



Technician Certification Program Overview

Version 1.0

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Section 1 Introduction

1.1 Purpose

This document defines the wireless industry's training and certification program for device repair technicians, known as WISE™ (Wireless Industry Service Excellence) Certification.

The "WISE Certified" designation conveys service excellence. It allows technicians to differentiate themselves, demonstrating their commitment to quality by meeting the high levels of industry standards defined in the program. Subject to the terms and conditions of the WISE Certified Technician License Agreement, certified technicians may use the WISE logo to promote their certification.

WISE Certification is a standalone, independent certification program administered by CTIA Certification, the wireless industry's certification program. It includes both a [Technician Certification](#) program and an [Authorized Service Provider Certification](#) program. WISE Technician Certification is also a requirement of the [CTIA Authorized Service Center](#) program.

The program's certification 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 technician who has obtained WISE Certification shall not represent and advertise themselves as having any additional authorizations they do not hold.

1.2 Scope

The scope of this document is specific to the WISE Technician Certification program. This document covers the requirements and process for certifying wireless device repair technicians working in the following environments: depot or remanufacturing facilities, customer-facing retail and "We Come to You" repair environments. At the present time, technicians can obtain WISE Certification for repairs of smartphones and tablets as well as WISE Certification for repairs of Chromebooks.

1.3 Eligibility

Technicians seeking WISE Certification shall have a minimum of 90 days experience repairing hardware for one or more of the following electronic device types: smartphones, tablets, desktop or laptop computers, smartwatches, payment terminals or point-of-sale terminals. It is recommended that technicians seeking WISE Certification currently work in, or plan to work in, a repair or remanufacturing service facility or retail service provider.

Section 2 Levels of Certification

The WISE certification process is a leveled certification. For all device types, it includes a knowledge test and practical hands-on exam. The knowledge test focuses on device exterior inspection and diagnosis including functionality, manufacturer diagnostics, virus and malware, and updates and restoration of OEM software without opening the device. The hands-on certification focuses on demonstrating the methodology for diagnosing and replacing modular components after opening the device that require little to no soldering skills.

2.1 Level 1

A Level 1 WISE Certified Technician is a technician who has passed the WISE Certification Knowledge Exam and is considered qualified to repair or resolve issues without opening the device. Capabilities of the Level 1 technician include:

- Basic functionality inspection/test including, at a minimum: digitizer, brightness, mic, speaker, battery, charging port (cellular, Wi-Fi®, Bluetooth® technology)
- Diagnostic testing, that at a minimum includes onboard OEM diagnostic tools and tests capable of testing the battery, storage/memory and operating system of the device
- Checking for viruses or malware
- Hard reset of device via exterior buttons
- Forced reboot of device via hard or soft function
- Updating of device software (may be needed to resolve repair issues)
- Familiarity with device data backup and restore options
- Clear or clean a port or headphone jack without opening the device
- Determine if NTF, NFF or user error
- External assessment of liquid damage

For facilities seeking CTIA Certification Level 1 Authorization, all line managers must obtain Level 1 WISE Certification.

2.2 Level 2

A Level 2 WISE Certified Technician is a technician who has completed the practical training, obtained WISE Certification and is considered qualified to repair a device by opening the device and replacing modular components without inducing any further damage. Capabilities of the Level 2 technician include:

- Using and/or reading a multimeter (smartphone and tablet repair only)
- Reconnect or reseal cables or component connectors
- Replace exterior button, switch or single key
- Replace data cable, display cable or other component cables
- Replace headphone jack or other non-solder, plug-in component
- Replace Wi-Fi, GPS, cellular or Bluetooth modular antenna or cable
- Replace modular camera(s)
- Repair and replace microphone without soldering
- Repair and replace speaker involving non-solder internal speakers or sound components
- Replace daughterboard or secondary board that helps the motherboard control the device
- Replace fan, heat-sink or other thermal components
- Remove and replace assembly
- Replace full-assembly display
- Replace back, front, bottom and top case
- Replace battery adhered or installed using screws or other non-solder components
- Replace non-soldered, plug-in charging port component
- Non-soldered repair to the motherboard
- Internal assessment of liquid damage

For facilities seeking CTIA Certification Level 2 Authorization, all line managers must obtain Level 2 WISE Certification. For retailers and “We Come to You” organizations seeking WISE Authorized Service Provider Certification, a minimum of one Level 2 WISE Certified Technician must be on staff during posted business hours.

Section 3 Certification Process

To enroll in WISE Certification, the technician shall visit the WISE Certification platform at <https://wisecertification.docebosaa.com/> and register a user account.

3.1 Level 1 WISE Certification

Once registered on the WISE Certification platform, a technician can choose to pursue standalone Level 1 certification for a specific device type (smartphones/tablets or Chromebooks) or a certification pathway that includes all device types (smartphones, tablets and Chromebooks). Standalone Level 1 Certifications are stackable.

3.1.1 Specialist Track (Stand-alone Certification Pathway)

WISE offers Level 1 Certification for Smartphone and Tablet repair, and Chromebook repair. A technician may choose to obtain certification for smartphones and tablets only or Chromebooks only. If pursuing designation as a “WISE Specialist Level 1 for Smartphones and Tablets,” the technician will enroll in the WISE Knowledge Exam for Smartphones and Tablets. If pursuing designation as a “WISE Specialist Level 1 for Chromebooks,” the technician will enroll in the WISE Knowledge Exam for Chromebooks.

From the platform the technician may purchase the applicable training and testing material or if sponsored by their employer, receive automatic enrollment into the selected course. After payment has been processed, the technician will be able to download the course study guide and access the WISE Knowledge Exam. If the technician passes the exam with a score of 70 percent or greater, they are certified as a WISE Specialist Level 1 and are eligible to enroll in hands-on certification session to become certified as a Level 2 technician. A technician has two attempts to take and pass the exam. The Level 1 Knowledge Exam for smartphones and tablets can be taken in English, Spanish or French. At this time, the Level 1 Knowledge Exam for Chromebooks is only available in English.

For facilities performing Chromebook repair, all line managers must obtain WISE Specialist Level 1 for Chromebooks. All other device repairs require line managers to obtain WISE Specialist Level 1 for Smartphones and Tablets.

For retailers and “We Come to You” organizations seeking WISE Authorized Service Provider Certification, technicians are only required to obtain WISE Specialist Level 1 for Smartphones and Tablets as the prerequisite for Level 2.

3.1.2 Professional Track (Certification for All Device Types)

WISE offers a comprehensive certification pathway for advanced technicians that have experience performing repairs on all device types (smartphones, tablets and Chromebooks). A technician may pursue designation as a “WISE Level 1 Expert” by enrolling in the WISE Professional Learning Plan. This learning plan includes the WISE Professional Knowledge Exam that will test the technician on repair best practices relating to smartphone, tablet and Chromebook repair.

From the platform the technician may purchase the WISE Professional Learning Plan or if sponsored by their employer, receive automatic enrollment into the plan. After payment has been processed, the technician will be able to download the course study guide and access the WISE Professional Knowledge Exam. If the technician passes the exam with a score of 70 percent or greater, they are certified as a WISE Level 1 Expert and are eligible to enroll in hands-on certification session to become certified as a Level 2 technician. A technician has two attempts to take and pass the exam. The WISE Professional Learning Plan is only available in English at this time.

CTIA Certification does not require WISE Level 1 Expert Certification for any of its affiliated programs (WISE Authorized Service Provider or CTIA Certification Authorized Service Center programs).

3.1.3 Cost

The cost of the WISE Knowledge Exam for Smartphones and Tablets is \$200. The renewal fee to maintain Level 1 WISE Certification is \$200 every two years.

The cost of the WISE Knowledge Exam for Chromebooks is \$100. The certification for Chromebooks is a one-time test and certification. There is no renewal requirement.

The cost of WISE Level 1 Expert Certification is \$250. The renewal fee to maintain WISE Level 1 Expert Certification is \$200 every two years.

3.1.4 Re-examination

Should a technician fail the knowledge test, the technician has 30 days to retake the exam. For example, if a technician fails the test on May 1, the technician has until June 1 within the same calendar year to retake the exam.

A technician is only permitted to take the exam a total of two times per course enrollment. If a technician enrolls to take the Level 1 Knowledge Exam and fails their second attempt, the technician must re-enroll in the WISE Certification program’s knowledge exam. A technician must pay to re-enroll in WISE Certification (unless sponsored by their employer).

3.1.5 Recertification

Level 1 WISE Certification for Smartphones and Tablets requires renewal every two years. In order to renew certification, technicians shall enroll in the Level 1 WISE Certification Renewal Plan on the WISE Certification platform. Technicians must pass the Renewal Exam to maintain their Level 1 WISE Certification.

The certification for Chromebooks is a one-time test and certification. There is no renewal requirement.

3.2 Level 2 WISE Certification

3.2.1 Practical Hands-On Exam

Upon completing the Level 1 WISE Knowledge Exam, the technician is eligible for Level 2 WISE Certification. Level 2 WISE Certification is the same process and certification across all device types. WISE Certification hands-on certification is administered and delivered via Authorized Service Providers (ASPs) and Authorized Training Administrators (ATAs) licensed by CTIA Certification. For a list of licensed Authorized Training Administrators, please visit the [WISE website](#).

The technician may contact any authorized Level 2 provider listed on the WISE Certification platform to schedule their virtual or hands-on examination. Level 2 WISE Certification promotes the technician as an advanced-level technician who can properly diagnosis, remove and replace displays, batteries, headphone jacks/charging ports, home buttons, front and rear cameras, and vibrator motors. Technicians will be tested on two live devices with a pre-determined defect. The technician must be able to diagnose the issue appropriately and check the device for any additional issues.

Once the technician has completed the hands-on exam, the trainer will submit a pass/fail skills test report to WISE Certification. Once the technician passes the practical exam, the technician will be awarded their Level 2 WISE Certification.

The technician is not certified by WISE Certification to perform repairs that require further skills beyond those prescribed in the Level 1 or Level 2 defined scope, including OEM-specific tools and software. Repairs that are not defined in the Level 2 scope are typically indicative of refurbishment or reclamation processes. Out-of-scope technical repairs include, but are not limited to, the following:

- Display component repair, cracked glass removal, glass re-lamination
- Liquid dispense adhesive application
- Dispensing of epoxies, thermal paste or under-fill
- Board-level soldering
- Liquid damage repair
- Data recovery or destruction
- Flex-related repairs (e.g., chip on flex replacement)

- Housing recovery, anodizing or painting, or housing laser etching
- RF calibration
- Battery reconditioning or capacity measurement at the part level

The above-listed services cannot be advertised in any manner as relating to a technician's skill set or to a business representing and promoting WISE Certification.

3.2.1.1 Level 2 Designation

A technician who has obtained WISE Level 1 Certification for Smartphones and Tablets and WISE Level 2 Certification are deemed "WISE Specialist Level 2 for Smartphones and Tablets."

A technician who has obtained WISE Level 1 Certification for Chromebooks and WISE Level 2 Certification are deemed "WISE Specialist Level 2 for Chromebooks."

A technician who has obtained WISE Level 1 Expert and WISE Level 2 Certification are deemed "WISE Level 2 Expert."

3.2.2 Re-examination

There is no restriction on the number of times a qualified Level 1 technician can attempt to take and pass the Level 2 training exam. If a technician fails their Level 2 practical test, they will be allowed to take the test until they can pass it.

3.2.3 Recertification

Level 2 WISE Certification is a one-time certification. At the present time, no practical hands-on re-test will be required. The technician simply must maintain their Level 1 Certification to remain compliant with the program's Level 2 requirements.

3.2.4 Continuing Educational Requirements

Continuing education requirements (CEs) are managed by CTIA Certification to support the continuing development of wireless device repair technicians. CTIA Certification is responsible for maintaining the WISE Certification curriculum and for notifying the certified technicians when additional CEs are added to the curriculum. Continuing education requirements may vary annually and may be updated as standalone courses or through the initial Level 1 recertification process in the form of online classes, self-study readings, modules or webinars. If new certification requirements are assigned, technicians shall be responsible for completing all assigned requirements in order to be eligible for recertification.

A.1 Glossary

Term	Definition
Level 1 WISE Certified Technician	A technician who has passed a WISE Certification knowledge exam and is considered qualified to repair or resolve issues without opening the device (smartphones and tablets OR Chromebooks).
Level 2 WISE Certified Technician	A technician who has completed the practical training, obtained WISE Certification, and is considered qualified to repair a device by opening the device and replacing modular components without inducing any further damage.
WISE Specialist Level 1 for Smartphones and Tablets	A technician who has passed the WISE Knowledge Exam for Smartphones and Tablets.
WISE Specialist Level 1 for Chromebooks	A technician who has passed the WISE Knowledge Exam for Chromebooks.
WISE Level 1 Expert	A technician who has completed and passed the WISE Professional Learning Plan and is considered qualified to repair or resolve issues without opening the device (smartphones, tablets AND Chromebooks).