



INSTALLER STANDARDS QUESTIONNAIRE (ISQ) POLICY

Approved by resolution of the Board of the Architectural Woodwork Manufacturers Association of Canada ("AWMAC") and adopted and made effective on April 27, 2021.

1. WHAT IS THE ISQ?

The Installer Standards Questionnaire (ISQ) is administered by AWMAC and consists of multiple choice questions to test an AWMAC Installer Member's competency on the current AWMAC's STANDARDS¹ and AWMAC's Guarantee and Inspection Service. In order to pass the ISQ, a minimum score of 95% is required.

2. WHO MUST COMPLETE THE ISQ?

Installer Members must have at least one owner or manager within their company that has successfully completed the current ISQ. Successful completion of the ISQ:

- a. is a requirement to maintain membership in good standing;
- b. ascertains that the Installer Member has a good understanding of AWMAC's STANDARDS; and
- c. individuals who have completed the Inspector Certification Questionnaire (ICQ) are considered compliant with the ISQ.

Non-members may not write the ISQ.

Please note that the individual who has completed the ISQ is the ISQ Certificate holder and not the Installer Member company. In the event a Certificate holder leaves the Installer Member's company, the Certificate holder will advise AWMAC by emailing standards.certified@awmac.com.

3. WHAT IS THE TIMELINE TO COMPLETE THE ISQ?

- a. Incoming Installer Members – within the period of time as prescribed by your regional AWMAC Chapter as part of the membership process.
- b. Current Installer Members – within 90 days of the effective date of any new editions of AWMAC's STANDARDS or as required by AWMAC (December 1, 2021 for NAAWS 4.0).

4. WHAT IS THE COST?

- a. As a member benefit, the ISQ, including any upgrades or new ISQs, is FREE for all Installer Member personnel.



- b. There is no limit on the number of individuals within a Installer Member's company that may take the first ISQ, including upgrades or new ISQs.

5. HOW DO I COMPLETE THE ISQ?

- a. Email standards.certified@awmac.com to request an ISQ.
- b. If approved to complete the ISQ, you will receive an email with the ISQ for completion.
- c. Complete and submit the ISQ test as directed within the email.
- d. If successful, you will receive an electronic ISQ Certificate of Achievement.
- e. If unsuccessful, you may retake the ISQ.

If you require more information or wish to complete the ISQ, please email standards.certified@awmac.com.

¹North American Architectural Woodwork Standards (NAAWS)