

## Questions and Answers from MECP Webcast

This document is provided to the participants of the MECP Webcast from July 9, 2008 so that questions not answered during the session could still be addressed.

### **Question from Greg Lassek:**

Technician A says that Todd Ramsey's mic is unplugged, Technician B says that the mute button got bumped... who is correct? Tech A, Tech B, Both A and B, or neither A or B?

### **Answer:**

*Actually it appears the web server that hosts the webcast dropped Todd. We do apologize for that mishap, but what would a meeting of installers be without an unannounced problem to correct!*

### **Question from Richard Fitzgerald:**

How do I go about receiving more MECP patches?

### **Answer:**

*To obtain patches please sent a request e-mail to [mecp@mecp.com](mailto:mecp@mecp.com) requesting the patches and include the following information so that your MECP certification credentials and mailing address can be verified:*

- *Name as it appears on your MECP certificate*
- *Level of Certification*
- *Date of Certification (on your certificate)*
- *CEA License Number (also on your certificate)*
- *Current mailing address so that database records can be updated*

*From there, patches usually arrive within a couple of weeks or less. Remember patches are ONLY available for people who have current MECP certification.*

### **Question from weberth:**

Just for curiosity, will it be issued any type of certification upon attendance of today's meeting?

### **Answer:**

*No, there will only be a copy of the presentation sent, this document, and a link to download the audio portion as an MP3 podcast.*

### **Question from gregorich.k**

Upon passing the exams, how does one acquire patches?

### **Answer:**

*Since patches are now sent with the initial certificates and confirmation letter, you would receive them automatically.*

### **Question from Paul Shouse:**

What is the product specialist exam?

### **Answer:**

*The Mobile Product Specialist exam is intended for sales professionals. Information about the exam is available on the MECP website at the "Exams" page and on the "Downloads" page where you can find about the contents of that (and all) MECP exams. It has 150 questions in three main topic areas. There is a three hour time limit for that exam.*

### Question from Clay Prather:

If your local library is not listed as a proctor for the test how do you go about changing that?

### Answer:

On the MECP "Exams" website page, visit the link that says [How and Where to take MECP Exams](#). This will open a document that describes, in detail, how you navigate each of the options for testing. For purposes of simplicity, we have included it in this document:

(Listed under "Option #2)

Test participants already employed in the mobile electronics industry can also contact their local public library to see if there is availability for supervised test proctoring services. Not all libraries will be willing or able to do this, but many libraries can. The responsibility of locating the library and making the initial contact is placed on the test participant.

To be able to utilize a library testing format, the proctor must be able to provide (or have uninterrupted access to) **a computer with DSL or better internet access** and a quiet location in which to provide the exam.

Please follow these instructions:

1) The prospective tester must locate their preferred library in which to test. They can do this by logging on to [www.publiclibraries.com](http://www.publiclibraries.com) and choose a library nearest to them or one they know to have proctoring capabilities. This may take several attempts depending on the library.

Military participants who qualify (serving outside of the US) must go to their education center on base and request proctoring services. MECP reserves the right to grant or deny any library testing requests as appropriate.

2) The prospective tester must contact the library or test location and ask if they could proctor an Internet-based, supervised exam. If they agree, the **contact person at the library (or test location) who will be supervising (proctoring) the exam must contact MECP** directly via e-mail at [mecp@mecp.com](mailto:mecp@mecp.com). The prospective proctor must supply MECP with the following information:

- Tester's Full Name, Mailing Address, Telephone Number, and e-mail address
- Location where testing will take place
- Proctor's Name, Contact Information, and Job Title
- Level of MECP Exam the tester wishes to take

3) If the librarian agrees to proctor the exam when the tester first inquires, **the tester needs to send an e-mail request to [mecp@mecp.com](mailto:mecp@mecp.com)** with the following information:

- Tester's Full Name, Mailing Address, Telephone Number, and e-mail address
- Location where testing will take place
- Proctor's Name and Telephone Number
- Level of MECP Exam the tester wishes to take
- Voucher Code for Prometric Test Center location (if applicable)

This information will allow MECP to verify which library or location they intend to use for the exam. MECP will then match the proctor request and the tester's request to verify the proctor and the exam are taking place in the same location. If they have an existing voucher intended for use in a Prometric test center, this will also allow MECP to issue the participant a library testing voucher in exchange for their existing Prometric test center voucher (if applicable).

5) Once the proctor has been authenticated, MECP notifies the proctor **and** tester via e-mail that they are ready to go. At that point, the tester needs to schedule a time and date for the exam with the librarian. If the library or proctor location charges any additional fees for the service of proctoring, those fees are the responsibility of the test participant. Normal MECP exam fees can be paid "on screen" with a credit card if there is no voucher being used.

**Question from manuel delgado:**

How will know we pass the test?

**Answer:**

*You are given instant results at the close of your test session. In addition, you should have a results print out that will help validate your upcoming certificate (if you passed) and will also contain the necessary information to access your MECP database profile.*

**Question from James Pigeon:**

How do you become a proctor?

**Answer:**

*e-mail [mecp@mecp.com](mailto:mecp@mecp.com) to request information and be sure to describe your industry position. Prospective proctors include people employed by schools, those serving as a rep or manufacturer's support employee in the field and also Master Installation Technicians with current credentials. In general retailers are no longer allowed to proctor their own exams with just a couple of exceptions like MECP committee members or special circumstances. Even the largest retailer of 12v (Best Buy) does not proctor their own exams so there is an excellent degree of security to the proctoring process.*

**Question from James Pigeon:**

Do you need to become certified at the Installer level before the advanced?

**Answer:**

*No, however you must be able to satisfy the minimum requirement of one year's professional experience working as an installation technician. The [Verification of Experience](#) form can be downloaded from the MECP Website "Downloads" section.*

**Question from Kris Bulla:**

What type of identification is provided for the technician to carry for identification to customers or possible employers?

**Answer:**

*For customers, MECP always has taken the position of "ask to see your technician's credentials", which would be a current MECP certificate displayed in their store or installation bay.*

*For employers, although the certificate serves as validation too, the Integral 7 database actually has a feature called "Publish Credentials" in which you can e-mail a validation of your MECP status to a prospective or current employer. They log in to a special link and are able to view your real time certification status (but none of your other details show). It's a simple and effective way to show employers you are certified without carrying paper. This is currently a free of charge function of the database profile.*

*Finally, it's always encouraged that any prospective or current employer, as well as consumers, can contact MECP by phone or e-mail and ask if the individual is certified. MECP will only say yes or no and, if yes, at which level. This does not disclose any personal information, but does validate a certification where necessary. This is a free service.*

**Question from ERic:**

What are some ways that a master certified tech can keep up on their fabrication skills if their employer doesn't currently allow use of such materials in their bay (i.e. fiberglass, etc)? Other than obviously working with these materials on your own is a good practice, is there any way CEA or MECP could "urge" corporations that employ MECP certified techs to consider revising their sop regulations?

**Answer:**

*Once you reach the Master level and you are not actively working on fabrication tasks in your daily routine at a particular employer, the best possible way to remain connected to staying atop fabrication skills is to attend industry affiliate training that occurs either privately or at events like CES, MERA KnowledgeFest, or other venues where industry experts and other Master level technicians get together. Of course it does not hurt to have a circle of other Master level colleagues with whom you can readily exchange information and ideas which is often the case with MECP certified technicians at the Master level. Many find this is their best way to get accurate and otherwise "secret" information on techniques, supplier resources, and ways to save time, improve finished results, or capture additional custom labor revenue.*

*Unfortunately, it's not in the scope of MECP influence to tell employers what to do in their businesses or how to balance the custom work with other types of work they do. In some cases, the investment of tooling and training for custom fabrication may be prohibitive to an employer's bottom line, but it's ALWAYS much more likely that individuals with MECP Master level credentials can add their credibility to a business case proposal should the employer choose to consider that as an area of their business into which they expand.*

**Question from ernie hartman:**

How many questions are on the basic and advanced tests?

**Answer:**

*There are 150 questions on the Basic level exam and 200 questions on the Advanced level exam. Like all MECP exams, both have a three hour time limit for completion.*

**Question from manuel delgado:**

Is this certification is free or do we need to pay?

**Answer:**

*All levels of MECP certification exams are fee based. The exact costs are listed on the MECP website on the "Exams" page. Often the employer may reimburse all or part of testing fees if you pass, but check with your employer for their specific policy. For purposes of simplicity, the exam fees are also included here in this document:*

- *Basic Installation Technician Exam* (\$60 / \$85)\*
- *Basic Installation Technician Exam - Spanish Version* (\$60 / \$85)\*
- *Advanced Installation Technician Exam* (\$80 / \$105)\*
- *Master Installation Technician Exam* (\$100 / \$125)\*
- *Mobile Product Specialist Exam* (\$60 / \$85)\*
  
- **MECP Exam Delivery and Pricing**  
*The two prices listed for MECP exams reflect whether you take the MECP exam in a pre-approved proctored environment (such as a school or library) or a Prometric Testing Center respectively. Click here to learn [How and Where to Take MECP Exams](#) for additional information about the option that is best for you.*

**Question from sebastian merino**

How can we get those window stickers?

**Answer:**

Any retailers wishing to obtain the static window stickers should e-mail those requests to [mecp@mecp.com](mailto:mecp@mecp.com) and include the following information so that MECP can validate that the retailer does, in fact, employ MECP certified technicians with current MECP credentials:

- Name of MECP certified employee(s) it appears on their MECP certificate
- Level of Certification for each employee listed
- Date of Certification for each employee (listed on their certificate)
- CEA License Number of each employee (also listed on their certificate)
- Current mailing address of the shop for delivery of the window stickers

**Question from ERic:**

How can our bay get our hands on some window stickers?

**Answer:**

See the previous answer to a similar question.

**Question from carlo di nicola:**

What if you are already an automotive technician with a class "A" certificate?

**Answer:**

Not sure what the intent of the question is, but the MECP certification has only experience prerequisites dealing with employment in the industry. If, for example, you were a muffler technician at an exhaust shop or did transmission repair at a car dealership, this would not really qualify as experience for aftermarket mobile electronics installation.

**Question from ernie hartman:**

What forms of ID are acceptable?

**Answer:**

You will need to bring two (2) forms of identification to the testing site. One must be a current, government-issued photo ID, such as a valid passport or driver's license, with a photo that looks like you. Be sure the names on your ID are displayed the same way it is displayed on your exam record, and that both ID's have a current signature that look like yours. Examples of other pieces of ID are credit cards and check cashing cards, current military ID and valid student ID cards with photo.

**Question from carlo di nicola:**

Why is the score level so high for all 3 sections of the exam?

**Answer:**

The passing score in each section is 70%. There are three sections on the Basic level exam and the Mobile Product Specialist exam, but the Advanced and Master levels have five sections. All sections of any exam must have a 70% or better score to pass the whole exam. MECP uses this measure across the range of difficulty on the questions of each exam and the median pass rate for that level weighed against the employer and consumer expectations. This has proven to be a very reliable bar of minimum passing score over time.

**Question from Richard Fitzgerald:**

Are there any banners or posters available yet for business owners?

**Answer:**

*Banners are in the works. There will be a cost sharing program for retailers who employ MECP certified technicians. Perhaps by Q3 of 2008 there will be something available on that banner program. Keep tuned to MECP.com for more information and subscribe to the MECP e-newsletter. No posters at this time, although counter cards and window (cling) stickers are available as described in the request process in one of the previous answers.*

**Question from Paul:**

Of the people who have read through the guide within the past 6 months what is their opinion of it?

**Answer:**

*It depends on which guide you are referring to, but all guides receive very good review from the people that read them thoroughly. Often the guides stay in the installation bay or in a technician or sales person's hands as reference material long after they take an MECP exam. Overall, each MECP guide is a great value in that it's a relevant, effective study tool and it's a completely non-product specific reference manual. They are not "how-to" books by any means, but they provide excellent reference information that is specific to the 12v industry.*

**Question from Bob Hohenstein:**

What about a hands-on section on the test?

**Answer:**

*Although we did answer this briefly during the last few minutes of the session, the idea of hands on testing has been brought up many times before and it's not financially feasible for MECP to spearhead such an effort in today's business climate. What MECP does encourage is that if participants need additional training that they seek out one or several of the Training Partners (both Industry Schools and Colleges/Vocational Schools) that are listed on the MECP website [Links page](#).*

*Additionally, there are multiple variables on process and procedure with 12v retailers when it comes to installing, regardless of what best practices are recommended by MECP, so any hands on evaluations are best implemented by the employer themselves.*

**Question from Jason Greenberg:**

Does the year requirement for the Advanced level have to be continuous or could it be cumulative (i.e. 6 months and the 6 months later)?

**Answer:**

*Your experience of one year should be a cumulative total, so if you were working in the industry and stepped away, then came back – that's fine. The [Verification of Experience](#) form can be downloaded from the MECP Website "Downloads" section. If you have more than one employer during those times, just submit multiple forms to achieve that total.*