

Here are the tools you'll need to become an InstallationMaster®



Residential & Light Commercial Window and Door Installation Training and Certification Program



Important Information about InstallationMasters®

This handbook is provided to supply you with the registration requirements and content of the InstallationMasters® Training and Certification Program. Inside you will find an overview of the program, what to expect when you attend, and important information about eligibility and registration.

After you are registered, you will receive an InstallationMasters® Training Manual.

Developed as an industry-approved installation training guide for Residential/Light Commercial Windows and Doors, the InstallationMasters® Training Manual will take you through your training and prepare you for your test at the end of the course, if applicable.

In-depth installation training, registration, and practical take-aways are only the beginning of what you can get with the InstallationMasters® Training and Certification Program. So, turn the page, check-it out, and sign up today.

The InstallationMasters® Training and Certification Program is owned and managed by the Fenestration and Glazing Industry Alliance (FGIA), previously AAMA (American Architectural Manufacturers Association).

<https://fgiaonline.org/pages/installationmasters>



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InstallationMasters® Training and Certification Program

Program Objectives

- To promote consistent, high-quality window and door installations in the Residential/Light Commercial markets, energy efficiency, decreased installation deficiencies, minimized product failure and callbacks, and lower costs to the consumer.
- To provide a means for trainers and installers to gain specific training regarding current practices used in their field.
- To provide a means of verification of a trainer or installers' knowledge attained within their industry.
- To promote installer safety practices.
- To improve future competency of trainers or installers by providing future re-training.
- To provide consumers with information regarding those who have trained and completed this program.
- To promote an installation training program that can be used by manufacturers and builders, as well as building owners and specifiers.

Advisory Committee

The InstallationMasters® Program Management Committee is comprised of a representative group of industry leaders including manufacturers, installers, consultants, and other interested parties. Committee members manage the InstallationMasters® program details including changes to the training content, updates to policies and procedures, recertification, program scope and/or program delivery methods. Strategy recommendations and major structural program changes are submitted to the Education Steering Committee for review and approval.

Development of the Certification Tests

The InstallationMasters® Training and Certification Tests were developed under the leadership of the InstallationMasters® Program Management Committee and a professional test agency that specializes in the development of professional credentialing tests. The professional guidance assures the fenestration industry that InstallationMasters® adheres to the highest standards of training and test development.

What Does the Training Offer?

The InstallationMasters® Training and Certification Program offers information on industry accepted installation practices and other critical information related to the window and exterior glass door installation business. The program offers training in subject matter even experienced individuals might not otherwise obtain.

Individuals will be exposed to numerous topics related to both new construction and replacement installation of residential and light commercial windows and exterior glass doors. The training focuses on understanding windows and doors as well as current installation practices of these products. The training will provide individuals the opportunity to gain the knowledge necessary to perform their work in a satisfactory manner. Training involves subjects that range from initial site inspection to final cleaning and maintenance of installed product.

Who Will Benefit From the Training?

The InstallationMasters® Training and Certification Program is offered on a voluntary basis and is strongly recommended for both seasoned veterans and those with limited experience. Properly trained installers typically have fewer call-backs and complaints resulting in satisfied customers and higher profits.

Available [Training Segments](#):

Combined: Released in 2021, and previously referred to as the Original program, this updated combined segment covers both new construction and replacement window and door installation

Replacement: Released in 2017 and updated in 2020, this segment focuses on replacement and retrofit applications

New Construction: Released in 2019, this segment focuses on new construction window and door installation.

Training and Certification Program Information

How Do I Participate?

The main areas of participation include instructor, installer and professional training.

Instructor

Individuals who meet one or more of the following criteria may participate in the trainer program which will allow them to become an InstallationMasters® Accredited Instructor and sponsor InstallationMasters® Training and Certification classes for qualified individuals upon successful completion of the instructor course:

1. Three or more years of experience as an Instructor, Teacher, or Trainer in the field of building products and technology and three or more years of construction experience. This includes, but is not limited to, Vocational Instructors, Shop Teachers, Armed Services Instructors, and College Professors.
2. Three or more years of experience installing residential and light commercial fenestration products and/or three or more years working as crew leader or field supervisor.
3. Three or more years of experience working for a fenestration manufacturer in engineering, product design, project management, or field services.
4. Three or more years of experience working in a fenestration testing laboratory with related experience in installing/ testing products and three or more years working as a team leader, project manager, or supervisor in a fenestration testing laboratory.
5. Three or more years employed with an installation material manufacturer and/or three or more years employed as a fenestration consultant.

Initial instructor training will occur on an as-needed basis at FGIA headquarters - 1900 East Golf Road, Suite 1250, Schaumburg, IL 60173.

Tentatively scheduled instructor training classes can be viewed here- <https://installationmasters.com/becoming-an-instructor/>.

Installer

Individuals seeking installer training or certification may register as one of the following:

Certification Installer Candidate

Certification candidates are individuals who practice in the construction field, are physically involved in product installation, are seeking certification through this program, and wish to take the InstallationMasters® certification exam. Certification installer candidates with one year or more of installation experience on a construction site physically installing products in the rough opening may participate in installer training and certification classes sponsored by an InstallationMasters® Accredited Instructor.

Self-Study Installer Candidate

Certification candidates who meet one or more of the following criteria and do not wish to participate in a training class may participate in the self-study program where they study independently in lieu of classroom training and then take the online-proctored exam.:

1. High school diploma or high school equivalent exam and six or more years' experience installing windows and doors.
2. AA Degree or trade school certificate and three or more years' experience installing windows and doors.
3. BS Degree or higher in Construction Engineering and two or more years' experience installing windows and doors.

Professional

Individuals seeking professional training or certification may register as one of the following:

Certification Professional Candidate

Individuals involved in the fenestration industry with valid non-field experience and knowledge seeking certification through this program and wish to take the InstallationMasters® certification exam.

Individuals who meet one or more of the following criteria may participate in the Certified Professional program:

1. Three or more years of experience as an instructor, teacher or trainer in the field of building products and technology **and/or** three or more years of construction experience
2. Three or more years of experience working for a fenestration manufacturer in engineering, product design, project management or field services **or** three or more years as a manufacturer's representative
3. Three or more years of experience working in a fenestration testing laboratory installing/testing products **and/or** three or more years working as a team leader, project manager or supervisor in a fenestration testing laboratory
4. Three or more years employed with an installation material manufacturer **and/or** three or more years employed as a fenestration consultant

Certified Professional candidates must complete classroom or virtual training sponsored by an InstallationMasters® accredited instructor (*one day for New Construction only and Replacement Only Programs; two days for the Combined Program*), plus pass the final exam with at least a 70 percent to receive the credential certificate (valid for four years).

Self-Study Professional Candidate

Certification candidates who meet one or more of the criteria in the "Certification Professional Candidate" section and do not wish to participate in a training class may participate in the self-study program where they study independently in lieu of classroom training and then take the online-proctored exam.

Trainee Candidate

Trainees are individuals who are seeking certification, but have less than one year of installation experience physically installing products on a construction site. Trainees will participate in installer training and certification classes sponsored by an InstallationMasters® Accredited Instructor and take the InstallationMasters® certification exam. When they achieve the required installation experience, they may become certified if they have passed the exam.

Non-Certification Candidate

Non-certification participants are individuals who are interested in participating in installer training and certification classes sponsored by an InstallationMasters® Accredited Instructor for knowledge purposes only. They are typically not involved in product installation, are not seeking certification, and do not wish to take the exam. There are no experience or educational pre-requisites required for non-certification candidates.

How Do I Register?

Instructor

Individuals seeking InstallationMasters® Instructor Accreditation should contact education@fgiaonline.org for more information. Tentatively scheduled instructor training classes are listed [here](#).

Certification, Trainee and Non-Certification Candidates*

Along with the applicable registration form, all candidates must submit:

- Digital photo of valid, signed government-issued ID (driver's license, etc.). ID in submitted photo must be clear and legible;
- Appropriate eligibility verification form

Installer, Trainee and Instructor Candidates must also submit:

- Original or digital, front-facing, color photo of yourself for use on ID badge; see photo tips. Do not submit photocopies.

Program Registration Forms

- [Installer](#)
- [Professional](#)
- [Trainee](#) and [Non-Certification](#)
- [Self-Study](#)
- Instructors – contact [FGIA](#) to request form

*The class instructor will submit all appropriate registration materials to FGIA for processing. *Class registration fees should be submitted directly to the instructor.*

Test Information

Taking the Test

All instructors, trainees and certification candidates who wish to gain credentials through the InstallationMasters® Training and Certification Program must take the test.

Instructor

Instructor candidates will take the test at the end of four- or five-day training that takes place at FGIA headquarters in Schaumburg, IL. The test will consist of multiple-choice questions. No teaching aides or reference materials of any kind will be permitted during the test. Retests can be completed online via our online proctoring services, if needed.

Certification Candidate

Certification candidates and trainees will take the test at the end of the class they attend, which will be administered by the Accredited Instructor teaching the class. The test will consist of multiple-choice questions.

Candidates will have one hour to complete the test. No teaching aids or reference materials of any kind will be permitted during the test. Retests can be completed online via our online proctoring services, if needed.

Certification candidates participating in the self-study program will take the test via our online proctoring service, unless a physical location is preferred.

In all cases, a retesting fee will apply.

Review the InstallationMasters® online exam guide [here](#) for further instructors on the online exam process.

What Does Passing the Test Mean?

By passing the test, instructors, trainees, and certification candidates demonstrate the knowledge required to complete the course in good standing.

Instructor

Candidates who pass the Instructor test with a 90% or above and satisfactorily demonstrate their ability to train will become an InstallationMasters® Accredited Instructor and receive a certificate of accreditation.

Trainers who also meet the certification installer candidate criteria and submit the appropriate registration materials can also become a Certified InstallationMasters® Installer and receive the applicable credential materials. In addition to their instructor certificate, they will also receive a wallet-size InstallationMasters® Accreditation Identification Card, including their picture, showing the training level attained.

Certification Candidate

Certification candidates who pass the test with a 70% or above will become an InstallationMasters® Certified Installer or Professional (valid for four years).

- Certified Installers will receive a credential certificate and a wallet-size InstallationMasters® Certification Identification Card, including their picture, showing the certification level attained.
- Certified Professional will receive a credential certificate

Trainee Candidate

Trainee candidates who pass the test with a 70% or above will become an InstallationMasters® Certified Trainee (valid for four years).

All trainees taking the test will receive a certificate of completion and a wallet-size InstallationMasters® Trainee Identification Card, including their picture, showing the training level attained and the construction type.

- If the trainee passes the exam, they may become eligible for certification after 12 months installation experience is achieved and verified. They will then receive a credential certificate and an InstallationMasters® Certification Identification Card valid for the remainder of the four-year period following the date of their initial training.
- If the trainee fails the initial test and they desire to continue with the process, they are required to re-take the test and pay related fees after 12 months installation experience is achieved. Upon passing the test, the trainee will receive an InstallationMasters® Certification Identification Card valid for the remainder of the four-year period following the date of their initial training.

Results of the Test

All tests will be submitted to FGIA for scanning and grading, unless the class was held virtually, and the exam completed via our online proctoring service. Exam results will be sent out within 1-2 weeks to the candidates and instructor, where applicable.

Failing the Test

Instructor

Instructor candidates who do not pass the test will be given the opportunity to retest via our online proctoring service. Exam fees will apply for retesting.

Certification Candidate

Certification candidates who do not pass the test will receive notification along with instructions on how to retest. Exam fees will apply for retesting.

Trainee Candidate

If the trainee fails the initial test, they are eligible to retake the test and pay exam fees after 12 months installation experience is achieved. Upon passing the test, the trainee will receive an InstallationMasters® Certification Identification Card valid for the remainder of the four-year period following the date of their initial training.

Retesting

Instructor

Up to three exam attempts will be allowed. Candidates who fail to pass the test on the third attempt and desire to continue with the process will be required to retake the instructor class and pay all the applicable fees.

Certification Candidate

Certification candidates will be required to pay the full test fee for retests. Up to three exam attempts will be allowed. Candidates who fail to pass the test on the third attempt and desire to continue with the process will be required to retake the InstallationMasters® Training and Certification class and pay all applicable fees. Self-study candidates who fail to pass the test after three attempts will be required to participate in an InstallationMasters® Training and Certification class and pay all applicable fees in order to continue with the process.

Trainee Candidate

Trainee candidates will be required to pay the full test fee for retests. Up to three exam attempts will be allowed. Trainees who fail to pass the test on the third attempt and desire to continue with the process will be required to retake the InstallationMasters® Training and Certification class and pay all appropriate fees.

Retaking the Class

Instructor

Candidates should contact FGIA (education@fgiaonline.org) to re-register for another instructor class.

Certification Candidate and Trainee

Candidates should contact the class instructor or FGIA to register for the next available class in their area. Classes that have been authorized to be posted on the InstallationMasters® website, are listed [here](#).

Reaccreditation and Recertification

Accredited Instructor

Instructor Accreditation is valid for one year. Accredited instructors are required to teach a minimum of two InstallationMasters® classes per year and pay the associated renewal fee in order to maintain their accreditation. *If class minimums are not met, the higher renewal fee, plus a requirement to retake the applicable program instructor exam, may be required.*

Prior to the date that the instructor's accreditation expires, FGIA will send notification with reaccreditation instructions and a link to submit the renewal fee online.

Minimum Class Size Requirements

The following minimum class size requirements will apply for instructor reaccreditation:

- 2023 - At least **two** participants. Effective: **January 1st, 2023**
- 2024 - At least **three** participants. Effective: **January 1st, 2024**
- 2025 - At least **five** participants. Effective: **January 1st, 2025**

Class minimums must be met for classes to qualify towards the instructor accreditation renewals.

Certified Installer and Professional

InstallationMasters® Certified Installer or Professional certifications are valid for a period of four years. Certified installers and professionals are required to take an open-book, online recertification test to extend the certification for an additional four-year period.

Ninety days prior to the date of expiration, FGIA will send notification to the installers and professional with recertification instructions and a link to submit the renewal fees online.

Other Information

Ordering Additional Training Materials

Additional materials can be purchased on the InstallationMasters® website [here](#).

Sample Exam Questions

(answers on Page 20)

1. What is a replacement installation?
2. What is a retrofit installation?
3. What is the difference between a bay window and a bow window?
4. What do the symbols X and O represent when used in conjunction with hinged or sliding glass doors?
5. When is safety glazing required?
6. What is weatherboard fashion?

Training Manual Content References (Table of Contents)

[Combined: Replacement and New Construction Training Manual Table of Contents](#)

[Replacement Training Manual Table of Contents](#)

[New Construction Training Manual Table of Contents](#)

Answers *(from page 19)*

1. The term “replacement” indicates that the existing window or door, including frame, is completely removed.
2. The term “retrofit” indicates that the new window or door is installed without removing the existing frame.
3. Bay windows are built out from the wall to create a more spacious feeling in the room. Three or more windows are installed with the center window parallel to the wall and the others at an angle. Bow windows are similar, but the windows are installed so that they make a gentle curve projecting outward from the wall.
4. The symbol X represents an operable panel and the O indicates a fixed panel.
5. Most codes require safety glazing where a window or door (with glass) may be subject to human impact.
6. Weatherboard (shingled) fashion is the process by which upper layers overlap lower layers, channeling rainwater to drain downward and away from the building.



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