

TRAA NATIONAL DRIVER CERTIFICATION LEVEL 1 TEST INSTRUCTIONS

1. Both owner/applicants and employee/applicants must fill out this form completely.

INCOMPLETE APPLICATIONS WILL BE RETURNED UNPROCESSED.

2. Include check, money order or credit card information with your application, plus two (2) passport-size photos. **Please print your name on the back of each photo.**
3. Mail application, payment and photos to:
TRAA Certification
2121 Eisenhower Ave, Suite 200
Alexandria, VA 22314
4. All cancelled applications will be charged a \$25 administrative fee.



LEVEL 1 CERTIFICATION EXPERIENCE REQUIREMENTS: The test applicant must have been employed as a tow truck operator for **AT LEAST ninety (90) days** within the past five (5) years prior to the application date and possess all required state and Federal licenses. Such **experience must be verified.**

YOU NOW HAVE TWO TESTING OPTIONS: Paper/pencil at a local community college or Tow Show; or computer testing at a PSI facility. **To schedule paper/pencil testing at a local community college please call TRAA at 800-728-0136.** The paper/pencil option is less expensive, but you must wait 2-4 weeks for your results. Computer testing will enable you to receive your results when you take the test. The study guide is online at www.towserver.net/certification.htm or you can order a paper copy on this application. Applicants with reading difficulties should apply for oral testing through TRAA.

REVIEWING THE STUDY GUIDE BEFORE TAKING THE TEST IS CRITICAL: If you fail the test you will have to pay a retesting fee. If you are unable to keep your test appointment and fail to cancel with sufficient notice, you will be subject to a retesting fee.

PASSING THE TEST: Those successfully completing the test will receive 2 patches, 1 ID card, a certificate indicating your status as a Nationally Certified Tow Operator, and eligibility to become a TRAA Certified Tower Member. CTM benefits: Monthly receipt of National Towing News and TRAA member discounts. Nationally Certified Tow Operators will receive a Press Release which should be sent to local media. Local recognition of achievement will promote the driver and the company in the eyes of the public. Patches, tee shirts and truck decals may be purchased from TRAA using Nationally Certified Tow Operator ID numbers.

Paper & Pencil Testing

1. Submit application, payment and photos.
2. TRAA will send you a letter with your test ID code, and your study guide (if you have requested a mailed copy) and instructions on how to schedule your test.
3. **When ready to take the test contact TRAA (800-728-0136) to schedule your test.** You will need your photo ID to take the test.
4. You will receive your test results within 2-4 weeks.
5. **If you fail the test you will need to resubmit your application and pay the retesting fee to TRAA, schedule and retake the test.**

PAPER & PENCIL TESTING FEES:

Level 1 Member	\$100	Non-Member	\$125
Retest Member/Non-Member			\$ 60
NO SHOW FEE \$20			

Computer Testing

1. Visit the PSI website (<http://candidate.psiexams.com>) or call 800-733-9267 to locate the testing facility nearest to you. Computer testing is available in many states, but not all. New facilities are being added regularly.
2. Submit application, payment and photos to TRAA.
3. TRAA will send you a letter with your test ID code, and your study guide (if you have requested a mailed copy) and instructions on how to schedule your test.
4. To take the test visit the PSI website or call 800-733-9267 to schedule your test. You will need your test ID code and your photo ID to take the test.
5. You will receive your test results when you have completed the test.
6. **If you fail the test or miss your appointment without 24 hour notice, you will need to resubmit your application and pay the retesting fee to TRAA, reschedule with PSI and retake the test.**

COMPUTER TESTING FEES:

Level 1 Member	\$160	Non-Member	\$185
Retest Member/Non-Member			\$110

TRAA NATIONAL DRIVER CERTIFICATION LEVEL 1 TEST APPLICATION

PERSONAL INFORMATION Name (Print): _____
(LAST NAME) (FIRST NAME) (MIDDLE INITIAL)

Male Female

Home Address : _____
(STREET / CITY / STATE / ZIP)

(HOME PHONE) (DATE OF BIRTH XX/XX/XXXX) (DL#) (E-MAIL)

EMPLOYER/COMPANY INFORMATION Employment Status: Owner Manager Employee Currently Unemployed

Business name: _____
(PHONE) (FAX)

Business address: _____
(STREET / CITY / STATE / ZIP)

Paper & Pencil Testing

Paper & pencil testing is scheduled by TRAA. See instruction page. Results are available within 2-4 weeks after testing.

ITEM	QUANTITY	UNIT PRICE	SUBTOTAL
Level 1 Study		TRAA Member \$100*	
Guide & Test		Non-Member \$125*	
		Retest Fee \$60	

Please Mail Study Guide
 (Study guide is also available online at www.towserver.net)
 *Includes postage & handling
 Effective: 7/1/97--Prices subject to change without notice

PAYMENT INFORMATION Total Due \$ _____

Please check one: Company Driver
 Check Money Order MC VISA AMEX

(CARD#) (SECURITY CODE) (EXPIRATION)

(BILLING ADDRESS/STATE/ZIP)

(SIGNATURE) (TODAY'S DATE XX/XX/XXXX)

Please check one: I want to test at a Community College near me:

(COMMUNITY COLLEGE NAME/PHONE)

(COMMUNITY COLLEGE ADDRESS/CITY/STATE/ZIP)

I want to register for group testing:

(NAME & LOCATION OF SHOW/GROUP TEST)

Computer Testing

Computer testing is scheduled by PSI. See instruction page. Results are available immediately after completing the test.

ITEM	QUANTITY	UNIT PRICE	SUBTOTAL
Level 1 Study		TRAA Member \$160*	
Guide & Test		Non-Member \$185	
		Retest Fee \$110	

USAC Member ID** _____
 **USAC-MD Discount for Online Testing ONLY (not retest)
 (Per Test -\$40 USAC Members, -\$20 Non-members)

Please Mail Study Guide
 (Study guide is also available online at www.towserver.net)
 *Includes postage & handling
 Effective: 7/1/97--Prices subject to change without notice

PAYMENT INFORMATION Total Due \$ _____
(Did you subtract your USAC Discount?)

Please check one: Company Driver
 Check Money Order MC VISA AMEX

(CARD#) (SECURITY CODE) (EXPIRATION)

(BILLING ADDRESS, STATE, ZIP)

(SIGNATURE) (TODAY'S DATE XX/XX/XXXX)

! TESTING MUST TAKE PLACE WITHIN ONE YEAR OF THE APPLICATION DATE OR A NEW APPLICATION, PAYMENT AND PHOTOS ARE REQUIRED.

Mail this completed application with check, money order or credit card information and photos to:
 TRAA Certification 2121 Eisenhower Ave, Suite 200 Alexandria, VA 22314

TRAA NATIONAL DRIVER CERTIFICATION LEVEL 1 TEST SUBJECT AREAS

LIGHT DUTY

100 Multiple Choice Questions

Passing score: 80 questions correct

Test time: Approximately 2 hours

Please review your study guide for the information on which you will be tested. The exam will cover the subjects shown below with the number of questions in each section in parentheses.

Customer Service (10)	Safety/Personal Appearance (25)	Incident Management (10)	Truck (30)	Equipment & Tools (25)
Customer Care Paperwork Vehicle Handling	Personal Driving Personal Appearance Specialized Skills	Arrival at Scene Incident Type & Needs Specialized Skills	Safe Driver Skills Equipment Knowledge Maintenance Skills	Safe Handling Operation Usage Maintenance Skills



The National Driver Certification Program is owned and under Copyright by the Towing and Recovery Association of America (TRAA). The study guide and tests are under Copyright and may only be used with the permission of TRAA.

The Level 1 Certification exam is intended to measure certain basic knowledge in the following tasks:

- Routine customer pick up, delivery and light recovery
- Hook-ups for cars and light trucks up to 10,000 GVWR
- The difference between FRONT WHEEL and REAR WHEEL drive vehicles and appropriate procedures for each
- Installation of dollies and required dolly towing procedures

A SCORE OF 80% IS NEEDED TO PASS THE CERTIFICATION TEST

We recognize that many Level 1 towers will possess more knowledge than what is mentioned above and may possess light duty recovery skills as well. Certification tests, but does not address or attempt to evaluate the certified driver's actual job performance.

Questions or comments may be directed to:
The National Driver Certification Program Office
c/o TRAA 2121 Eisenhower Avenue
Alexandria, Virginia 22314
or call 1-800-728-0136