

the

TOOL BOX

November 2021



Construction
Contractors Board
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Secrets of Success

An Insider's Guide to the CCB



Does business slow down in winter? November is a great time to complete continuing education hours!

Did you know that contractors can complete continuing education to renew their license any time during the renewal cycle? You don't have to wait until you receive a renewal notice to take your continuing ed. You can complete the hours for your renewal any time during the two-year cycle. If your business slows down in winter, this could be the perfect time to finish your continuing education!

Sign up for 3 hour webinars this fall and winter

CCB's live 3-hour webinars have been scheduled through December. You can view the schedule below or on this website: <https://www.oregon.gov/ccb/Pages/ccbclasses.aspx>

All classes are free. Sign up today!

Date	Sign Up	Speakers
Wed. November 3	Click here to register	CCB, OSHA, DCBS
Wed. November 17	Click here to register	CCB, OSHA, Workshare Oregon
Tues. November 30	Click here to register	CCB, DEQ
Wed. December 8	Click here to register	CCB, OSHA, 811
Tues. December 14	Click here to register	CCB, DEQ



About the Speakers

- **OSHA** varies its presentation based on current events and hot topics in the industry. Recent topics have included information about COVID-19 safety in the workplace, worker safety during wildfire season and heat illness prevention.
- **DEQ** presents information about compliance with asbestos regulations.
- **Work Share** program can help contractors retain talent and avoid layoffs during a temporary decline in business. Work Share's presentation gives contractors information they need to decide if this program could help them.
- **NW Natural** shares information about the 811 Call Before You Dig program.

No Time for a Webinar? You Have Options

If you're unable to take a live webinar, you can still fulfill your 3 hour LRB requirement by taking on-demand classes through your online services account: <https://portal.ccb.state.or.us/>

Unable to take classes through an online services account? CCB education section has solutions and can help. Call today at 503-934-2227 or email at ccbeducation@ccb.oregon.gov

Have questions about how to complete your continuing education?

Continuing education requirements vary by license type, how many years you've had your license, key employees and other variables. If you have questions about how many hours you'll need to complete in order to renew your license, here's what you need to know.

Residential Contractors

Residential contractors must take 3 hours of CCB education and 5 or 13 hours of other provider education. Other provider education must be taken from pre-approved providers. The pre-approved other provider continuing education is listed in the CCB's online catalog at this link <https://www.oregon.gov/ccb/education/Pages/CE/coursecatalogs.aspx>

Email certificates of completion for other provider education to the CCB education email address:

cecerts@ccb.oregon.gov

To complete the 3 hours of CCB education, sign up for our free webinars or take your education through your online services account.

Commercial Contractors

Commercial contractor education requirements are based on their Level 1 or Level 2 status.

- **Level 2 commercial general or specialty contractors need:** 32 hours of education completed by key employees.
- **Level 1 commercial general or specialty contractors need:**
- (Based on key employees specified on the last renewal)
 - o 5 or more key employees: 80 hours
 - o 4 key employees: 64 hours
 - o 3 key employees: 48 hours
 - o 2 key employees: 32 hours
 - o 1 key employee: 16 hours



KEY CONTACTS

Licensing questions:
503-378-4621
Report unlicensed
activity: 503-934-2229
Dispute resolution
(mediation) questions:
503-934-2247
Education questions:
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Commercial contractors can take a variety of courses on construction methods or business practices to meet their continuing education requirements. The CCB does not need to pre-approve education providers or courses. Commercial contractors can take courses from any of the following:

- Community colleges, colleges, universities
- Trade schools
- Trade or business associations*
- Professional societies
- Private companies
- Public agencies

**This can include workshops and trainings held at trade shows but you must provide the CCB with a course completion certificate.*

Commercial Contractors Can Count In-House Trainings (including Safety Meetings) for Continuing Education!

Commercial contractors can count in-house trainings, including routine safety meetings, for their continuing education. How can you count in-house trainings? Keep a record of when trainings occur, who attended, topic, date, time. Have sign-in sheets to show who was present. If two of your key employees are present at the same one-hour meeting, that counts for two hours toward your continuing education.

Who Is Exempt from Continuing Education?

Some residential and commercial contractors with other Oregon licenses are exempt from CCB continuing education. Here's a list:

- o Architects (if an owner or officer is an Oregon-licensed architect)
- o Developers
- o Engineers (if an owner or officer is an Oregon-licensed engineer)
- o Electricians (if an owner, officer or employee is an Oregon-licensed electrician)
- o Plumbers (if an owner, officer or employee is an Oregon-licensed plumber)
- o Boiler contractors
- o Elevator contractors
- o Renewable energy contractor
- o Pump installation contractors
- o Limited sign contractors
- o Landscape contractors who are construction contractors
- o Home inspectors (must still complete continuing education for the home inspector certification but no longer for the CCB license)
- o Master builders (if actively licensed as such through the Building Codes Division)

FAQ's

Aren't some contractors exempt from continuing education because they were "grandfathered in"?

It is a popular belief among long-standing contractors that they are exempt from continuing education because they have had their license for longer than the continuing education rules. No contractor is exempt from continuing education because of the age of their license. The only contractors who are exempt from continuing education are the ones listed above.

I just finished my continuing education. That means I'm done with my renewal, right? Not quite!

Sometimes we hear first-time contractors tell us that they finished their continuing education and now they believe their license is renewed. Completing continuing education is only one step of the renewal process. You'll also need to complete the renewal and pay the \$325 licensing fee. You can do this online through your online services account. For the renewal to be processed, you'll need to have an active business registration with the Secretary of State and active bond and insurance.

New Disaster Scams Brochure Available – Share It With Customers

CCB, DCBS and DOJ collaborated on a new brochure to alert victims of disasters about the dangers of disaster scams. You can see the brochure on CCB's website.



English: <https://www.oregon.gov/ccb/Documents/pdf/Education/Disaster%20Scams%20Booklet.pdf>

Spanish: <https://www.oregon.gov/ccb/Documents/pdf/Education/Disaster%20Scams%20Booklet-Spanish.pdf>

Do you want hard copies to distribute to clients following a disaster? Order a bundle of 5 from the CCB. Send us an email at ccbeducation@ccb.oregon.gov Give us your name, address and let us know that you'd like a bundle of the disaster scam brochures.

Remember to Call Before You Dig! Check Out Classes from Oregon 811 Utility Notification Center

The Oregon Utility Notification Center is offering Excavation Safety 101 course. Earn CEUs with a completion certificate. To register, go to: <https://digsafelyoregon.com/resources/excavation-safety-101/>

Many disputes between homeowners and contractors come down to issues with communication. Knowing the communication best practices can help you avoid disputes.



7 communication tips from CCB



- 1. Listen to your gut instincts when communication is difficult.** Don't work for customers who won't listen or who get frustrated with the reality of their project. If communication is not possible, let your competitors have these jobs.
- 2. Don't avoid talking about potential problems for fear of losing the job.** Confront the reality of your project head-on before work begins – even if the client may not like it. It's better to lose the job up front than lose money in the end.
- 3. Set expectations. Avoid "gray" areas.** Know the extent/quality of work you must do. Outline details of the work, payment schedule and completion dates. Reach a complete meeting of the minds before you start.
- 4. Make yourself accessible.** Communicate with your customer throughout the project. Return phone calls. Although it may be tempting to ignore an upset customer, return the call anyway. The problem won't go away, but can get worse the longer you wait.
- 5. If you make a mistake, admit it.** Offer repairs or payment. Create a plan of correction, and don't delay. Turn a potentially unhappy customer into someone who recommends you. Everyone gets complaints. Successful contractors resolve them.
- 6. Communicate all the way to the end. Walk through the final project and complete a signed punch list.** Use this opportunity to maintain good business relationships. If your project is for a couple or a partnership, ask that everyone attend the walk through.
- 7. Keep a record of conversations. Make a paper trail.** Take notes as you are on the phone. Keep a job journal. Document conversations (date, topic). In mediation, arbitration or courtroom, documentation is crucial. It makes you appear more competent, professional and credible!