

## ***CSC Requirements***

### **Requirement 1: Repair Facility**

Each Certified Service Center is asked to have a storefront or other fixed, permanent and professional place of business suitable to the nature of the business and that complies with all applicable zoning laws. Exceptions to the visible repair facility requirement will be reviewed by the Certification Oversight Committee.

### **Requirement 2: Adherence to Code of Conduct**

Each Certified Service Center™ shall agree to abide by the established code of ethics.

#### **Code Of Ethics**

- We will conduct business in a manner that will insure the confidence of our customers.
- We will not participate in any false or misleading advertising.
- We will provide an estimate of charges before work is performed.
- We will perform only such service as is necessary and authorized by the customer.
- We will provide new and first quality parts, unless otherwise specified.
- We will provide accurate invoices that list all parts that were used and service that was performed.
- We will resolve all complaints promptly and courteously.
- We will handle customer property carefully and will maintain insurance to protect this property while in our control.
- We will strive to continually improve the image and reputation of our industry.

### **Requirement 3: Industry Approved Equipment**

Each Certified Service Center™ shall have and maintain in good repair the industry approved minimum test equipment for each product category for which they are certified.

#### **Test Equipment**

Please refer to the CSC Recommended *Test Equipment Reference List* for required minimum test equipment in the following areas:

- Appliances
- Audio/Video
- Biomedical
- Communications
- Computers
- Office Equipment
- Mobile
- Satellites
- Security Systems
- Consumer Electronics

### **Requirement 4: Customer Service Program**

Each Certified Service Center™ agrees to have a written customer service program that includes a customer communication and relations process.

The written policy should:

- outline the procedures used to inform customers of the following: (a) estimates, (b) revised estimates, (c) parts to be ordered, (d) parts on backorder, (e) completion of repair, (f) service delays and (g) field service appointments.
- describe the methods used to gather information from the customer regarding the perceived quality of service received.
- describe how this information is then used to improve the level of service provided to the customer.
- include copies of surveys, charts and reports that are utilized for this purpose.
- explain the process used to resolve a customer complaint -- including a list of each step of that process, the person responsible for that step and the required time frame for action.
- be posted for customer inspection.

*If your business does not yet have a written Customer Service Program, contact one of the CSC association headquarters. Most will supply you with a typical approvable policy and examples that you can adapt for your business. The fee for these is nominal.*

## Requirement 5: Technical Certification

At least 25% of all technicians and technical workers employed by each CSC applicant must be certified by a recognized national certification provider. Upon renewal, 25% or more of technicians employed by each CSC must have journeyman level certifications.

ETA, PSA and ISCET have entry-level (associate) certification programs. Other certification provider programs will be considered by the CSC Certification Oversight Committee on a case-by-case basis.

### Approved Journeyman Level Certifications

#### Appliance Certification

Certified Appliance Professional  
NASTEC  
Certified Technician – Appliances  
Certified Appliance Technician

#### Organization

PSA  
NARDA/ISCET  
USA  
ISCET

#### Audio/Video Certification

Certified Electronics Technician

#### Organization

ISCET or ETA

#### Communications Certification

Certified Electronics Technician  
General Radiotelephone Operator's License  
NARTE Tech Certification, Class 1 & 2  
NARTE Eng Certification, Class 1, 2 or 3

#### Organization

ISCET or ETA  
All FCC COLEMs  
NARTE  
NARTE

#### Computers/Office Equipment Certification

Certified Electronics Technician, Computer  
Certified Network Computer Technician  
Computer Service Technician  
Certified Network Systems Technician  
A+ Certification  
Microsoft Certified Systems Engineer

#### Organization

ISCET or ETA  
ETA  
ETA  
ETA  
CompTia  
Microsoft

#### Mobile Certification

Certified Electronics Technician

#### Organization

ISCET or ETA

#### Satellite Certification

Certified Electronics Technician  
Certified Satellite Installer  
Small Dish Installation Certificate

#### Organization

ISCET or ETA  
ETA  
SBCA

#### Security-Alarms Certification

Certified Electronics Technician

#### Organization

ISCET or ETA

#### Consumer Electronics Certification

Certified Electronics Technician

#### Organization

ISCET or ETA

### **Requirement 6: Service Manager Certification**

Each Certified Service Center™ shall employ at least one manager who has passed the Certified Service Manager exam, the equivalent approved management training courses, or a two-year associate business degree (or higher).

#### **Approved Service Manager Certifications**

- Certified Service Manager - PSA
- Certified Service Manager – NESDA
- Certified Service Manager – ETA
- Certified Administrator: Service - USA
- National Association of Service Managers Certification
- 2 year Associate Business Degree or Higher

### **Requirement 7: Licensing Requirements**

Each Certified Service Center™ shall comply with all federal, state and local business licensing and zoning laws.

### **Requirement 8: Insurance Coverage**

Each Certified Service Center™ agrees to maintain insurance coverage for business liability and customer merchandise.

*If your business does not yet have a written service warranty, contact one of the CSC association headquarters. Most will supply you with a typical approvable policy and examples that you can adapt for your business. The fee for these is nominal.*

### **Requirement 9: Professional Appearance**

Each Certified Service Center™ shall:

- display prominent signage on the outside of the building that clearly identifies the business and meets all applicable codes
- maintain a neat, clean and professional appearance
- maintain a written dress code for the employees that greet the public including employees that assist the customer in person and those that assist the customer in the field. The dress code should include a statement describing the image that the employee should project, a statement that describes any required elements of dress, appearance and grooming, and a statement that describes any prohibited elements of dress, appearance and grooming.

*If your business does not yet have a written Dress Code Policy, contact one of the CSC association headquarters. Most will supply you with a typical approvable policy and examples that you can adapt for your business. The fee for these is nominal.*