

## How to Challenge Automotive Glass Technician Certification in B.C.

In B.C., an individual can become certified as an automotive glass technician by completing the Automotive Glass Technician apprenticeship program (“*Apprenticeship pathway*”) or by challenging the certification (“*Challenge pathway*”).

The following instructions are for automotive glass technicians who have significant trade experience and wish to apply to challenge certification through the Automotive Glass Technician Challenge pathway. This Challenge pathway, delivered by the Automotive Retailers Association (ARA) and the Industry Training Authority (ITA), serves to certify technicians not taking an ITA-recognized apprenticeship program.

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### What should I know before I apply?

Prior to acceptance into the Challenge pathway, you have to provide proof of workplace hours and scope of experience. To qualify, you must have **5,265 hours of trade-related work experience**.\*

The first step to achieving designation as a certified auto glass technician through the Challenge pathway is **a practical assessment** (delivered by the ARA) to demonstrate professional skills. Once successfully completed, you will qualify for **a challenge exam** (conducted by the ITA).

**Note:** The requirement to complete a practical assessment does not apply to apprentices who are taking an ITA-recognized program (“Apprenticeship pathway”).

\* For each employer or period of self-employment, where you gained direct, hands-on experience working in your trade, you will need to fill out a separate declaration including the dates of your employment and total hours of experience. Accumulated hours must reach 5,265 at the time of your application. Declaration forms will be provided by the ARA.

## How do I apply?

Complete the practical assessment application, download the **fillable PDF copy here**, and email it to the ARA: **agd@ara.bc.ca**

OR

Print out the application, fill it out, and mail it to:

*Automotive Retailers Association  
Attn: Auto Glass Technician Challenge  
Unit 1, 8980 Fraserwood Court  
Burnaby, BC V5J 5H7*

**Note:** Your application must reference your legal name as it appears on your driver's license, this will be the name used by the ITA on your challenge exam and certificate of qualification.

## How much does a practical assessment cost?

Option A: Practical assessment will be scheduled **within 90 days** = \$750.00 + tax

Option B: Practical assessment will be scheduled **within 30 days** = \$750.00 + tax + related expenses required to expedite the assessment.

**Note:** If a shop is completing more than one practical assessment (PA) at the same time, the \$750 fee is reduced to \$500 for the second and additional PAs conducted during the same visit.

## What happens after I submit my application?

The ARA will contact you to review work experience requirements and arrange fee payment. Once you pay the invoice in full, the assessment team (iPro Auto) will contact you to coordinate the in-person practical assessment, which includes windshield installation and repair.

## Are there any preparatory materials?

The ITA does not provide any preparatory material for the practical exam, however, you can review competencies measured during the assessment in ITA's **Automotive Glass Technician Program Outline document**. You can also consider purchasing *The Complete Guide to Auto Glass Installation* by Bob Beranek and Ann Schuelke. This comprehensive textbook is available through Amazon. Click **here** to purchase it.

## What are the practical assessment requirements and criteria?

The challenger must supply the following:

1. A suitable work area (indoors with controlled environment)
2. A vehicle with a urethane bonded windshield
3. All necessary tools and products needed to repair and replace a windshield, including windshield (same windshield can be used for both repair and replacement)

**Note:** Challenger must present their driver's license to evaluator before assessment will take place.

## Practical assessment criteria:

**Note:** During the practical assessment, a partner is allowed only to assist during the lifting process involved in removing and setting of the windshield.

- I. **Installation competency** will be based on the following:
  - a. Issues specific to vehicle are identified and checked (i.e. rain sensor)
  - b. Vehicle and employee properly protected throughout
  - c. Competent use of tools
  - d. All parts removed carefully
  - e. Vehicle pinch weld prepared correctly
  - f. Adhesive system used in accordance with manufacturers recommendations
  - g. Shop processes have been developed to manage adhesive requirements
  - h. Parts replaced properly and with care
  
- II. **Chip Repair competency** will be based on the following:
  - a. Vehicle and employee properly protected throughout
  - b. Must be able to identify type of break and issues related to repairing (i.e. moisture, temp)
  - c. Repair apparatus used in accordance with manufacture's recommendation
  - d. Resins used in accordance with manufacturer's recommendations
  - e. Repair finished properly
  
- III. Technicians will explain either what they are doing throughout repair/replacement process or be asked questions throughout to ensure knowledge of process and product usage requirements.

**Note:** The ARA has identified certain steps within the installation and chip repair processes that if missed or ignored will render the challenge unsuccessful (as they compromise the integrity of the install or chip repair). While results of the evaluation will be shared with the challenger, this assessment is meant to benchmark competency and is not a training program.

## What is the next step after completing the practical assessment?

**PASSED** – Once you pass the practical assessment, you will receive a **certificate number** within 30 days from the ARA. With your certificate number, you may then proceed with a request to challenge the Glass Technician Certificate of Qualification exam through the ITA. Contact ITA at [customerservice@itabc.ca](mailto:customerservice@itabc.ca) or (778) 328-8700 to request an exam date and location. (**Note:** Do not contact ITA unless you passed the practical assessment and received certificate number.)

The Challenge Pathway carries a \$120 application fee payable to the ITA. Once you receive ITA approval, you will have 24 months from that date to complete the challenge exam. The following pathway further explains those steps: <https://www.itabc.ca/program/automotive-glass-technician>

**FAILED** – Should you not pass the practical exam, please review the summary of your assessment. The ARA recommends you develop those areas found to be substandard before re-applying.

**Note:** All unsuccessful challengers must wait **three months** to re-apply.

## When can I register with the ITA?

You can contact ITA to request the Glass Technician Certificate of Qualification challenge exam either before or after the completion of your practical assessment. However, a certificate number (assigned by the ARA after successful completion of the practical assessment) is required to complete the ITA application process to write the challenge exam.

## Where can I go for additional information?

If you have further questions, **click here to visit ITA's website**. For additional information about practical assessment, contact: [agd@ara.bc.ca](mailto:agd@ara.bc.ca) or call Terri Land at (604) 432-7987 ext. 233.