AVIXA

RU Provider

# Renewal Unit (RU) Provider Handbook and Application

## Renewal Unit Provider Program Guidelines and Requirements for all Levels of Certified Technology Specialist (CTS®) Renewal Units

ANAB
ANSI National Accreditation Board
ACCREDITED
ISO/IEC 17024
PERSONNEL CERTIFICATION BODY

AVIXA
Audiovisual and Integrated Experience Association

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# Renewal Unit Provider Program Guidelines and Requirements for All Levels of Certified Technology Specialist (CTS) Renewal Units

## Contents

This handbook is separated into multiple parts:

1. Information on how to apply for approval to provide renewal units (RUs) for your audiovisual related educational programs as well as other general guidelines.
2. Background information for RU providers to understand the scope of the renewal process, how RUs are awarded, ways for CTS holders to earn RUs, and the value of renewing. For more information, see the Certification Renewal Handbook located at www.AVIXA.org/renewal
3. Appendices: Exam content outlines to begin the submission process and common FAQs.

*For assistance completing the application or for any questions related to the process, please email us at certification@AVIXA.org or call 703-273-7200 and ask for the Certification Department.*

## Renewal Overview

The AVIXA Board of Governors established an independent AVIXA Certification Committee (referred to as the "AVIXA Certification Committee") to provide oversight for development and administration of credible Certified Technology Specialist certifications (CTS, CTS-D, and CTS-I), and to ensure the credentials meet high standards of ethical and professional practice for the audiovisual industry that assures the proficiency and competency of audiovisual professionals. Continuing education is an important component in demonstrating a personal and public commitment to maintaining competency within a professional certification program. The AVIXA Certification Committee renewal program for the CTS certification program reflects that commitment and as such, meets the ISO/IEC/17024 accreditation requirements as administered in the United States by the ANSI National Accreditation Board (ANAB).

All levels of CTS certifications are awarded for a period of three (3) years. Individuals wishing to maintain their CTS, CTS-D and/or CTS-I designations must meet the renewal requirements of the AVIXA Certification Committee in order to maintain their certification(s).

The renewal process provides certified audiovisual specialists the opportunity to demonstrate their ongoing efforts to enhance the knowledge, skills, and abilities required to perform their jobs in the field. The program facilitates continued competence through participation in a variety of learning experiences, each of which may be linked to the current competency requirements of the certification examinations. Commitment to uphold and abide by the CTS Code of Ethics and Conduct is also a requirement for maintaining and renewing certification.

Renewal programs are revised and approved by the Renewal Committee. Renewal programs are approved for a period of two years.

The AVIXA Certification Committee does not endorse, accredit, approve, or sanction any particular course. The renewal units awarded are based upon documented guidelines and supporting materials provided during the application process.


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# PART ONE – Becoming a Renewal Unit Provider

## Program Applications for Awarding of Renewal Units

In all cases, the Renewal Unit Provider Application should be received in the AVIXA Certification Office **a minimum of 30 days prior to the start of the course**. The application and documentation will be reviewed, and notification will be made within 10 business days of receipt of the application. For further questions contact the AVIXA Certification Office at certification@AVIXA.org or 703-273-7200.

## Defining Manufacturer vs Non-manufacturer course content

Within the RU Provider Program, course length of time and corresponding RUs are identified based on the type of course content –manufacturer or non-manufacturer.

Manufacturer courses have content pertaining to specific company products, services, and/or are sales-focused.

Non-Manufacturer courses have content that is strictly educational and do not include product and/or service specific content. References to multiple products and services are allowed only when they are used as educational examples.

## RUs are awarded based upon the following general guidelines:

For manufacturer course content, RUs are offered in half (0.5) units per 1-hour of contact time (excluding breaks); a minimum of 45-total minutes is required to receive RUs.

For non-manufacturer course content, RUs are offered in half (0.5) units per 30-minutes of contact time (excluding breaks); a minimum of 30-total minutes is required to receive RUs.

Renewal units are awarded and referenced to specific certification levels and the corresponding Exam Content Outline Domain area using the manufacturer or non-manufacturer guidelines in this handbook. (See Content Outlines in Appendix A for CTS, Appendix B for CTS-I, Appendix C for CTS-D).

**Renewal units awarded for educational programs or activities are approved until the program changes or for a two-year period, whichever comes first.**

## RU Provider Logo

AVIXA's distinctive RU Provider logo, as seen on the cover of this handbook, may be used by approved Renewal Unit Providers in conjunction with the marketing or advertising of AVIXA RU approved programs or activities. Approved programs may contact certification@AVIXA.org for a digital copy of the logo and usage guidelines.

The following are suitability guidelines for awarding of renewal units in regards to various educational session formats. The Renewal Unit Provider Application found in the appendices of this handbook and online at www.AVIXA.org/ruproviderprogram must be completed and submitted online to the AVIXA Certification Office a minimum of 30 days prior to the first course offering.


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## A. All Non-Manufacturer Onsite or Online Courses

Non-Manufacturer courses have content that is strictly educational and does not include product and/or service specific content. References to multiple products and services are allowed only when they are used as educational examples.

### Requirements for Determining Suitability of Session for RUs

1. **Instructor Credentials** – The instructor must provide a 50 - 100 word biography showing clear evidence of substantial experience in the session topic or recognized industry credentials. For multiple instructors please list names, titles, years of experience, and include brief bios. Note: For organizations with more than 10 instructors, please contact the Certification Office for special assistance.

2. **Learning Objectives** – At least three (3) clearly relevant learning objectives must be stated. Show how the learning objectives relate to one or more of the Exam Content Outline domain areas as found in Appendix A, B, or C. A learning objective completes the phrase, "At the end of this program, the learner will be able to…"

3. **Session Topic and Content** – An abstract must be submitted to show how the session relates to one or more Exam Content Outline domain areas as found in Appendix A, B, or C.

4. **List of Relevant Exam Domains –** Relevant exam domains must be provided with your course submission. Please refer to Appendices A-C for a complete list of domains.

5. **Evaluations** – Participants at an **onsite course** should be evaluated in some manner from instructor/student interaction by the instructor. Each **online course** or **recorded webinar** participant must satisfactorily complete an online assessment tool (quiz, etc.) and obtain a certificate to receive RU credit – a grade of 80% or above is required. Each person who satisfactorily completes a course must receive a certificate. Once participants have completed the RU-approved course, they can upload their certificate of completion to their AVIXA transcript through the training portal.

6. **Course Delivery Method -** Delivery methods available are in-person seminars, webinars (live or recorded) and asynchronous online. At least one (1) delivery method must be selected. All applicable delivery methods should be selected at time of initial application submission. Any changes or additions to a course delivery method made **after** a course has been approved require submitting a **new application for approval**.

7. **Course Outline –** Outlines should provide sufficient detail on subject matter covered, amount of time spent on each topic, and any scheduled breaks during the course.

**Determination of RUs:**

1. One RU is awarded for each 60 minutes of scheduled class time.
2. Instructor must evaluate student's accomplishment of the learning objectives.
3. A certificate must be awarded to each attendee who successfully completes the course and any required evaluation component.


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## B. All Manufacturer Onsite or Online Courses

Manufacturer courses have content pertaining to specific company products, services and/or are sales-focused.

### Requirements for Determining Suitability of Sessions for RUs:

1. **Instructor Credentials** – The instructor must provide a 50-100 word biography showing clear evidence of substantial experience in the session topic or recognized industry credentials. For multiple instructors please list names, titles, and years of experience. Note: For organizations with more than 10 instructors, please contact the Certification Office for special assistance.

2. **Learning Objectives** – At least three clearly relevant learning objectives must be stated. Show how the learning objectives relate to one or more of the Exam Content Outline domain areas as found in Appendix A, B, or C. A learning objective completes the phrase, "At the end of this program, the learner will be able to…"

3. **Session and Topic Content** – An abstract must be submitted to show how the session relates to one or more Exam Content Outline domain areas as found in Appendix A, B, or C.

4. **List of Relevant Exam Domains** – Relevant exam domains must be provided with your course submission. Please refer to Appendices A-C for a complete list of domains.

5. **Evaluations –** Participants at an onsite course should be evaluated in some manner from instructor/student interaction by the instructor. Each online course or recorded webinar participant must satisfactorily complete an online assessment tool (quiz, etc.) and obtain a certificate to receive RU credit – a grade of 80% or above is required. Each person who satisfactorily completes a course must receive a certificate. Once participants have completed the RU-approved course, they can upload their certificate of completion to their AVIXA transcript through the training portal.

6. **Course Delivery Method** - Delivery methods available are in-person seminars, webinars (live or recorded), and asynchronous online. At least one (1) delivery method must be selected. All applicable delivery methods should be selected at time of initial application submission. Any changes or additions to the course delivery methods made **after** a course has been approved require submitting a **new application for approval**.

7. **Course Outline –** Outlines should provide sufficient detail on subject matter covered, amount of time spent on each topic, and any scheduled breaks during the course.

**Determination of RUs:**

1. One RU is awarded for each 120 minutes of program time.
2. Instructor must evaluate student's accomplishment of the learning objectives.
3. A certificate must be awarded to each attendee who successfully completes the course and any required evaluation component.


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## C. Obtaining Renewal Units (RUs) for an Industry-Related Book

These must be submitted to AVIXA for pre-approval and, once approved for RUs, the link to the sponsoring organization or author where the online test is found and certificates are issued must be provided. Contact AVIXA Certification Office for assistance with the evaluation component or certificate template. Once approved, the submission(s) will be listed on the approved Renewal Units page on the www.AVIXA.org/ruproviders website.

### Requirements for Determining RUs:

1. **Author Credentials** – A 50-100 word biography for the author must be provided showing clear evidence of substantial experience in the subject area and/or recognized industry credentials.

2. **Learning Objectives** – At least three clearly relevant learning objectives must be stated. Show how the learning objectives relate to one or more of the Exam Content Outline domain areas as found in Appendix A, B, or C. A learning objective completes the phrase, “At the end of this book, the learner will be able to…”

O

3. **Content** – An abstract must be submitted to show how the book relates to one or more Exam Content Outline Domain areas as found in Appendix A, B, or C.

4. **List of Relevant Exam Domains –** Relevant exam domains must be provided with your course submission. Please refer to Appendices A-C for a complete list of domains.

5. **Evaluations** – A copy of an appropriate evaluation tool (such as a quiz) must be submitted with application. For assistance with providing this requirement please contact the Certification Office.

6. **Link** – Sponsoring organization or author must provide a link to a site with information about the evaluation, scoring and awarding of certificate process.

6. **Certificate** – A certificate must be awarded to each individual who successfully completes the evaluation. Contact Certification Office for a sample certificate template if needed.

**Determination of RUs:**

1. Renewal units awarded will depend upon the size/time requirements related to the particular book but will not exceed 2 RUs
2. A certificate must be awarded to each participant who successfully completes the evaluation process.
3. Once approved, the book will be listed on the (www.AVIXA.org/ruproviders) website.


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## D. Renewal Unit Provider Application and Deadlines

The Renewal Units Provider application can be found online in the RU Provider Program page. The application must be completed and submitted online to the AVIXA Certification Office a **minimum** of 30 days prior to the first course offering.

For questions, please use the following contact details:

AVIXA
Certification Office
11951 Freedom Drive, Suite 1050
Reston, VA 20190
+1-703-273-7200
certification@AVIXA.org

NOTE: Applicants and stakeholders should download the most up-to-date free edition of the RU Provider Handbook that may include important policy and procedure updates by going to the AVIXA website at www.AVIXA.org. Date of this version is 10/05/2026.

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# PART TWO: Renewal Program Overview – Individual Renewal

## A. How Renewal Units (RUs) Are Awarded

Courses and other renewal unit activities are reviewed and RUs granted at the discretion of the Certification and Renewal Committees based upon the requirements and guidelines contained within this Handbook.

All renewal unit programs applied for and awarded must be referenced to specific certification levels and the corresponding Exam Content Outline domain area (see Appendix A for CTS, Appendix B for CTS-I, Appendix C for CTS-D). Note: Tasks are included in the Exam Content Outlines simply to clarify the domain areas. (i.e., Course ABC is approved for 2 RUs at the CTS-I Domain A using manufacturer or non-manufacturer guidelines as noted in this handbook.)

**Note**: See specific listings of approved renewal units online at www.AVIXA.org/ruproviders.

For manufacturer course content, RUs are offered in half (0.5) units per 1-hour of contact time (excluding breaks); a minimum of 45-total minutes is required to receive RUs.

For non-manufacturer course content, RUs are offered in half (0.5) units per 30-minutes of contact time (excluding breaks); a minimum of 30-total minutes is required to receive RUs.

**Policy Clarification Notes:**

a. A general CTS holder must have 30 RUs from general CTS, CTS-I, or CTS-D approved RU programs.

b. A single specialty credential holder (CTS-I or CTS-D) must have a minimum of 50% (15) of their RUs from programs approved for RUs in the specialty credential that they hold, with the remainder of the required RUs coming either from general CTS approved program RUs or from other CTS specialty level RU approved programs." Example- someone with a CTS and CTS-I must have 15 RUs from CTS-I approved programs, the remaining 15 RUs from either general CTS RU approved programs or from CTS-D approved programs.

c. Multiple specialty credential holders (CTS-D and CTS-I) must have a minimum of 50% (15) of their RUs from programs approved for RUs in each specialty credential that they hold." Example- someone with a CTS-I and CTS-D must have 15 RUs from CTS-I approved programs, the remaining 15 RUs from CTS-D approved programs.

A listing of courses approved through the Certification Committee for RUs are posted and regularly updated online at www.AVIXA.org/ruproviders.


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## B. Ways to Earn Renewal Units

- Non-Manufacturer programs may be approved for 1 RU per hour of class time (minimum 30 minutes of course time). The same course may only be used once every 24 months for the purpose of submitting renewal units.

- Manufacturer programs may be approved for 1 RU per two hours of class time (minimum 45 minutes of course time). The same course may be used only once every 24 months for the purpose of submitting renewal units.

- Approved college level courses of 3-4 semester hours may be awarded up to 10 RUs. Such courses must be obtained from an accredited institution, and courses must relate specifically to the work of the appropriate CTS certified technician level being renewed and must directly enhance the knowledge or skill level of the certificant for the certification being renewed.

- Instructors teaching for AVIXA or other programs approved for renewal units may receive up to 1 RU for each contact hour taught, and 1 RU for preparation time for every 2 hours of contact time taught. RUs awarded for teaching a course can be counted only once for the same presentation every 6 months. For example, if a program being taught is approved for a total of 3 RUs (2 RUs for the course contact hours and 1 RU for the preparation) and is presented at three regional meetings during the same 6-month period, the presenter may only count 3 RUs toward renewal in that 6-month period.

- Individuals who actively serve as AVIXA volunteers in a capacity that contributes to further development of the AVIXA Certification Committee certification program may claim up to a maximum of 3 RUs per year for each volunteer capacity actively served in. Examples of recognized certification program support activities include active participation as a subject matter expert, serving on a certification related committee, industry standards committee, AVIXA Board or committee, or similar activities. Certificants who submit RUs under this category are subject to verification of active participation through AVIXA records. The individual must document their participation and identify the areas in which they have made a significant contribution to the certification program.

- Individuals who write an article or white paper related to an area addressed in one of the CTS Exam Content Outlines may be awarded 2 RUs if the article or white paper is published in an AV trade media or industry related technical book. RUs from articles or white papers are limited to three per year, for a total of 6 RUs per 12 months. Articles or white papers must be written and submitted for review within the 3-year certification period.

- Reading an industry related book that has been previously submitted and pre-approved for RUs which includes successful completion of an appropriate assessment tool such as a quiz (the link to the sponsoring organization or author will be listed on the approved Renewal Units page on the www.AVIXA.org/ruproviders website). Renewal Units awarded will depend upon the size/time requirements related to the particular book, but will not exceed 2 RUs per book.


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## Chart of Renewal Unit Options

| AVIXA Certification<br>Renewal Unit (RU) Options Chart* | | |
|---|---|---|
| **Activity** | **RUs Available** | **Maximum RUs Allowed** |
| Approved Non-Manufacturer Onsite or Online Course, Webinars | 1 RU per 1 hour of contact time | 30 RUs<br>No limit<br>(Only once per 24 months for the same course) |
| Approved Manufacturer Onsite or Online Course | 1 RU per 2 hours of contact time | 30 RUs<br>No limit<br>(Only once per 24 months for the same course) |
| Approved Book and Evaluation Tool | 2 RUs per book and completion of evaluation | 6 RUs per 12 months<br>(Maximum of 3 books per 12 months) |
| Writing an approved Industry Related and Published Article or White Paper | 2 RUs per published article or white paper | 6 RUs per 12 months<br>(Maximum of 3 articles or white papers per 12 months) |
| Industry Related College Course of 3-4 Credit Hours | 10 RUs per course | 30 RUs<br>No limit<br>(Only once per 12 months for same course) |
| Teaching an RU Approved Course | 1 RU per course hour and<br>1 RU for preparation per every 2 course hours | 30 RUs<br>No limit<br>(Only once per 6 months for same course) |
| AVIXA Volunteer | 3 RUs (per 12 months) for each active volunteer capacity served | 3 RUs (per 12 months) for each active volunteer capacity served |
| **30 RUs required in a 3-year period.** | | |
| **RUs are offered in half (.5) units, based on 30 minutes of contact time rounded to the nearest 30 minutes. For example, 35 minutes = .5 RUs; 45 minutes = 1 RU; and 1 hour and 40 minutes = 1.5 RUs.** | | |

NOTE: Applicants and stakeholders should download the most up-to-date free edition of the RU Provider Handbook that may include important policy and procedure updates by going to the AVIXA website at www.AVIXA.org. Date of this version is 10/05/2026.

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## C. The Value of Renewal

**The renewal program has many benefits to the individual, including but not limited to the following:**

- Maintaining an ISO/IEC 17024 international standard accredited credential through ANSI National Accreditation Board (ANAB)
- Providing an online searchable registry of those certified at any CTS level
- Promoting and educating a wide variety of stakeholders to the benefits of holding the various CTS level credentials
- Providing ongoing extensive marketing efforts of the credential on an international basis
- Providing an individual, a transcript of courses and renewal units (RUs) obtained through AVIXA sponsored training
- Maintaining an internationally recognized and respected credential that meets the highest professional standards
- Actively pursuing those who would falsify the use of the credential
- Investigating and sanctioning those certified who are found to have violated the CTS Code of Ethics and Conduct
- Offering a continuously updated listing of current renewal unit approved programs and opportunities, many of which are free
- Providing a professional certificate, pocket card, CTS pin, and trademark protection


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# PART THREE: Renewal Fees

## Renewal Unit Provider Fee Schedule:

| RU Provider Application Fees<br>*Effective January 1, 2023* | | | | |
|---|---|---|---|---|
| **Membership Status** | **USD** | **Euro** | **GBP** | **AUD** |
| ***AVIXA Paid Member*** | 350 | 315 | 265 | 485 |
| ***Non-Member*** | 450 | 400 | 340 | 630 |

The fees listed are charged per application. The same fees apply when submitting a renewal application.

NOTE: Applicants and stakeholders should download the most up-to-date free edition of the RU Provider Handbook that may include important policy and procedure updates by going to the AVIXA website at www.AVIXA.org. Date of this version is 10/05/2026.

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## PART FOUR: Change Request Forms

### RU Provider Course Name Change Request Form

The AVIXA certification office allows Renewal Unit providers to change course titles upon completion of the following name change request form. Please carefully consider a name change request and how it will impact students who may have already taken your course. All requests will be processed in approximately 7-10 business days.

Provider (Company) Name: _____

Point of Contact Name: _____

Point of Contact Email: _____

Date of Request: _____

Current Course Title: _____

Desired Course Title: _____

Is course in activation period?___YES _____NO*

*If course is expired, provider is required to submit a standard renewal unit application for evaluation. Please complete the online application, located at www.AVIXA.org/ruproviderprogram


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## RU Provider Course Name Change Pricing Options:

**Pricing Option 1** - **Merger & Acquisition** - FREE - no fee assessed with proper documentation (press release, see example in Appendix D)

**Pricing Option 2** - **Limited** - $100 USD Per Year – Provider may change the course title for one course only.

**Pricing Option 3** - **Unlimited** - $300 USD Per Year - allows Provider to change the name of courses (not the course content) unlimited times annually.

Option selected: _____

I authorize the AVIXA Certification program to update my organization's current course title to the desired course title listed above. I hereby certify that I am the designated representative for submitting training on behalf of my organization and that the information provided above is correct to the best of my knowledge. I understand that it is the responsibility of my organization to provide students with updated certificates of completion with the correct course title and to provide updated course information to students so that they are not negatively impacted while tracking their Renewal Units.

Signature:_____ Date:_____


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## RU Provider Company Name Change Request Form

The AVIXA certification office allows Renewal Unit providers to change their organization's name upon completion of the following name change request form. Please carefully consider a name change request and how it will impact students who may have already taken courses through your organization. All requests will be processed in approximately 7-10 business days.

Point of Contact Name: _____

Point of Contact Email: _____

Date of Request: _____

Current Company Name: _____

Desired Company Name: _____

I authorize the AVIXA Certification program to update my organization's name to the desired title listed above. I hereby certify that I am the designated representative for submitting training on behalf of my organization and that the information provided above is correct to the best of my knowledge. I understand that it is the responsibility of my organization to provide students with updated certificates of completion with the correct company name and to provide updated course information to students so that they are not negatively impacted while tracking their Renewal Units.

Signature: _____ Date: _____

NOTE: Applicants and stakeholders should download the most up-to-date free edition of the RU Provider Handbook that may include important policy and procedure updates by going to the AVIXA website at www.AVIXA.org. Date of this version is 10/05/2026.

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# PART FIVE: Appendices

## Appendix A: General CTS Exam Content Outline

The AVIXA CTS job description as established by the Job Task Analysis is as follows:

A Certified Technology Specialist performs general audiovisual tasks by creating, implementing, supporting, and servicing audiovisual solutions that meet the client's needs.

The CTS exam specifications were developed by combining the importance, criticality, and frequency data obtained from the Job Task Analysis study conducted in 2022. The resulting data were converted to percentages and the percentages were used to determine the number ofquestions related to each domain and task that should appear on the multiple-choice CTS examination. The test specifications in the table below list how many questions are included in each Domain and Task and the percentage of the test included in each domain. The Job Task Analysis Final Report can be downloaded at www.AVIXA.org/resources.

| Duties and Tasks | % of Exam | # of Items |
|---|---|---|
| **Duty A: Creating AV Solutions** | **35%** | **35** |
| Task 1: Conduct A Customer Needs Analysis | 7% | 7 |
| Task 2: Conduct Site Survey (e.g., lighting, access, acoustics, seating, finishing, architectural features, dimensions, logistical constraints) | 9% | 9 |
| Task 3: Develop an AV Project Scope (e.g., AV solution, components) | 9% | 9 |
| Task 4: Design AV Solutions (e.g., drawings, program report, bill of materials) | 10% | 10 |
| **Duty B: Implementing AV Solutions** | **30%** | **30** |
| Task 1:Integrate AV Solution (e.g., systems verification, supply installation) | 15% | 15 |
| Task 2: Managing AV Integration (e.g., training, schematics, warranties, operations manual, as-built drawings) | 15% | 15 |
| **Duty C: Supporting AV System Operation** | **15%** | **15** |
| Task 1: Provide AV Support (e.g., troubleshoot, remote assistance, live event support, in-room operation, training) | 15% | 15 |
| **Duty D: Servicing AV Solutions** | **20%** | **20** |
| Task 1: Supervise AV Operations | 4% | 4 |
| Task 2: Conduct Maintenance Activities (e.g., preventative maintenance, firmware upgrades, equipment upgrades) | 8% | 8 |
| Task 3: Troubleshoot and Repair AV Solutions (e.g., analog vs digital, break/fix) | 8% | 8 |
| **Total** | **100%** | **100** |

For a detailed breakdown of the knowledge and skills for each job task, please see the full Job Task Analysis available on the CTS Exam Resource page of AVIXA's website.


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## Appendix B: CTS-D Exam Content Outline

The AVIXA CTS-D job description as established by the Job Task Analysis is as follows:
A Certified Technology Specialist Designer:

- Assesses client needs and designs audiovisual solutions.
- Coordinates, communicates, and documents ongoing design responsibilities and activities.
- Conducts system verification and project closeout activities.

A recommended 3-4 years' of audiovisual design experience accompanies the theoretical and practical competencies.

The CTS-D exam specifications were developed by combining the importance, criticality, and frequency data obtained from the Job Task Analysis study. The resulting data were converted to percentages and the percentages were used to determine the number of questions related toeach domain and task that should appear on the multiple-choice CTS-D examination. The test specifications in the table below list how many questions are included in each Domain and Taskand the percentage of the test included in each domain. The Job Task Analysis Final Report can be downloaded at www.AVIXA.org/resources.

| Duties and Tasks | % of Exam | # of Items |
|---|---|---|
| **Duty A: Conduct a Needs Assessment** | **20%** | **20** |
| Task 1: Identify functional requirements (e.g., user stories, user experience, benchmarking, client expectations) | 7% | 7 |
| Task 2: Review or formulate client technology master plan | 7% | 7 |
| Task 3: Generate and/or Review the Program Report | 6% | 6 |
| **Duty B: Coordinate with Other Professionals** | **28%** | **28** |
| Task 1: Coordinate with architectural/interior design professionals | 6% | 6 |
| Task 2: Coordinate with structural professionals | 4% | 4 |
| Task 3: Coordinate with mechanical, electrical, and plumbing professionals | 6% | 6 |
| Task 4: Coordinate with IT and network security professionals | 4% | 4 |
| Task 5: Coordinate with acoustical professionals | 4% | 4 |
| Task 6: Coordinate with life safety and security professionals | 2% | 2 |
| Task 7: Coordinate with site or project specific professionals (e.g., content creators, theatrical, exhibit designer) | 2% | 2 |
| **Duty C: Develop and Document AV Designs** | **38%** | **38** |
| Task 1: Create conceptual AV design | 11% | 11 |
| Task 2: Revise conceptual design to be compatible with site conditions and/or A&E drawing package | 7% | 7 |
| Task 3: Produce final design and drawing package | 10% | 10 |
| Task 4: Finalize project documentation (e.g., bill of materials, bid spec, drawings, scope of work) | 10% | 10 |
| **Duty D: Deploy AV Designs** | **14%** | **14** |
| Task 1: Support project execution activities | 5% | 5 |
| Task 2: Verify system performance | 5% | 5 |
| Task 3: Conduct project close out activities (e.g., as-builts, system manuals, training, programing information) | 4% | 4 |


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| | | |
|---|---|---|
| **Total** | **100%** | **100** |

## Appendix C: CTS-I Exam Content Outline

The AVIXA CTS-I job description as established by the Job Task Analysis is as follows:

A Certified Technology Specialist Installer:

- Installs, configures, and maintains audiovisual solutions.
- Coordinates, communicates, and documents ongoing installation responsibilities and activities.
- Performs system tests, conducts training, and provides project closeout documentation.

A recommended 3-4 years' of audiovisual installation experience accompanies the theoretical and practical competencies.

The CTS-I exam specifications were developed by combining the importance, criticality, and frequency data obtained from the Job Task Analysis study. The resulting data were converted to percentages and the percentages were used to determine the number of questions related toeach domain and task that should appear on the multiple-choice CTS-I examination. The test specifications in the table below list how many questions are included in each Domain and Taskand the percentage of the test included in each domain. The Job Task Analysis Final Report can be downloaded at www.AVIXA.org/resources.


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| Duties and Tasks | % of Exam | # of Items |
|---|---|---|
| **Duty A: Implement Pre-Installation Activities** | **17%** | **17** |
| Task 1: Review AV Project Documentation | 6% | 6 |
| Task 2: Conduct Site Survey | 4% | 4 |
| Task 3: Evaluate Overall Facility Readiness | 3% | 3 |
| Task 4: Prepare for Installation | 4% | 4 |
| **Duty B: Practice Ongoing Project Responsibilities** | **12%** | **12** |
| Task 1: Complete Field Reports (e.g., daily, issues, progress, risk, injury) | 4% | 4 |
| Task 2: Coordinate with Allied Trades | 4% | 4 |
| Task 3: Address Needed Field Modifications | 4% | 4 |
| **Duty C: Conduct Site Rough-In/First-Fix** | **12%** | **12** |
| Task 1: Deinstallation of Existing Equipment and Cabling | 2% | 2 |
| Task 2: Mount Substructure and Rigging | 5% | 5 |
| Task 3: Pull Cable | 5% | 5 |
| **Duty D: Install AV Systems** | **39%** | **39** |
| Task 1: Assemble AV Rack | 2% | 2 |
| Task 2: Wire the AV Equipment Rack | 6% | 6 |
| Task 3: Distribute AV Equipment (e.g., placement of loose equipment, peripherals) | 2% | 2 |
| Task 4: Mount AV Equipment (e.g., projectors, loud speakers, monitors) | 5% | 5 |
| Task 5: Terminate Cables | 5% | 5 |
| Task 6: Configure Network Properties of Equipment | 5% | 5 |
| Task 7: Configure Control and Device Settings | 5% | 5 |
| Task 8: Test the AV System | 5% | 5 |
| Task 9: Calibrate the AV System | 4% | 4 |
| **Duty E: Perform AV Systems Closeout** | **12%** | **12** |
| Task 1: Demonstrate to Client or Client's Representative that System Performs to Specifications | 4% | 4 |
| Task 2: Provide Training on AV System Operation | 2% | 2 |
| Task 3: Finalize AV Project Documentation (e.g., punch list, programming files, manuals, completion documentation, as-builts) | 6% | 6 |
| **Duty F: Conduct Post Project Activities (e.g., support, warranties, maintenance)** | **8%** | **8** |
| Task 1: Maintain AV Systems (e.g., equipment, software, tools) | 3% | 3 |
| Task 2: Repair AV Systems (e.g., failed equipment, warranty, troubleshooting) | 5% | 5 |
| **Total** | **100%** | **100** |

NOTE: Applicants and stakeholders should download the most up-to-date free edition of the RU Provider Handbook that may include important policy and procedure updates by going to the AVIXA website at www.AVIXA.org. Date of this version is 10/05/2026.

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## Appendix D: Sample Press Release

Contact Krystle Murphy, AVIXA's Communications Manager, +1.703.279.6366, to discuss media and public relations with AVIXA. Below you can find a sample press release that you may use to announce that your company is a RU Provider. **This template may only be used for RU Providers with approved courses.**

**FOR IMMEDIATE RELEASE**

PRESS CONTACT

**[COMPANY NAME] Named AVIXA Certified Technology Specialist (CTS) Renewal Unit Provider**

DATELINE — [COMPANY NAME] is pleased to announce that the company has been named an official AVIXA Certified Technology Specialist™ (CTS®) Renewal Unit (RU) Provider. This will allow the more than 13,000 professionals around the world holding AVIXA's CTS credential to earn renewal units towards their certification by completing certain [COMPANY NAME] education programs.

[DETAILS ABOUT COMPANY'S EDUCATION PROGRAM]

For more than 30 years, AVIXA has administered the CTS program, which is recognized as the leading AV professional credential. There are three CTS credentials: general (CTS), design (CTS-D), and installation (CTS-I).

To obtain approval, RU programs must feature experienced instructors with clear evidence of qualifications in the session topic. Each class must contain at least one relevant learning objective or industry-related purpose; relate to a specific exam topic area and exam level and conclude with an assessment tool to demonstrate participants have grasped the objectives. These criteria are vigorously reviewed by AVIXA's Certification Renewal Unit Committee.

**About the Certified Technology Specialist Credential**
AVIXA's Certified Technology Specialist, Certified Technology Specialist – Design and Certified Technology Specialist – Installation are the only audiovisual certification programs accredited by the International Organization for Standardization's (ISO) United States representative, the ANSI National Accreditation (ANAB). Accepted by the U.S. Veterans Administration for reimbursement under the Montgomery G.I. Bill, AVIXA certification programs are designed to establish and maintain widespread credibility for the audiovisual industry and the professionals who perform the work. AVIXA's CTS, CTS-D, and CTS-I renew their credential every three years through continuing education. Each renewal candidate is required to attain 30 renewal units (RUs). To learn more about AVIXA International and the Certified Technology Specialist (CTS) accreditations, visit AVIXA.org/certification.


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## Appendix E: Application FAQ

Please review commonly asked questions regarding the RU Provider application process to help ensure your application is processed promptly.

**How do I submit my application for review?**

As of Fall 2018, all RU Provider applications must be submitted electronically using our online form found here. We no longer accept paper applications.

**How will I know that my course has been approved?**

The individual who submitted the application on behalf of their organization will be notified via email if the course has been approved. Providers may also check approval status at any time through the RU Provider Portal, which can be accessed through their individual dashboard.

**How long is my course approved for?**

All approved courses are valid for two years. There are no limits on how often the course may be held during this two-year period

**How do I renew my course?**

Courses eligible for renewal must go through the online application process again. Providers must submit the application electronically using our online form found at www.AVIXA.org/ruproviderprogram. The RU provider fee is charged per course application, see the RU Provider Fee Schedule.

**How do I know my course is about to expire?**

Providers may reference either their approval notice email or their RU Provider Portal dashboard for the expiration date of their course. Additionally, the AVIXA Certification office will send a 30-day renewal reminder email to the listed contact on the application.

**How do I update the point-of-contact to receive communications from AVIXA about the RU Provider program?**

Providers are responsible for informing AVIXA of any changes to the organization's point of contact for the RU Provider program. Please submit updated information to certification@avixa.org for processing.

**How do I know if my course is manufacturer or non-manufacturer?**


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A course that is strictly educational in content is considered non-manufacturer. The course would cover educational concepts, theories, industry trends, and standard practices within the field.

A manufacturer course is product-specific. The course would cover specific products or services that are proprietary to their organization. Manufacturer courses are often sales-focused and frequently use product demonstrations.

**My class only talks about a product for less than 15 percent of instruction time, can it be considered non-manufacturer?**

Regardless of the amount of time the product or service is discussed, it will be considered manufacturer training.

**How do I select the right domain and task for my application?**

You should select the domain and task that is appropriate for the content of your course. We strongly recommend that whoever developed the course to complete the RU Provider application, as they will be most familiar with the content.

Additionally, your domain and task selection should be aligned with what is listed in the application and should align with your learning objectives. The domains and tasks need to support your content, and therefore you should list relevant descriptions and learning objectives. Carefully review and be selective, we recommend choosing the top 3 domains and tasks for each applicable designation you are applying towards.

**The exam content outline is very broad, how do I know I am selecting the right domain and task?**

The exam content outline provides a high-level overview of relevant content areas for each exam. Please review the job-task-analysis (JTA) documents for more information on the knowledge, skills, and abilities required for each domain and task. The JTA documents can be found at www.AVIXA.org/resources.

**Why was my course not approved and sent back to me for amendment?**

There could be several reasons why your course was not approved and requires amendment. Most often, either the course description or learning objectives are too vague and do not support the domain and task listed on the application. Please ensure that your application clearly demonstrates that the course content validates the knowledge needed to maintain the industry credential.

**Have a question that you didn't see answered here? Please email certification@avixa.org for assistance.**


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