Certified Air Barrier Specialist*, you need to complete the registration process at [Become An ABAA Certified Air Barrier Specialist | ABAA](#) where you can find information on the program.

### 7.3

#### Certification agreement

Part of the registration process includes signing your certification agreement. This agreement outlines your obligations for certification and for the use of the ABAA mark. By electronically signing the application form, you agree to all the requirements set forth in the agreement, so read it carefully.

### 7.4

#### Digital color photo

A digital photograph is required for your certification card. Provide a headshot from the shoulders up, use clear lighting, in front of a plain background (i.e., passport-style photo) with no obstructions to the face. Email your headshot to [CABSupport@airbarrier.org](mailto:CABSupport@airbarrier.org) and include your first and last name, ABAA/SmarterU Student Dashboard username.

## 7.5

### Electronic exam

The psychometric test is delivered online and is proctored.

The examination is delivered in English only. Other languages will be available in the future.

Any individual wishing to have the exam administered orally is required to arrange this with ABAA as a special request.

The exam is constructed in a multiple-choice format. Each question will have four choices, where one answer shall be correct, and three answers shall be false. A question may include a graphic illustration or detail.

The questions have been developed at a Grade 12 English language level.

Each of the subject areas will include a minimum of three (3) questions and a maximum of thirty (30) questions.

The number of questions for each subject will be based upon the criteria established for the certification. An exam shall not have more than two hundred (200) questions.

The time allowed to take the exam shall be four (4) hours.

The passing mark for the examination is eighty percent (80%).

The exam shall be administered via an online LMS proctoring platform called ProctorU. The web-based program shall determine whether the answers are correct or not and you will be advised whether you have passed or not at the end of the exam.

Prior to booking the online exam with ProctorU, it is suggested you review the PR-115-081 ABAA Exam Day – What to Expect found on the website:  
[www.airbarrier.org](http://www.airbarrier.org).

There is **no limit** to the number of times individuals may take the exam. To retake the exam, you will simply need to pay an exam fee to obtain a new code.

A bank of questions will be used for each of the exam sections. Each question will be assigned a unique number in the question bank. The exam questions will be rotated on a regular basis. Each section will have the questions changed and/or the answers rotated on a regular basis.

New questions developed for the exam shall be added to the question bank on a regular basis

## **7.6**

### **Exam integrity**

To ensure the integrity of the *Certified Air Barrier Specialist* certification program, specific measures are enforced during the administration of the exam.

Exam questions and answers are the exclusive property of the ABAA certification program.

The examination and the items (questions and answers) are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever.

Any discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.

As part of the process that is required before you take the exam, you agree to a confidentiality statement, which prohibits any disclosure of the exam contents. Failure to comply with the agreement will void your certification, and you may be barred from retaking the exam.

Theft or attempted theft of exam items is punishable to the fullest extent of the law. Fraud, deceit, dishonesty, or other irregular behavior in connection with taking the exam is strictly prohibited. Irregular behavior includes, but is not limited to, copying or allowing the copying of examination content, failing to work independently, possessing unauthorized devices or source materials, surrogate testing or other dishonest conduct, disrupting other examinees, and possessing, reproducing, or disclosing exam questions, answers, or other information regarding the content of the examination.

Communication with other persons or with any outside source by way of telephone, personal computer, Internet, or any other means during the exam is prohibited.

## 7.7

### Costs

Initial Certification:

The *Certified Air Barrier Specialist* certification fee is **\$495 (\$650 for non-members)**, which must be paid before being allowed to take the exam.

In cases where the exam needs to be retaken, there is a fee of **\$100 (\$200 for non-members)** for each additional time the exam is taken until 12/31/20. Effective 1/1/2021, the fee for retaking the exam is **\$250 (\$350 for non-members)** for each additional time the exam is taken.

Examination fees cover the costs of certification administration, exam development, exam improvement process in accordance with ISO 17024, documentation, and the ISO 17024 delivery platform.

If you wish to purchase an electronic copy of the ABAA CABS Study Guide for an Air Barrier Specialist, the cost is **\$100 (\$150 for non-members)**.

## 7.8

### Completing the certification process

Passing the *Air Barrier Specialist* exam is a distinguishing achievement. However, passing the exam does not indicate that you are now certified. To become CABS certified, you need to complete all portions of the certification process which includes:

1. Register for CABS certification
2. Sign agreement
3. Pay fee
4. Obtain code for Proctor U
5. Take the exam
6. Pass the exam
7. Provide digital photo

Once you have completed the process you will receive a certificate and photo identification card. You may indicate your *Certified Air Barrier Specialist* credentials by displaying either ""CABS"" on business cards or other such documents or showing your photo ID certification card.

## 7.9

### **Duplicate certificates**

Certificates and photo-identification cards will be provided approximately four to six weeks after the exam date. If a certificate or photo-identification card arrives damaged, with an incorrect name or spelling or, does not arrive at all, the certificate or card will be replaced free of charge. Please email at [CABSsupport@airbarrier.org](mailto:CABSsupport@airbarrier.org) or call ABAA at 866-956-5888 to request a duplicate card or certificate.

In the event a certified individual loses the certificate or card, needs a replacement, or would like a duplicate certificate, the certified individual should forward this request by email to ABAA.

There is a **\$50 fee** for processing the replacement certificate and/or card. The fee is to be submitted with your request. Replacement certificates are processed monthly.

## 7.10

### **Preparing for the exam**

#### **Exam preparation: keys to success**

##### **a. Review the learning essentials**

Review the full outline of the *Critical Tasks Performed* and decide if you understand each of them. Candidates for certification should take a close look at the recommended qualifications and review the content areas of the exam and the sample questions to determine whether they feel they are ready to take the exam. All individuals need to understand and be familiar with the requirements, submittals, technologies, and strategies before taking the written examination.

#### **Written examination sample questions:**

- 1) A Nanogram is:
  - a. One billionth of a gram.
  - b. A unit of measure for ultraviolet light.
  - c. Equivalent to the weight of a single drop of water at 37.5 degrees Celsius (37.5°C).
  - d. Equivalent to the amount of moisture vapor contained in one cubic meter of air at a temperature of 37.5 degrees Celsius (37.5°C).

2) R value is:

- e. A term predominantly used in the building industry to describe the insulation properties of certain building insulation materials.
- f. Is limited to situations where thermal insulation is achieved by retarding the flow of heat through the material itself.
- g. The reciprocal of its apparent thermal conductivity multiplied by the material thickness.
- h. The ability to reflect heat

3) Expansion joints are required:

- a. In a building assembly where the movement of material is expected
- b. At locations where dissimilar substrates meet
- c. At deflection tracks in steel stud construction
- d. Between pre-cast panels

**b. Reference materials**

Technical information on the ABAA website will assist the candidate in preparing for the exam.

ABAA offers a CABS Exam Study Guide to assist in your learning. It is available for purchase when you register. Each person can make the decision whether they would like to obtain the study guide when they register, and they will have the option to download the guide at that time. The link supplied at that time is not be shared.

While obtaining a CABS Exam Study Guide can be helpful, this does not guarantee a passing score on the exam and the program is not a review of the questions that are on the exam. It can help you to learn more about the fundamentals of air barriers.

Not every question will be included in the manual. A general understanding and knowledge of the air barrier industry is required for certification.



## 8.0 Withdrawal of certification

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Should the *Certified Air Barrier Specialist* not maintain or not continue to prove his competence to the satisfaction of the certification program, the certification shall be withdrawn. In the event the certification is to be withdrawn, the certification manager shall review the 'individual's record and provide a written statement on steps that are required in order for the certification to be reinstated.

Reasons for withdrawal of an individual certification include, but are not limited to:

1. Failing an exam
2. Misuse of the certification

## 9.0 Renewal Requirements

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The *Certified Air Barrier Specialist* shall be required to renew their certification card every two years.

The **renewal** process shall include, but not limited to, the following items:

- a. File review by ABAA
- b. Individual obtaining six ABAA or AIA continuing educational units (CEUs) and providing proof (copy of the attendance certificate or other means acceptable to ABAA) that they were obtained during the two years before renewal.
- c. Pay the **\$250 renewal fee (\$325 non-member fee)**

## 10.0 Reinstatement of lapsed certification

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If a certified individual neglects to renew his/her certification, the certification shall be considered lapsed. When this occurs, the individual shall stop using the certification or the certification mark and any references to being certified. A lapsed certification is a null and void certification.

Reinstatement of the 'individual's certification after it has lapsed is permitted by paying the outstanding certification fees from the time the certification lapsed and providing proof of the CEUs obtained. If the person has not renewed their certification for a period of six years, they are considered uncertified and must start the complete process again.

## 11.0 Recertification

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The *Certified Air Barrier Specialist* needs to be recertified every six years. The purpose of recertification is to confirm continued compliance of the certified person. Recertification takes into account changes to normative documents, changes in the certification scheme, the maturity of the industry, and the ongoing changes in technology.

The **recertification** process shall include but will not be limited to the following items:

- a. File review
- b. Individual obtaining 18 continuing education units (6 CEUs for each of the renewal periods and providing proof (copy of the certificate or other means acceptable to ABAA) that the last set of CEUs they were obtained in the last two years before recertification.
- c. Successfully completing the current written examination instrument at the date of recertification.
  
- d. Pay a **recertification fee (\$495 members \$650 non-members)**

The recertification requirements for individuals shall be completed prior to re-issuance of the certification. For individuals that do not meet the recertification requirements, the certification shall be withdrawn immediately and they shall be notified.

## 12.0 Complaint resolution

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Any complaints on the certification process shall be submitted in writing. Such complaints need to be regarding non-compliance with the certification program as outlined in this Handbook. Complaints about issues outside the certification procedures or the exam will not be responded to or addressed.

When a complaint is received, the certification manager shall review the complaint, gather the facts on the complaint, and try to resolve the complaint. The complaint and the response shall be documented.

A written response shall be provided to all properly filed complaints.

Should an individual disagree with the written response by the certification manager, the individual has the right to request a review. This request must be made in writing. The certification manager will provide all documents on the review board for consideration and decision.

If the individual does not agree with the review board's decision on the complaint, a request in writing can be made to have the complaint reviewed by an independent commissioner. A deposit of \$2,000 shall be provided by the individual for the independent commissioner's hearing. Should the independent commissioner rule in favor of the individual, the \$2,000 deposit shall be returned; however, if the independent commissioner does not rule in favor of the individual, then the \$2,000 shall be kept by the certification body to offset the costs of the hearing.

The individual also has the right to lodge a complaint with the certification accreditation organization. The complaint can only deal with a failure to follow this certification handbook.

Send your correspondence via email [CABSupport@airbarrier.org](mailto:CABSupport@airbarrier.org) or via mail to:

Air Barrier Association of America  
1600 Boston-Providence Hwy  
Walpole, MA 02081

### **13.0 Persons with disabilities**

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For any person who has a disability, please contact the ABAA office to determine the most efficient way of taking the exam.

### **14.0 Examination statistics**

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Data regarding the certification examination, including all performance data, individual data, and demographic data, shall be held confidential unless officially released by the certification body. Individual scores shall always remain confidential and only provided to the examinee. However, information on whether an individual is certified and the type of certification shall be made available upon request and displayed on a website.

## **15.0 Individual confidentiality**

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The ABAA recognizes your rights to control personal information and, as such, will safeguard this information from unauthorized disclosure. To protect your rights to control score distribution, examination scores are released only to you and authorized staff of the certification body.

## **16.0 Hours of operation**

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The certification program office business hours are between **8:00 am and 5:00 pm Central Standard Time, Monday to Friday (excluding holidays)**.

## **17.0 Frequently Asked Questions**

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### **How do I get signed up to take the written exam?**

For the most up to date information on registration and fees, consult the ABAA website at [www.airbarrier.org](http://www.airbarrier.org). The exam is available only online.

### **Can I register for the exam over the phone?**

No, you cannot register by telephone as you need to complete the online certification registration and pay the appropriate fees.

### **Where can I take the written exam?**

This exam is done online and is proctored.

### **Can I get my results over the phone?**

The results are provided to you immediately at the end of the exam session. They will not be provided over the phone.

### **When will I receive my certification?**

When you have completed the appropriate forms, provided an electronic photo (headshot) and paid the fee.

### **Does ABAA offer courses to assist in my learning?**

Yes, please check the ABAA website for dates and locations of various training programs.

### **Can I review my exam that I recently took?**

No, once the exam is completed, it is no longer available to you.

### **How often can I take the written exam?**

You may take the written exam as many times as needed until you pass the exam. However, you will be required to pay the exam fee every time you take the exam.

### **Can I get a confirmation of my results emailed to me?**

Yes, your exam results will be emailed to you.

### **Are the examinations open book?**

No, you are not allowed to have any papers, books, cell phones, iPad, etc. with you during the exam.

### **How long are the examinations?**

The time to complete the exam is limited to four hours.

### **What type of format will the examination questions be in?**

Exam questions are in 4-option, multiple-choice format, with one answer on each question being correct and the other three answers being wrong. There are no long answer questions, true / false questions, or misleading questions.

### **Should I guess if I 'don't know the answer to a question?**

There is no penalty for guessing, and a not answered question is considered incorrect for the purposes of the test.

### **What is considered a passing score?**

The passing mark for the examination is 80%.