



## Program Requirements for Administering WISE Level 2 Certification

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## Section 1 Introduction

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### 1.1 Purpose

This document defines the requirements and process for retail service providers administering Wireless Industry Service Excellence (WISE™) Level 2 Certification to qualified Level 1 WISE Certified Technicians.

### 1.2 Scope

The license to administer WISE Level 2 Certification is only available to retail service providers who have an established training program for their technicians and have Level 1 WISE Certified technicians or technicians pursuing Level 1 Certification as a part of their staff.

WISE Certification is a standalone, independent certification program administered by CTIA Certification, the wireless industry's certification program. The program includes both an Authorized Service Provider program and a Technician Certification program. The authorization is not synonymous with any additional authorizations that may be administered by other organizations including OEMs and carriers. A service provider may hold multiple authorizations; however, WISE Certification does not supersede any other authorizations. A service provider that has obtained WISE Certification shall not represent and advertise itself as having any additional authorizations for which it does not hold.

For more information on the WISE Certified Technician certification program, please visit [www.wisecertification.com](http://www.wisecertification.com).

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## Section 2      **Qualifications for Administering Level 2 Certification**

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### **2.1      Retail Environment Requirements**

A service provider administering Level 2 Certification must have a Retail Environment as defined in the WISE Authorized Service Provider Certification Program document.

#### **2.1.1      Environments Not Eligible**

A Remote Technician Organization, as defined in the WISE Authorized Service Provider Certification Program document, is not eligible to administer Level 2 Certification.

Kiosks and carts are not eligible for the WISE Certification program, and are therefore not eligible to administer Level 2 Certification.

### **2.2      In-House Training Requirements**

Retail service provider must have an ongoing training program for all employees.

At a minimum, managers and/or master technicians should be trained on the following:

- Leadership training
- Acknowledging when a technician needs mentoring
- Recognizing technicians meeting and exceeding the organizations core values

Additionally, as retail service providers should have a set of internal core values, existing training programs should include core value training that educate the technician on how to:

- Make independent decisions in times of conflict;
- Work as a team alongside other technicians, employees or management;
- Accept ownership in individual performance, and how it reflects on the organization and team performance;
- Serve as a foundation for the organizations unique and dedicated customer service best practices.

### **2.3      Business Requirements**

The service provider shall have:

- A ticketing system that allows the ability to track individual technician's rework rates
- A dedicated employee (master tech/manager) for training
- Live devices for technician training
- At least one Level 1 WISE Certified Technician on staff during business hours
- A technician training program for all newly hired employees
- Reporting capabilities, employee reviews, and disciplinary action plans

- A mechanism to track technician turnover rate
- An established process to maintain a clean and functional repair environment
- A secured storage area for customer devices held overnight

## **2.4 Technician Requirements for Level 2 Certification**

Technicians must be WISE Level 1 Certified to qualify for Level 2 Certification. For more information on the WISE Level 1 Technician Certification Program, please visit [www.wisecertification.com](http://www.wisecertification.com).

Technicians with less than one year of repair experience must complete and pass Level 1 and Level 2 Certification. Repair experience is classified as having serviced hardware for one or more of the following electronic device types: smartphones, tablets, desktop/laptop computers, smartwatches, payment terminals or POS terminals.

Technicians with one year or more of repair experience must complete and pass Level 1 Certification. If the technician is Level 1 Certified and has less than 3% rework rate, the technician can be granted Level 2 Certification without taking the Level 2 practical exam. If a technician is prequalified for Level 2 without having to take the practical exam, the service provider shall provide CTIA Certification with the vetted technician's information in order for them to be authorized as a Level 2 Certified technician.

### **2.4.1 New Hires**

If a service provider hires a new technician, the technician has 30 days to complete Level 1 WISE Certification while participating in the retailer's internal onboarding training. A technician must complete and pass the Level 2 practical exam before they are permitted to work on a customer's device.

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## Section 3 Certification Process

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### 3.1 Registration and Onboarding

Retail service providers can register to become a WISE Level 2 administrator by visiting [www.wisecertification.com](http://www.wisecertification.com) and creating a user profile. As a part of registration, the service provider will be required to provide the store name and store owner's contact information. CTIA Certification will approve the new user registration and grant the service provider access to the WISE Certification platform.

If a service provider has applied for WISE Retail Certification, they may have a profile setup on the WISE Certification platform. Retail service providers who have an established account, can access their account at [www.wisecertification.com](http://www.wisecertification.com).

Once logged into the WISE Certification platform, service providers can review the requirements and apply to become a WISE Level 2 administrator.

### 3.2 Application

The service provider shall complete the Level 2 administrator application and submit the required documentation. As a part of the application process, the service provider will need to provide:

- Point of contact information
- Name of the retail location
- Retail location's address
- Years in service
- WISE Codes for all current WISE Level 1 Certified Technicians
- Name of associated training program or school (if applicable)
- Documentation associated with their current training program
- Point of Sale system used to track rework rates
- Number of technicians on staff
- List of certifications or authorizations other than WISE

Once the application is submitted, it will be reviewed by CTIA Certification. If the information provided is complete and correct, CTIA Certification will schedule a virtual interview with the service provider.

### 3.3 Virtual Interview

Upon completion of the application process, a virtual interview will be scheduled with the service provider to review both business and technician requirements for the Level 2 administrator program. During the interview, the service provider will have the opportunity to screen share training documentation and reporting. The service provider will be asked to walk through their current training procedures with new hires and describe their ongoing training requirements. The service provider will be evaluated on their commitment to the success of their technicians as well as the core values of their brand.

If the service provider meets the requirement and passes the interview process, CTIA Certification will grant approval status and the service provider will be invoiced for the Level 2 administrator license fee.

### **3.4 Level 2 Administrator License Fee**

The annual license fee to administer Level 2 WISE Certification is \$200. If a service provider owns multiple locations, the cost is inclusive of all stores as long as CTIA Certification can confirm that each location follows the same training procedures and protocols.

### **3.5 Administering Level 2 WISE Certification**

The licensed service provider can administer the Level 2 practical exam to their technicians once their technicians have completed and passed the Level 1 Knowledge Exam. A technician has 365 days from the day their Level 1 Certification has been issued to enroll in Level 2 Certification.

The licensed retail service provider must notify CTIA Certification once the technician has completed the retailer's Level 2 certification program and passed the practical exam. A recording of the practical exam performed by the technician must be taken and kept on file. CTIA Certification reserves the right to request the recording at any time.

### **3.6 Level 2 WISE Certification Requirements**

#### **3.6.1 Training Requirements**

When administering the Level 2 practical exam, it is expected that the technician has had the appropriate training on live test devices. Training should include the proper diagnosis, removal and replacement of the following:

- Displays
- Batteries
- Headphone Jack/Charging Port (non soldering)
- Home Buttons
- Additional Buttons (power, mute switch, volume)
- Front and rear cameras
- Vibrator motors

#### **3.6.2 Level 2 Practical Exam**

Technician shall have the appropriate tools available to them throughout the practical exam.

Technician shall demonstrate quality hands-on repair for at least two of the largest market share OEM devices in the US. Devices must have a release date post 2016.

Live testing devices shall be given to the technician with a pre-determined defect. The testing technician shall be able to diagnose the issue appropriately and check the device for any additional issues.

The technician shall complete the repair correctly with proper tool use, small parts and screws in correct place and any additional adhesive applied.

The device under repair shall be tested post repair to confirm the pre-determined defect was resolved and no additional issues occurred due to mishandling during the repair.



At the conclusions of the exam, the device must power back on with the diagnosed issue resolved and the device fully functioning.

The service provider's Level 2 exam shall have documented pass/fail criteria.