



AINER- Frequently Asked Questions

What is the grading process and what happens when I pass the PASS Trainer certification exam?

When the Master Trainer emails the exams to CTAA, you will be notified by email within seven working business days of the results. If you passed the test a PASS Trainer certificate and will be included with the message. If the Master Trainer mails the tests to CTAA, it takes 2-3 weeks upon *receipt* of completed exams to be notified with the results. To successfully complete the PASS Trainer requirements, you must receive a score of 80 percent or better to pass to exam and be certified as a PASS Trainer.

Also, you will be provided the link to the PASS power point and emergency evacuation procedures presentations as part of the email. Your certification is valid for three years.

What happens if I fail the exam?

We will contact you and you'll have the ability to re-take the exam, one time at no additional cost.

What happens if I fail the re-test?

You must restart the certification process and attend the PASS Train-the-Trainer course; standard fees will apply.

Now that I'm a certified PASS Trainer, what's the next step that I need to take to train my drivers the PASS program?

As a PASS Trainer, you are certified to instruct the driver training only. You can instruct the trainee in the two-day in-class certification training format. Remember, once your drivers have successfully completed the PASS classroom OR Pass Basic online training—you can also train the half-day training on wheelchair securement and lift operation procedures.

What training materials do I use to train drivers?

All PASS material is copyrighted. Your PASS Trainer manual is your instructor guide that you received at the trainer workshop. Only CTAA issued PASS training materials are authorized to be used to instruct the PASS program. All other test and/or company generated document's will not be accepted as valid for PASS certification/completion. Therefore, the copying of materials is not permitted.

Where do I order driver training materials?

Go to <https://ctaa.org/training-materials/> and Click "Order Materials" select Option 1 or Option 2.

What if I am going through a third-party company or broker?

If you are going through a third-party company, you will need to contact their office directly to discuss training and payment procedures. However, you are still required to order training materials from CTAA.

Am I automatically a member of CTAA once I become certified as a PASS Trainer?

No. CTAA certification programs **do not** include membership. You must apply directly with the membership department to be a CTAA member. You can find membership information at <https://ctaa.org/join-ctaa/>

When do I need to recertify my current Trainer certification status?

Three years from the date of your recertification. For details, go to <https://ctaa.org/recertification/>

What if I missed the deadline date to renew my Trainer certification?

If you have passed the deadline date, you will be in jeopardy of losing your current certification status and may need to restart the certification course. You will need to contact CTAA training department at training@ctaa.org.



Best way to contact CTAA if I have questions?

training@ctaa.org or, contact either Training Manager Stephanie Smith at smith@ctaa.org or Training Manager Len Cahill at cahill@ctaa.org