



# Entry-Level Certification Program

## FREQUENTLY ASKED QUESTIONS

Last Updated: 7/14/2022

ASE Entry-Level certification is the first step in building a career as an automotive service professional. The tests are intended for students completing a program of technical study in motor vehicle repair or collision repair/refinishing, and other individuals seeking a credential indicating workforce readiness.

There is no work experience requirement for Entry-Level certification; simply pass one or more of the tests. ASE Entry-Level certification is valid for two years.

### What tests are available?

Tests are grouped in series: Automobile, Collision Repair & Refinishing, and M/H Truck service and technology. The tests in each series parallel the Instructional Standards (Task Lists) for ASE program accreditation.

#### AUTOMOBILE SERIES

- Engine Repair (ER)
  - Automatic Transmission/Transaxle (AT)
  - Manual Drive Train and Axles (MD)
  - Suspension and Steering (SS)
  - Brakes (BR)
  - Electrical/Electronic Systems (EE)
  - Heating and Air Conditioning (AC)
  - Engine Performance (EP)
- 
- Maintenance and Light Repair (MR)
  - Automobile Service and Technology (AS)

#### COLLISION REPAIR AND REFINISH SERIES

- Painting and Refinishing (PR)
- Non-structural Analysis and Damage Repair (NS)
- Structural Analysis and Damage Repair (SR)
- Mechanical and Electrical (ME)

#### M/H TRUCK SERIES

- Diesel Engines (DE)
- Suspension and Steering (TS)
- Brakes (TB)
- Electrical/Electronic Systems (TE)
- Inspection, Maintenance, and Minor Repair (IM)

### Which [automobile] test(s) should we administer to our students?

Each test stands on its own; there are no pre- or co-requisites to any test in the battery. This gives the instructor significant flexibility and discretion in making test assignments. However, since the tests are aligned with the ASE instruction standards for program accreditation, some suggested assignment strategies include:

- End-of-Program – the Maintenance and Light Repair (MR) and Automobile Service and Technology (AS) tests, specifically, parallel the instructional standards for ASE program accreditation at the corresponding level. Tests are assigned to individuals as they complete (or near completion of) the Program of Study to indicate a satisfactory level of practical knowledge-based workplace readiness.
- End-of-Course – a Program of Study, like Maintenance and Light Repair or Automobile Service Technology, is based on a series of courses, including coursework in specific automotive “systems” areas, such as: Engine Repair, Automatic Transmission/Transaxle, Manual Drive Train

and Axles, Suspension and Steering, Brakes, Electrical/Electronic Systems, Heating and Air Conditioning, and Engine Performance. When assigned at or near the end of a course, results indicate the level of learning retained in that course area.

- Pre- / Post-testing – a test in the same area is given both at the beginning and end of instruction, either at the course or program level to measure learning “gain.”
- Other – combining or mixing and matching test assignment strategies.

### **When can the tests be given?**

Tests can be administered anytime during an academic year, beginning on July 1<sup>st</sup>, and continuing through the following June 30<sup>th</sup>. However, scheduled maintenance (e.g., new test forms, software update and enhancements, etc.) are regularly scheduled during the months of February and July. Expect system outages during these periods and plan testing accordingly.

The scheduled maintenance windows are:

2/20/2023 – 2/24/2023

7/1/2023 – 7/24/2023

### **Will the 30-day retest policy enable students to test quarterly in the subject area they most recently completed? In other words, can a student test four times a year, in four different tests and have the ability to retest in each area?**

Yes, with some limitations. A single test credit entitles a candidate (student) **one retest attempt per test per academic year** for each test series assignment. A maximum of 3 attempts per test is allowed with the purchase of an additional seat license, within an academic year.

Example #1: Student A is assigned the Entry-Level Automobile Brakes test on October 1, 2018 and then completes the Brakes test on October 15, 2018. Student A is eligible for a retest attempt no sooner than November 15, 2018 but it must be completed no later than June 30, 2019 – the end of the current academic year.

Example #2: Student B is assigned the Entry-Level Automobile Electrical/Electronic Systems test on January 15, 2019 and subsequently completes the Electrical/Electronic Systems test on March 1, 2019. Student B is eligible for a retest attempt no sooner than April 1, 2019 but it must be completed no later than June 30, 2019 – the end of the current academic year.

Example #3: Student C is assigned the Entry-Level M/H Truck Diesel Engines test on June 1, 2019 and then completes the Diesel Engines test on June 15, 2019. Student C is **not** eligible for a retest attempt in the current academic year because his earliest retest eligibility under the 30-day retest policy is July 16, 2019 – after the end of the current academic year.

In the scenario presented in the question, if the Instructor assigns the first test on or after July 1<sup>st</sup>, and the Student completes the first attempt of the last test assigned prior to the following May 31<sup>st</sup>, the student could complete two attempts at each of four (or more) test assignments in one academic year.

**NOTE:** The 30-day waiting period between test attempts means 30 **full** calendar days. Therefore, a retest attempt will not be allowed until the 31<sup>st</sup> day following an initial attempt. This is especially important to remember for testing at the end of the academic year.

**Is a candidate (student) limited to one and only one retest attempt per test in an academic year?**

No. Again, a seat license entitles a candidate (student) **one retest attempt per academic year** for each test assignment. Beginning in SY2019-2020, the instructor is provided the option to enable a candidate (student) a third attempt at any or all test(s) in a series (Automobile, Collision, or M/H Truck) by using another seat license/credit at **additional cost**.

The third attempt may be used at the Instructor’s discretion to enable deserving candidates that have missed the mark by a narrow margin on their prior attempts, an additional chance to attain certification.

**How much do the tests costs?**

A single fee allows a candidate (student) to take any or up to all tests in a test series twice within an academic year. Effective July 1, 2022, the price is \$46 per student enrolled in an ASE-accredited program and \$51 per person for others.

Site licenses are also available.

|              |                 | Basis      | Non-Accredited | Accredited |
|--------------|-----------------|------------|----------------|------------|
|              |                 |            | Unit Price     | Unit Price |
| Seat License |                 | per person | \$51.00        | \$46.00    |
| Site License | 30 -user/seat   | per site   | \$1,470.00     | \$1,320.00 |
|              | 50 - user/seat  | per site   | \$2,350.00     | \$2,100.00 |
|              | 100 - user/seat | per site   | \$4,600.00     | \$4,100.00 |
|              | 200 - user/seat | per site   | \$9,000.00     | \$8,000.00 |

Note that ASE is required to collect sales tax on applicable purchases in AK, AR, AL, CA, CO, HI, IA, IL, IN, LA, MA, ME, MD, MI, MN, NC, NE, NJ, NM, NY, OH, PA, RI, SC, SD, TN, TX, UT, VA, WA, WI, WV, and WY. If your school is exempt from state sales taxes, you can send your tax exemption form to [finance@ase.com](mailto:finance@ase.com).

**What happens to any unused credits at the end of the academic year?**

Any leftover or unused test credits at the end of each academic year (June 30<sup>th</sup>) expire and will not be refunded or rolled over to the next academic year. All credits that are ordered between July 1st – June 30th must be used by June 30<sup>th</sup> each academic year.

**What is the difference between a Seat License and a Site License?**

The basic assumption underlying pricing is for one **price**, one **student** (User, Seat) is eligible to take **up to all tests in a series** (Automobile, Collision Repair/Refinish, or M/H Truck) within an **academic year** (July 1<sup>st</sup> through the following June 30<sup>th</sup>). In addition, each student is allowed **one retest attempt per test title** in the same academic year and a 3<sup>rd</sup> attempt is allowed for an additional Seat License.

From this assumption, there are two ways to purchase test “credits:” by the seat, and by the site.

Seat License – entitles one candidate (student) eligibility for up to two attempts at each test title in a Series within an academic year – the basic pricing assumption, as described above. The Site (School) may purchase as few or as many seats at any time in an academic year. Or they may elect to “pay as you go” by purchasing individual “seats” as needed.

Site License – alternately, if you have reasonable certainty how many candidates (students) – that is, seats – will be eligible for ASE Entry-Level certification testing in an academic year, the Site License provides volume discounts and predictability in budgeting benefits. A 100-user/seat Site License entitles up to 100 candidates (students) the same eligibility as outlined above in the seat license paragraph, above – that is, 100 Seats.

A Site (School) may purchase multiple site licenses to meet their anticipated testing need. Additional seat licenses are always available should demand exceed the site license limits.

Regardless of which payment method you choose, licenses expire at the end of the academic year in which they were purchased.

**Does a Site License cover test assignments from multiple Test Series for any one student?**

No. A candidate/student (e.g., user, credit) is entitled to as many as two attempts per test title in a Series (Automobile, Collision Repair/Refinish, or M/H Truck) within an academic year. Test assignments across series – the Automobile Brakes test and the M/H Truck Diesel Engines test, for example – requires the use of additional license seats (users, credits), regardless of whether the license was purchase as an individual Seat License or as part of a Site License package.

**What is the term of the Site License? Is it based on an academic year?**

Yes. All licenses, whether Seat- or Site- are valid for use within an academic year – July 1<sup>st</sup> through the following June 30<sup>th</sup>. Any seats (users, credits) remaining at the end of an academic year expire with no residual value.

**Are licenses based on a single school/location?**

Yes. All licenses, whether Seat- or Site- are issued to a testing “location” or site. Credits may not be transferred from one account/location to another.

**Please clearly define “Non-Accredited Programs” and “ASE Accredited Programs”.**

The pricing plans provide preferential pricing to schools with ASE-accredited (formerly NATEF-accredited) automobile, collision repair/refinish and/or M/H Truck technology programs. The preferential pricing is provided as a benefit for supporting voluntary accreditation.

Conversely non-accredited program pricing applies to schools that have no ASE-accredited automobile, collision repair/refinish and/or M/H Truck technology programs.

**Can we order tests online?**

Authorized Site Administrators and Instructors at sites/schools with established accounts may use a credit card or purchase order (PO) to purchase licenses online. Sites that have not tested previously must establish an account by submitting a completed School/Site Enrollment Form (Site Application and Testing Agreement) prior to placing an initial order online.

**Are the ASE Entry-Level certification tests included on the CAPE funding list for secondary schools in Florida?**

Most of the ASE Entry-Level certification tests (formally ASE Student Certification) are included on the CAPE Industry Certification Funding list by Workforce Florida and Florida DOE ([Florida CAPE Industry Certification Funding List](#)). The exception is the Entry-Level Maintenance and Light Repair (MR) test in the Automobile series. An application to have the MR test included in the CAPE Industry Certification Funding list is pending.

**Who is BrightShift?**

BrightShift is a new trade name of ASE's testing and marketing partner, Summit Global Testing. Summit developed and maintains the test administration platform for Entry-Level certification testing, just as Prometric does for ASE's professional-level testing. BrightShift is also an authorized reseller of ASE Entry-Level certification tests.

**Can we upload student names from a file rather than entering them one at a time?**

Yes. An optional batch import utility is available to the instructor. Please carefully review the instructions for using the batch upload to prevent duplication of student records. These instructions can be found at [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level) home page.

**How are students provided the roster key to initially login?**

Instructors and proctors are able to provide roster keys to each student on an individual basis or instructors can e-mail them to students by clicking the "Send Roster Keys to Unregistered Students" button located on the roster dashboard.

**Are uniform patches (insignia) available?**

Yes. Schools may issue insignias to students who earn ASE Entry-Level Certification. The insignia is purchased and distributed by the school. Insignia are sold in bundles of 25 for \$25 per bundle, plus shipping. An order form can be downloaded from [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level).

**What is ASE Entry-Level certification?**

ASE Entry-Level certification is the first step in building career credentials as an automotive service professional. The tests are intended for students completing a program of technical study in motor vehicle repair or collision repair/refinishing, and other individuals seeking a credential indicating workforce readiness.

**What does a candidate need to become certified?**

There is no work experience requirement for Entry-Level certification; simply pass one or more of the tests. ASE Entry-Level certification is valid for two years.

**Is this the same ASE certification that experienced professionals earn?**

No. Although similar, the ASE Entry-Level certification tests are specifically designed and calibrated for inexperienced individuals who are preparing to enter the automotive service field. In comparison, ASE's professional-level certifications have work experience requirements and cover mostly diagnosis and repair situations likely to be encountered through work experience.

**When are the ASE Entry-Level certification tests available?**

The tests are available throughout the school year, with the exception of minimal blackout dates for system maintenance. Available testing dates are published on [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level)

**How are the tests administered?**

All tests are administered through a secure computer-based testing (CBT) platform delivered via the Internet. An instructor may schedule one or more tests anytime during the testing window. A proctor, who is a staff person other than an automotive instructor, enables the test for the student and monitors their test session.

**Are the test forms used in the spring the same as the ones used in the fall?**

No. Different test forms are used in the fall and spring testing windows. They are however, built to equivalent statistical targets for difficulty and content specifications.

**Are the tests proctored?**

Yes. All tests are proctored. The proctor is normally a non-automotive instructor or staff member at the school/site who can verify the identity of the candidate and monitor their test session. The proctor is required to sign into the ASE Entry-Level certification website and unlock the student's scheduled test.

**What are the requirements for computer-based testing (CBT)?**

- Internet access
- Google Chrome, Version 51 or higher
- A minimum screen resolution of 1024x768 (higher is recommended – 1280x1024).
- A minimum screen size of 17" is recommended to support questions with detailed graphics.
- Cookies enabled.
- Pop-ups allowed.
- Acrobat Reader Version 7 (or higher)
- All non-student users must have a valid email address to serve as their username and to receive program communication.
- The school's email server must allow non-student users (school staff) to receive email communications from [DoNotReply@asestudentcertification.com](mailto:DoNotReply@asestudentcertification.com).
- Due to the variation in proxy servers and networks used by many schools, additional local action may be required.

**How many questions are on the tests?**

Normally, each test contains 40 – 80 scored questions and up to 20 additional non-scored items that are included for statistical purposes. The non-scored questions are not identified and do not count for or against a candidate's results. New test titles offered for the first time have double the "normal" number of questions. Please check the test specification section of the task list for each test for the most up to date information on number of test questions. These documents are available on the [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level) website.

**What does each test cover?**

For each test, questions are keyed to one or more of the tasks on the related ASE-accreditation Task List. For more details, please visit [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level).

**What accommodations are available for students with special needs?**

Students with special needs (i.e., students with Individual Education Plans) may receive reasonable accommodations, as defined, and provided by the school for their special needs, provided that those accommodations do not compromise test integrity.

For accommodations that require the test be read to a student, the following are system compatible options available for free:

- NVDA can be downloaded from: <https://www.nvaccess.org/download/>
- Google Extension can be found: <https://chrome.google.com/webstore/detail/screen-reader/kgejglhpjiefppelpmljglcbhoiplfn>

ASE considers each school/site administering ASE Entry-Level certification tests an active partner in the test delivery process. ASE expects all school/site staff involved in the testing program to exercise a good and reasonable effort to maintain the integrity of the testing program.

### **How much time is allotted for testing?**

For tests that contain 40 scored questions, ASE recommends that 60 minutes be scheduled for each test. For Maintenance and Light Repair, and Automobile Service Technology, ASE recommends that 90 minutes be scheduled. Regardless, the CBT system allows the test session to remain open for up to twice the recommended time (i.e., 120 minutes and 180 minutes respectively).

This extra time may be used to accommodate students who have special needs. For tests being offered for the first time, 90 - 120 minutes or more should be scheduled due to the extra length of the test.

To verify the number of questions for a specific test, please visit the Task List / Test Specifications on [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level).

### **How are the tests scheduled?**

Instructors are responsible for making test assignments. Once assigned, the test can be taken anytime during the academic year. The instructor then coordinates with the student and the test proctor schedule when the test should be taken. The test can only be unlocked for the student by a test proctor.

### **Are sample test questions available?**

Sample questions can be found on the [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level) website.

### **What do the students receive for taking the tests?**

**Score Report** – All candidates receive a detailed score report with a pass/fail determination for each test completed. This report is provided through the test delivery system. Students and their instructor may view and print the student score report.

**Certificate** – Candidates passing one or more tests may receive an ASE Entry-Level Certification certificate, which specifies all the areas (by series) in which they have attained a passing score. Certifications are valid for two years and are not renewable. Certificates are printed at the school/test site. See the *User Manual* for certificate printing options.

**Digital Badge** – Candidates passing one or more tests receive one or more Digital Badges to accept and share. From the digital badge the ASE Entry-Level certificate can be printed locally. The certificate includes all tests passed in a given year. Certification is valid for two years.

**Entry-Level Insignia (Uniform Patches)** – schools may, at their option, purchase insignia in bulk and distribute to students earning ASE Entry-Level certification. Insignia are sold in bundles of 25 for \$25 per bundle, plus shipping.

### **What reports are available?**

The following reports are available on the CBT system:

**Individual student score report** – This report is generated for each test taken and details how many questions were answered correctly in each content area, the total number of correct responses, and a pass/fail determination. This report can be accessed by the student, their instructor and the school's primary site administrator.

**Instructor Report** – This report summarizes all tests for all students within a given test window by instructor. The summary includes the total score for each test by student, the average score of all students for each test, and the pass rate for each test, grouped by instructor. The instructor and the school's site administrator may view and print these reports.

**Composite Instructor Report** – The school's site administrator can download a composite report that combines all instructor reports into one comma separated value (.csv) or .pdf file.

**State Level Reports** –A detailed state-level report may be provided to the state Department of Education when requested by an appropriate authority in the state and permission is granted by the school's Site Administrator. Permission is granted or denied through the Site Administrator's system dashboard after logging into the system and is valid for the current academic year. This detailed report will include the same information available to the school in the Composite Instructor Report described above.

**What are the cut scores for each of the tests?**

The cut score or required number of correct responses to pass, is set independently for each test. For detailed information about how the tests are constructed and how cut scores are set, see the document entitled "Interpreting Results and Technical Data" at [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level). The current cut scores are:

| Automobile Tests |                        |                              | Collision Repair & Refinish Tests |                        |                              |
|------------------|------------------------|------------------------------|-----------------------------------|------------------------|------------------------------|
| Test             | Number of Scored Items | Cut Score (Required to Pass) | Test                              | Number of Scored Items | Cut Score (Required to Pass) |
| ER               | 40                     | 22                           | PR                                | 40                     | 23                           |
| AT               | 40                     | 22                           | NS                                | 40                     | 22                           |
| MD               | 40                     | 21                           | SR                                | 40                     | 22                           |
| SS               | 40                     | 20                           | ME                                | 40                     | 22                           |
| BR               | 40                     | 21                           | <b>Medium/Heavy Truck Tests</b>   |                        |                              |
| EE               | 40                     | 20                           | DE                                | 40                     | 21                           |
| AC               | 40                     | 20                           | TS                                | 40                     | 20                           |
| EP               | 40                     | 21                           | TB                                | 40                     | 20                           |
| MR               | 60                     | 31                           | TE                                | 40                     | 21                           |
| AS               | 80                     | 45                           | IM                                | 60                     | 36                           |

**How are the passing standards set?**

Passing standards are set separately for each test using a contrasted-groups method. This method is based on actual performance of real students, not judgments of how students are likely to perform. Criterion groups of “should-pass” and “should-not pass” students were selected in advance of testing. These selections were made by instructors with detailed knowledge of the level of preparedness of the students. After testing, a passing score was selected that minimized the false-positive and false-negative classifications in the obtained score distributions of these groups.

**Are national percentile rank tables available for each test?**

Yes. At the end of each academic year (June 30<sup>th</sup>) percentile rank tables are calculated for each test based on all results from that period. The table is then incorporated into the *Guide for Interpreting Results and Technical Data* and is available for download from the ASE Entry-Level website ([www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level)).



**What if one of my students transfers out of the program before taking any tests, can we recover that test credit?**

Yes. To recover a test credit that is assigned to a student who will not be taking any tests, first unassign all tests for that student, then unassign the test series (Automobile, Collision, or M/H Truck) and the test fee associated with that student will be credited back to the school's account. This action must be taken from the instructor's roster where the tests were originally assigned and must be completed before any tests are started by the student.

**Can tests be administered remotely?**

Yes. As of spring 2020, tests can also be administered remotely using the "Proctor Remotely" feature on the Proctor's dashboard. The remote proctor feature allows proctors to use a video conferencing platform to monitor a test session. Students access the video conference prior to taking the tests. The proctor then verifies the student's identification and unlocks the test(s) for each student. Both the *Student Quick Start Guide* and the *Proctor Quick Start Guide* cover the remote testing feature and are available for download from the ASE Entry-Level website ([www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level)).

- **What video conferencing platforms can be used?**

Most video conferencing platforms are supported (Zoom, Google Meet, Microsoft Teams, etc.). Once launched, the video conference will open in a separate window from the test.

- **Can the same video conference link be used multiple times?**

Yes. There are no restrictions of how many times a specific video conference link can be used.

- **How many students can be tested remotely in each session?**

We recommend 6-10 students per remote testing session to ensure the proctor's ability to view each student on their screen at all times (no scrolling).

- **What does it mean when a student is flagged for cheating?**

A student will be flagged for cheating if there are multiple attempts to click out of the test window for any reason during the test. Clicks on the video conference window are counted as clicking outside of the test. This will result in the student's test being paused and the proctor being notified. Once the proctor investigates the potential cheating event, the test can be terminated or if appropriate, restarted once the 5-minute restart period ends.

- **What should I do if students lose connection during the remote testing?**

The proctor will need to restart the remote session by going back to the dashboard and clicking the "Proctor Remotely" button and setting up the remote session again. Once the video session is restarted, the proctor will need to "Begin Tests" for each student. Students can then re-access their test session by logging back in, re-enter the video conference session, and launching their test. The test will begin where the student left off.

- **What if one student loses connection during the remote testing?**

That student may re-enter the video conference and the proctor can select the specific student's test and issue the "Begin Test" function. The student can then access the test where they left off.

- **Can both on-site testing and remote proctoring be conducted at any time?**

Yes. Schools may switch between remote proctoring and on-site testing on an as needed basis.

**Who do I contact if I have questions about the program or need assistance?**

- For all technical assistance contact:
  - Test Administration Help Desk - **800-362-0544**
  - 8:30 am - 5:00 pm eastern time
  - Email [Entry-Level@ASE.com](mailto:Entry-Level@ASE.com)
- Most problems with forgotten passwords can be resolved through the password recovery feature on the [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level) website.
- To log onto the CBT system, go to [www.ASE.com/Entry-Level](http://www.ASE.com/Entry-Level).