



Core

CERTIFICATION SCHEME HANDBOOK



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Acknowledgements

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Disclaimer

BPI will post the latest version of this document at www.bpi.org. Prior to participating in any available service through BPI, check to ensure that you have based your decision to proceed on the most up-to-date information available. BPI reserves the right to modify documents prior to accepting any application.

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1. About BPI

Founded in 1993, the Building Performance Institute (BPI) is the nation's premier certification and standard-setting organization for home performance professionals. BPI is accredited by the American National Standards Institute, Inc. (ANSI) as a developer of American National Standards and as a certifying body for personnel credentials. BPI develops the technical standards for home energy audits and for energy efficiency, health, and safety improvements. From these standards, BPI develops rigorous written and field exams resulting in one of BPI's 14 professional certifications.

BPI also offers 3 programs ([BPI GoldStar Contractor](#) for companies, [Rating Program](#) for raters, and [BPI Product Listing](#) for manufacturers) and one certificate ([Building Science Principles](#)). BPI Certified Professionals hold over 18,000 active certifications supported by 130 BPI Test Centers and 340 Proctors. BPI has BPI Goldstar Contractors across the country.

BPI is a 501(c)3 corporation registered in the state of New York. The corporation was incorporated on January 18, 1996 and the corporation number is 14-1789014. The objective of the corporation is to provide credentialing for individuals and corporations involved in the residential retrofit industry. BPI is headquartered in Malta, NY.

2. Introduction to BPI Skilled Building Performance Certifications

The Building Performance Institute, Inc. (BPI) offers Skilled Building Performance Certifications to individuals who can prove, through online and field exams, that they have the requisite knowledge, skills and abilities to evaluate and assess homes for energy efficiency, health and safety improvements, based on BPI's standards. BPI Certified Professionals reference BPI standards and apply their knowledge of building science, using a whole-house perspective, in order to make recommendations for residential improvements.

This document explains the requirements and outlines the knowledge areas needed for the various BPI certifications. It provides important information about the BPI certification process, including detailed information about the certification exams. BPI certification exams are open to any individuals who can demonstrate their proficiency on the exams.

Each certification designation offered by BPI is developed through an open, transparent, credible and defensible process to ensure that the knowledge, skills and competencies essential for earning the credential are properly evaluated through a series of online and field exams.

The following table lists the various types of BPI Skilled Building Performance Certifications that can be attained:

BPI Skilled Building Performance Certification Model (~1-4 Residential Unit Buildings)				
<i>Evaluation Designations</i>				
Building Analyst Professional	Envelope Professional	Manufactured Housing Professional	Heating Professional	A/C & Heat Pump Professional

BPI Certified professionals work in a highly professional industry. BPI has determined, through a job task analysis process, that building performance professionals have a much wider range of knowledge, skills and competencies for which they are responsible, than their counterparts working in certain disciplines that do not impact the whole house.

Earning BPI Certification is challenging, but once achieved, the professional has a credential that becomes a powerful tool for communicating their capabilities with employers and potential customers. The certification process also provides individuals with valuable feedback in areas where they could enhance their professional development through further study or practical experience.

3. General Requirements for BPI Certification

3.1 Certification Eligibility

BPI Certification programs are operated in accordance with Title VI, of the *Civil Rights Act of 1964*. BPI is not a membership organization.

BPI strongly recommends that a candidate seek training and have some experience in the building performance industry before attempting any BPI certification designations. BPI does not require that its online exams are taken before field exams; however, both online and field exams must be passed prior to earning any BPI Certification.

3.2 Steps for BPI Certification

1. Review this BPI Skilled Building Performance Certification Policies and Procedures document thoroughly.
2. Review the [Testable Knowledge List](#) and the [BPI National Standards](#) for each certification designation being considered.
3. Determine if training is required prior to attempting certification.

While BPI does not require training prior to attempting certification, candidates seeking training may refer to [Training](#) on the BPI website (www.bpi.org), where you can locate an independent training organization in your area. BPI does not directly perform any training services. Individuals completing training typically perform better on BPI exams.

4. Complete [Application for BPI Certification](#) and bring to the Test Center where you scheduled your exams or email, fax, mail to BPI.
5. Schedule your exam(s):
 - a. Candidates who are attempting to earn a BPI certification for the first time and who have not earned any other designation should register for the online exam and field exam. The online exam is a *100-question* exam that covers certain fundamentals of building science and knowledge specific to the designation being attempted.
 - b. Candidates who are attempting to earn subsequent BPI certification(s) and who have earned one or more BPI certifications, or have completed a *100-question* exam while attempting to earn another designation during this exam session, should register for the

50 question online exam(s) focused on the knowledge specific to the designation(s) the candidate is attempting, and the relevant field exam(s).

6. Complete the applicable exams successfully, with an overall score of 70% or higher on the online and field exams, and an 85% or higher in the CAZ and CO sections of the field exam.

3.3 What Certified Professionals Receive Upon Becoming BPI Certified

Each BPI Certified Professional will receive:

- Photo identification badge with identification number
- Certificate for each certification earned
- BPI certified uniform patches with supporting regalia, indicating each certification awarded and each certification earned
- Access to a digital version of the BPI logo – contact certification@bpi.org to request the logo

Note: See the [BPI Brand Protection and Logo Use Policies and Procedures](#) for details about the proper use of the BPI brand and logo.

4. Renewing BPI Skilled Building Performance Certifications

4.1 Individuals Whose Certifications Have Expired

Individuals whose certification(s) have expired must retake the relevant written and field exams for each certification.

1. Schedule your exam(s) through your local [BPI Test Center](#).
2. Complete the applicable exams successfully, with an overall score of 70 percent or higher on the online and field exams, and an 85% or higher in the CAZ and CO sections of the field exam.

Note: *Any unsuccessful result of a recertification ends the active certification. When recertification is unsuccessful, candidates must take the field exam and online exam again, as if they were a first-time candidate.*

4.2 Individuals Who Maintain Continuous Certification

BPI's certification renewal policy recognizes the work experience of BPI certified professionals. The policy eliminates field exam requirements in certain circumstances according to verified work experience. This change will benefit those professionals who maintain continuous certification and remain active in home performance roles. Please reference the [BPI Certification Renewal Policy](#) for details. If you meet these requirements please complete the [Application for BPI Certification Renewal](#).

***Any attempt at recertification that is unsuccessful will end the current certification and all CEUs previously earned will become invalid for that designation. (e.g. if an attempt at the Building Analyst field exam for recertification is unsuccessful, that will end the current Building Analyst certification immediately, and any CEUs earned toward that Building Analyst certification will become invalid, thus requiring the Building Analyst online exam.)**

4.3 Certification Renewal Window

Certifications are valid for three (3) years.

Certified candidates may start the renewal process up to (6) six months prior to their certification expiring. (Please note: candidates who renew their certifications more than six months prior to their expiration date will have their new certification period begin immediately upon renewal.)

If you don't take your exams prior to your expiration date, you must begin the certification process again and retake your online and field exams.

4.4 Certification Renewal Reminder

As a courtesy, BPI sends out reminder notices, via email, to candidates when their certifications are close to expiring. Three to four (3-4) months prior to the date of their expiration, notices are issued – at 120, 90, 60 and 30 day intervals. *It is your responsibility to recertify before the expiration date.*

5. Exam Specifications, Ability Levels and Technical Resources

It is the candidate's responsibility to prepare for, and understand, the technical material that may be examined on the BPI Certification exams. BPI staff and its representatives may provide general guidance on the format and general subject areas of exams, but will never disclose specific information, including exam questions, that might compromise the integrity of the exam or the certification credentialing process.

Candidates should familiarize themselves with the exam specifications provided. Candidates should become *very* familiar with the knowledge areas for each certification, which are detailed in the table that follows. See the [Testable Knowledge Lists](#) for more information. The [BPI National Standards](#) are another important resource for certification preparation. Before applying for or attempting any of the BPI certification exams, each candidate is strongly encouraged to review these documents thoroughly.

6. Standards of Reference

All BPI exams are based on a mixture of industry practices, axiomatic¹ concepts, and major standards of references. No singular source exists that could touch upon every aspect for what is considered testable. Conversely, there is no limit to the potential useful material found in print and online.

Building Analyst

- ANSI/BPI-1200-S-2015 Standard Practice for Basic Analysis of Buildings

Envelope

- ANSI/BPI-1200-S-2015 Standard Practice for Basic Analysis of Buildings
- BPI-104: Envelope Professional

¹ An axiomatic concept is something implicit that requires no proof or explanation (e.g. – the sum of 2 and 2 is 4, or gravity states that if you drop something, it will fall to a lower level).

Heating

- ANSI/BPI-1200-S-2015 Standard Practice for Basic Analysis of Buildings
- Heating Professional

Air Conditioning & Heat Pump

- ANSI/BPI-1200-S-2015 Standard Practice for Basic Analysis of Buildings
- Air Conditioning and Heat Pump Professional

Manufactured Housing

- Manufactured Housing Professional

7. Skilled Building Performance Certifications**7.1 Building Analyst Professional Certification Exam Specification**

This certification is intended for those individuals who conduct building performance audits, including measurement and verification services with related building analysis. Individuals may also specify, sell, coordinate and/or install certain building performance work.

This certification covers the following knowledge areas, which are detailed in the [Testable Knowledge Lists](#) and the [BPI National Standards](#).

Standards of Reference: [ANSI/BPI-1200-S-2015 Standard Practice for Basic Analysis of Buildings](#)

Knowledge Area	Online	Field
Building Science (Fundamentals)	15%	10%
Buildings and their Systems (Fundamentals)	15%	20%
Measurement and Verification of Building Performance (Fundamentals/Application)	20%	40%
BPI National Standards and Project Specifications (Fundamentals/Application)	25%	20%
Analyzing/Optimizing Building Systems (Fundamentals/Application)	20%	0%
Health & Safety (Fundamentals)	5%	10%

Paths to Earning Building Analyst Professional Certification

For a person new to BPI:	For someone who already has one or more designations with BPI:
Building Analyst Professional 100 Question Online Exam plus Building Analyst Professional Field Exam	Building Analyst Professional 50 Question Online Exam plus Building Analyst Professional Field Exam

Online Exam		Field Exam	
X	Only BPI Standards are permitted during the test	X	Open book using any references
X	70% passing score required	X	70% overall passing score is required / 85% or more is required on the CAZ and CO
X	2 hour time limit for 100 question exam	X	Field exam required for all individuals attempting certification or recertification
X	1.5 hour time limit for 50 question exam	X	2.0 hour time limit on field exam
X	This certification may be attempted without earning other BPI Certifications		

7.2 Envelope Professional Certification Exam Specification

This certification is intended for those individuals who optimize the installation, operation and maintenance, as well as, measure and verify the performance of envelope systems and address their interaction with other building systems from a building science perspective.

This certification covers the following knowledge areas, which are detailed in the [Testable Knowledge Lists](#) and the [BPI National Standards](#).

Standards of Reference: [ANSI/BPI-1200-S-2015 Standard Practice for Basic Analysis of Buildings](#) and BPI-104: Envelope Professional

Knowledge Area	Online	Field
Building Science (Intermediate)	15%	0%
Envelope Systems and their interaction with other building systems (Intermediate)	15%	35%
Measurement and Verification of Building Performance (Intermediate Knowledge and Application)	20%	25%
BPI National Standards and Project Specifications (Intermediate Knowledge and Application)	20%	0%
Optimizing the Installation, Operation and Maintenance of Envelope Systems (Fundamentals/Application)	25%	40%
Health & Safety (Fundamentals)	5%	0%

Paths to Earning Envelope Professional Certification	
For a person new to BPI:	For someone who already has one or more designations with BPI:
Envelope Professional 100 Question Online Exam plus Envelope Professional Field Exam	Envelope Professional 50 Question Online Exam plus Envelope Professional Field Exam

Online Exam		Field Exam	
X	Only BPI Standards are permitted during the test	X	Open book using any references
X	70% passing score required	X	70% overall passing score is required / 85% or more is required on the CAZ and CO
X	2 hour time limit for 100 question exam	X	Field exam required for all individuals attempting certification or recertification
X	1.5 hour time limit for 50 question exam	X	2.0 hour time limit on field exam
X	This certification may be attempted without earning other BPI Certifications		

7.3 Manufactured Housing Professional Certification Exam Specification

This certification is intended for those individuals who optimize the installation, operation and maintenance, as well as, measure and verify the performance of manufactured housing systems and address their interaction with other building systems from a building science perspective.

This certification covers the following knowledge areas, which are detailed in the [Testable Knowledge Lists](#) and the [BPI National Standards](#).

Standards of Reference: Manufactured Housing Professional

Knowledge Area	Online	Field
Building Science (Intermediate)	15%	0%
Manufactured Housing Systems and their interaction with other building systems (Intermediate)	15%	35%
Measurement and Verification of Building Performance (Intermediate Knowledge & Application)	20%	25%
BPI National Standards and Project Specifications (Intermediate Knowledge and Application)	20%	0%
Optimizing Manufactured Housing Systems and their interaction with Building Systems (Intermediate Knowledge and Applications)	25%	40%
Health & Safety (Fundamentals)	5%	0%

Paths to Earning Manufactured Housing Professional Certification	
For a person new to BPI:	For someone who already has one or more designations with BPI:
Manufactured Housing Professional 100 Question Online Exam plus Manufactured Housing Professional Field Exam	Manufactured Housing Professional 50 Question Online Exam plus Manufactured Housing Professional Field Exam

Online Exam		Field Exam	
X	Only BPI Standards are permitted during the test	X	Open book using any references
X	70% passing score required	X	70% overall passing score is required / 85% or more is required on the CAZ and CO
X	2 hour time limit for 100 question exam	X	Field exam required for all individuals attempting certification or recertification
X	1.5 hour time limit for 50 question exam	X	2.0 hour time limit on field exam
X	This certification may be attempted without earning other BPI Certifications		

7.4 Heating Professional Certification Exam Specification

This certification is intended for those individuals who optimize the installation, operation and maintenance, as well as, measure and verify the performance fossil fuel based heating systems and address their interaction with other building systems, from a building science perspective.

This certification covers the following knowledge areas, which are detailed in the [Testable Knowledge Lists](#) and the [BPI National Standards](#).

Standards of Reference: [ANSI/BPI-1200-S-2015 Standard Practice for Basic Analysis of Buildings and Heating Professional](#).

Knowledge Area	Online	Field
Building Science (Intermediate)	15%	0%
Heating Systems and their interaction with other building systems (Intermediate)	15%	35%
Measurement and Verification of Building Performance (Intermediate Knowledge and Application)	20%	25%
BPI National Standards and Project Specifications (Intermediate Knowledge and Application)	20%	0%
Optimizing the Installation, Operation and Maintenance of Building Systems (Fundamentals/Application)	25%	40%
Health & Safety (Fundamentals)	5%	0%

Paths to Earning Heating Professional Certification	
For a person new to BPI:	For someone who already has one or more designations with BPI:
Heating Professional 100 Question Online Exam plus Heating Professional Field Exam	Heating Professional 50 Question Online Exam plus Heating Professional Field Exam

Online Exam		Field Exam	
X	Only BPI Standards are permitted during the test	X	Open book using any references
X	70% passing score required	X	70% overall passing score is required / 85% or more is required on the CAZ and CO
X	2 hour time limit for 100 question exam	X	Field exam required for all individuals attempting certification or recertification
X	1.5 hour time limit for 50 question exam	X	2.0 hour time limit on field exam
X	This certification may be attempted without earning other BPI Certifications		

7.5 Air Conditioning & Heat Pump Professional Certification Exam Specification

This certification is intended for those individuals who optimize the installation, operation and maintenance, as well as, measure and verify the performance of refrigerant based mechanical systems, either heating or cooling type, and address their interaction with other building systems, from a building science perspective.

This certification covers the following knowledge areas, which are detailed in the [Testable Knowledge Lists](#) and the [BPI National Standards](#).

Standards of Reference: [ANSI/BPI-1200-S-2015 Standard Practice for Basic Analysis of Buildings and Air Conditioning and Heat Pump Professional](#).

Knowledge Area	Online	Field
Building Science (Intermediate)	15%	0%
A/C & Heat Pump Systems and their interaction with other building systems (Intermediate)	15%	35%
Measurement and Verification of Building Performance (Intermediate Knowledge and Application)	20%	25%
BPI National Standards and Project Specifications (Intermediate Knowledge and Application)	20%	0%
Optimizing the Installation, Operation, and Maintenance of Building Systems (Fundamentals/Application)	25%	40%
Health & Safety (Fundamentals)	5%	0%

Paths to Earning Air Conditioning & Heat Pump Professional Certification

For a person new to BPI:	For someone who already has one or more designations with BPI:
40 CFR Section 608 Type II or Universal plus A/C & Heat Pump Professional 100 Question Online Exam plus A/C & Heat Pump Professional Field Exam	40 CFR Section 608 Type II or Universal plus A/C & Heat Pump Professional 50 Question Online Exam plus A/C & Heat Pump Professional Field Exam

Online Exam		Field Exam	
X	Only BPI Standards are permitted during the test	X	Open book using any references
X	70% passing score required	X	70% overall passing score is required / 85% or more is required on the CAZ and CO
X	2 hour time limit for 100 question exam	X	Field exam required for all individuals attempting certification or recertification
X	1.5 hour time limit for 50 question exam	X	2.0 hour time limit on field exam
X	40 CFR Section 608, Type II or Universal certification is a prerequisite before taking the exam		
X	This certification may be attempted without earning other BPI Certifications		

8. Certification Time Limits and Expiration

8.1 Time Limits for Completing Certification

BPI permits twelve (12) months to complete the certification process from the time a candidate takes the first exam. Candidates who do not complete the certification process within one year must retake the online and field exams.

8.2 Certification Expiration

BPI requires candidates to retest every three (3) years in order to retain certification.

9. Scheduling and Cancellations

9.1 Scheduling of Exams

Exams are scheduled by directly contacting a [BPI Test Center](#). A current list of BPI Test Centers can be found on www.bpi.org. BPI recommends that candidates allow up to *eight (8) weeks* for scheduling of their exams.

BPI directly performs a small number of exams. When scheduling through BPI, we recommend that you allow up to eight weeks from the time you call BPI.

All exams scheduled with BPI directly are subject to cancellation and/or rescheduling fees. Test dates arranged through BPI must be guaranteed by credit card or another form of pre-payment.

9.2 Cancellation or Rescheduling of Exams through BPI

In the event of a rescheduled or cancelled appointment, the following fees apply:

Note: *Circumstances out of the control of the candidate will be evaluated on a case-by-case basis.*

9.3 Cancellations

Fourteen (14) calendar days or more prior to date:	25% of exam fees
Thirteen (13) calendar days to 72 hours prior to date:	50% of exam fees
Less than 72 hours prior to date:	75% of exam fees

9.4 Rescheduling

Fourteen (14) calendar days or more prior to date:	No fee
Thirteen (13) calendar days to 72 hours prior to date:	25% of exam fees
Less than 72 hours prior to date:	50% of exam fees

Note: *This policy is only applicable for exams scheduled by BPI Staff. BPI Test Centers may or may not use this same schedule or charge the stated rescheduled or cancelled fees.*

10. Exam Fees and Time Limits

10.1 Online/Field Exams Fees

Fees for online exams provided by BPI are detailed in a [separate fee schedule](#).

BPI Test Center fees for exams may vary from test center to test center. BPI does not set these prices. When attempting certification through a BPI Test Center, consult your test center for the applicable fees.

Note: *When scheduled through BPI, payment for exam services is due in full at the time of scheduling. Results will not be given until payment is received by BPI or payment arrangements have been made.*

10.2 Exam Time Limits

Refer to the individual exam specifications, in the Online Exam or Field Exam tables earlier in this document under Skilled Building Performance Certifications, for information about the exam time limits.

11. Exam References – Open Book/Closed Book

All BPI online exams are knowledge-based exams and are closed book, with the exception of an unmarked set of BPI National Standards. Any formulas, charts, graphs, tables or other materials needed for testing candidates will be provided.

You may use electronic devices to access reference material only; however, no interpersonal communication is allowed.

11.1 Field Exams

All BPI field exams are open book and any reference material is allowed. Digital reference material may be used, but no outside communication is permitted.

11.2 Online Exams

Candidates are only allowed to bring standard or scientific calculators to the online or field exam. Cell phones, pagers and Personal Digital Assistants (PDAs) are not permitted during the online exam.

12. Equipment and Field Exam Sites

12.1 Materials and Equipment to Bring to the Field Exam Sites

All certification candidates should bring the equipment necessary to complete the tasks outlined in the [Field Guides](#) for each designation. With proper advance notice, BPI or BPI Test Centers may be able to supply appropriate equipment, in the event that the candidate does not have their own. Testing cannot be completed without all necessary equipment.

12.2 Equipment Problems

BPI recognizes the possibility for unforeseen equipment failures. This does not include gross equipment abuse or failure to have equipment properly serviced. In such instances, BPI will accommodate the candidate as much as possible. If the situation results in a postponement or a significant test anomaly, the candidate or the organization will not be held responsible. A rescheduled date will be determined. BPI will not hold field exams if the conditions result in an unsafe work environment or unsafe travel conditions.

12.3 Expectations for Field Performance Exam Sites

Test homes or labs for BPI field exams must have appropriate systems. New construction buildings that are not ready for occupancy cannot be used for BPI exams. Laboratory environments can be used for field testing on some designations, provided that all required diagnostics can be evaluated.

13. Exam Scoring, Retesting and Reviews

13.1 Exam Scoring

All BPI exam results are determined by BPI. Candidates will typically receive their results four to six weeks after completing the exam, provided that all necessary paperwork has been remitted and requirements have been met. Candidates may call BPI to determine if they have passed; however, specific scores and detailed results will not be provided via telephone, fax or email.

13.2 Retesting upon an Exam Failure

Any exam may be attempted three (3) times within twelve (12) months. If, after the third (3rd) attempt, the candidate does not pass, they must wait for the anniversary date of the first test (candidates must wait one full year from the time they take an exam).

If, in the process of retesting, twelve (12) months elapse, you must reapply as a new candidate. All fees will be in accordance with fee schedules.

Note: *Any unsuccessful result of a recertification ends the active certification. When recertification is unsuccessful, candidates must take the field exam and online exam again, as if they were a first time candidate.*

13.3 Exam Review Requests

BPI will honor hand scoring requests made by individuals who question exam results. BPI will honor requests for in-person online exam reviews. Upon request, the candidate, at his or her own expense and at a mutually acceptable time, may travel to BPI to review an exam question(s) that is challenged.

The individual may not see their answer or the correct answer for the question. The individual may not record via any means the questions or the answers. BPI will make any final determinations as to the questions validity using any method it deems appropriate and will adjust scores for the candidate(s) that are positively affected, but will not adjust scores for those candidates that are negatively affected.

14. Candidate Specific Information

14.1 Notice of Contact Information Changes

If a BPI Certified Professional has changed his or her contact information, he or she must notify BPI within 30 days. Failure to communicate this information may result in missing important correspondence and could be grounds for suspension of a certification credential. All contact information changes may be sent, via email, to info@bpi.org, by fax to 518-899-1622, or by calling 1-877-274-1274.

14.2 Candidate Photographs

Candidates who do not have photographs taken at the exam sessions may submit a photograph to BPI directly, via email, to info@bpi.org. Individual certification credentials will not be issued until the photographs are received.

15. Exam Security and Disciplinary Policies

15.1 Exam Security

Exams are highly confidential materials. Any attempts to willfully compromise the integrity of the exam, the exam process or the certification process will be taken seriously; offenders may be prosecuted to the fullest extent of the law. In addition, any certification credential may be revoked immediately, if a breach is proven to have been made by a certified individual.

15.2 Disciplinary Actions

Standards of conduct, such as ethical standards and policies and procedures for disciplinary action, are established and approved by BPI. Grounds for suspension or revocation of certification credentials will include, but not be limited to:

- Termination as a result of the period of certification that expires without renewal
- Evidence of falsification of any information on any documents
- Evidence of intentional misrepresentation in respect to the certification held
- Willful violation of the BPI certification policies and procedures
- Willful brand or logo use policy violations that are determined to be false and misleading
- Conviction, incarceration or indictment by legal authorities

16. Confidentiality of Information

BPI and BPI Test Centers will adhere to all policies and procedures regarding candidate confidentiality and will not release any information regarding any candidate or certified professional without obtaining

prior online permission. Forms for this purpose are provided as part of the application. This disclosure form is intended to assist BPI and the BPI Test Center to protect your information.

17. Appeals

Candidates who wish to appeal a certification decision that is made by BPI must do so in writing.

17.1 Appeal Procedure

Appeal Process for Exam Review

To contest the results of an exam, the candidate must follow the procedures, below:

1. A request for review must be made within thirty (30) business days from the date of the exam results. The request for review should be made, in writing, through the BPI website, or sent via registered mail, or email, to the Manager of Certifications Operations at BPI.

From the BPI website (www.bpi.org), under "Contact Us" select the Complaint Form and choose Exam Grade Appeal from the dropdown menu.

To send via registered mail, send requests for review to:

Building Performance Institute, Inc.
107 Hermes Road, Suite 210
Malta, NY 12020

To send via email, send requests to: Complaints@bpi.org

2. The request for review must specifically state the reasons why the candidate believes the initial decision should be modified or overturned and provide information on the issue, or provide a specific reference where required procedures have not been followed.
3. The review will be carried out by the Quality Assurance (QA) Department. Review results will be forwarded to the Director of Certification Operations, who will provide a decision, in writing, within thirty (30) business days of receiving the written determination of the reviewer.
4. If the Director of Operations concludes that the actions taken are valid, the candidate will be notified of the decision, in writing. The candidate will receive a letter by email, courier or registered mail. The candidate is deemed to have received the notice of the written review decision seven (7) business days after the notice is sent.

Appeal Process for Suspension or Withdrawal of Certification

For a review of suspension or withdrawal of certification, the candidate must follow the procedures, below:

1. A request for review must be made within thirty (30) business days of the notice of suspension or withdrawal of certification from the date of the exam results. The request for review must be made, in writing, through the BPI website, as noted above, or sent via registered mail or email to BPI at the addresses listed above.

2. The request for review must specifically state the reasons why the candidate believes the initial decision should be modified or overturned, and provide new information on the issue or provide a specific reference where required procedures have not been followed.
3. The review will be carried out by the QA Department. The QA Department will forward the results to the Director of Operations, with a request to provide a decision, in writing, within thirty (30) business days of receiving the written request for review.
4. If the Director of Operations concludes that the actions taken are valid, the candidate will be notified of the conclusion, in writing. The candidate will receive a letter by email, courier or registered mail. The candidate is deemed to have received the notice of the written review decision seven (7) business days after the notice is sent.

18. Complaints

If you would like to file a complaint concerning any aspect of the certification or testing process, work performed by other BPI certified individuals, or any other BPI related concerns, please use the Complaint Form, under 'Contact Us' at the top of the page at www.bpi.org.

All complaints must be submitted in writing to complaints@bpi.org.

Appendix A – Code of Conduct

Code of Conduct

Certification may be denied, suspended, or revoked, if an individual is not in compliance with this Code of Conduct. Grounds for disciplinary action include (but are not limited to):

1. An irregular event in connection with an examination, including (but not limited to) copying examination materials, causing a disruption in the testing area, and failure to abide by reasonable test administration rules;
2. Taking the exam for any purpose other than that of becoming certified in the technical area referenced in the title of the exam;
3. Disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting any portion of the exam in any form or by any means, verbal, written, electronic or mechanical, without the prior expressed written permission;
4. Providing fraudulent or misleading information;
5. Failure to pay fees when due;
6. Unauthorized possession or misuse of certifications;
7. Misrepresentation of certification status;
8. Failure to provide requested information in a timely manner;
9. Impairment of professional performance because of habitual use of alcohol, drugs, or other substance, or any physical or mental condition;
10. Gross or repeated negligence or malpractice in professional work;
11. Failure to maintain a current professional credential as required by the jurisdiction in which the individual practices (this may include a license, certificate, or registration);
12. The conviction of, plea of guilty to, or plea to a felony or misdemeanor related to public safety or the building industry;
13. Disciplinary action by a licensing board related to a building industry; and
14. Other failure to maintain continuous compliance with the certification standards, policies, and procedures related to your certification.

Disciplinary Actions

The following disciplinary actions may be taken as a result of non-compliance with this Code of Conduct:

- Denial or suspension of eligibility;
- Denial of certification;

- Revocation of certification;
- Non-renewal of certification;
- Suspension of certification;
- Reprimand; or
- Other corrective action.

Appendix B – BPI Certification Agreement

BPI Certification Agreement

Core applicants will be required to accept BPI's Candidate Certification Agreement before beginning the exam. Make sure to read and be familiar with this agreement before you take your exam.

BY SIGNING YOU ARE AGREEING TO THE TERMS AND CONDITIONS OF THIS CANDIDATE CERTIFICATION AGREEMENT. CANDIDATE OR CERTIFIED INDIVIDUAL MAY TAKE THE EXAM ONLY IF CANDIDATE OR CERTIFIED INDIVIDUAL AGREES TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF CANDIDATE OR CERTIFIED INDIVIDUAL DOES NOT AGREE TO THE TERMS AND CONDITIONS, CANDIDATE OR CERTIFIED INDIVIDUAL SHALL SELECT "NO, I DO NOT AGREE" BELOW AND WILL NOT BE ALLOWED TO TAKE THE EXAM.

BPI and Candidate or certified individual hereby agree that the terms and conditions of the Agreement shall govern Candidate or certified individual's participation in BPI's Certification Exam and BPI's Certification.

1. CERTIFICATION

- a. The Candidate or certified individual must:
 - meet the prerequisites
 - pay the applicable exam fees;
 - accept the terms and conditions of this Agreement before completing the Exam;
 - pass the exam(s)
 - keep contact information up to date
- b. Modification to Certification Requirements. BPI's Director level staff may expand or reduce the title or scope of the desired certification or withdraw the certification.
- c. Termination. Candidate or certified individual may terminate this Agreement at any time upon written notice to BPI. The Certification or certified individual is valid for a period of three (3) years after the date of passing the last qualifying exam. If the candidate or certified individual chooses to terminate this agreement prior to the expiration date of their certification, the certification, including all related material, must be surrendered and will be void. Upon termination of this Agreement and after the expiration of the Certification, all rights related to the Candidate's Certification, including all rights to use the Certification and the Logo, will immediately terminate.

2. COMPLIANCE WITH TESTING REGULATIONS

Candidate or certified individual agrees to comply with all testing regulations required by BPI and/or its Test Centers and testing centers.

- d. No Cheating. Candidate or certified individual agrees that all answers submitted in completing the Exam are entirely their own. Candidate or certified individual will neither: (i) provide nor accept improper assistance; nor (ii) use unauthorized materials in attempting to satisfy Certification Requirements.
- e. No Misconduct. Candidate or certified individual agrees not to (i) falsify his or her identity or impersonate another individual; (ii) forge the Certification, Exam score reports, identification cards or any other Exam records; (iii) engage in fraudulent conduct or misrepresent him or herself as Certified when he or she has not successfully met the applicable Certification Requirements; (iv) misuse or disclose username and/or password or any other Certification identities; and/or (v) engage in any other misconduct that could be considered by BPI, in its sole discretion, as compromising the integrity, security or confidentiality of the Exam or the Certification.
- f. No Disclosure. Candidate or certified individual understands and agrees that the Exam is BPI's confidential and proprietary information. Candidate or certified individual agrees to maintain the confidentiality of the Exam and not disclose, whether verbally, in writing or in any media, the contents of the Exam or any part of the Certification. Further, Candidate or certified individual agrees not to request any other individual to disclose the Exam or any part thereof to the Candidate or certified individual.
- g. No Misuse of the Exam. Candidate or certified individual agrees not to copy, publish, offer to sell, sell, publicly perform or display, distribute in any way or otherwise transfer, modify, make derivative works thereof, reverse engineer, decompile, disassemble or translate the Exam or part thereof.

3. BPI ACTION FOR NON-COMPLIANCE

- h. Candidate or certified individual understands and agrees that, if for any reason and at its sole discretion, BPI believes the Candidate or certified individual violated the terms of this agreement or the criteria against which the competence of a person is evaluated in accordance with the scheme of the certification. BPI has the right to deny Candidate or certified individual any further participation in the Exam, cancel a passed Exam result, remove the Candidate or certified individual's certified status and any other rights previously conferred on the Candidate by BPI, and to permanently bar Candidate or certified individual from any further participation in BPI's Certification.

4. WITHDRAWAL OF CERTIFICATION

- i. Should the certified individual not maintain or not continue to prove their competence for this certification to the satisfaction of BPI, the certification will be withdrawn. In the event the certification is withdrawn, the BPI certification operations manager will review the certified individual's record and provide a written statement in regards to steps that will be taken in order for the certification to be reinstated.

Reasons for withdrawal of an individual's certification by BPI include, but are not limited to:

- Failure of the multiple choice test instrument.
 - Failure of field evaluation.
 - Verification of a complaint by building owner or the owner's representative for failure to meet installation requirements and then not correcting the deficiency.
 - Failure to take steps to correct improper practices.
- j. If the certified individual may not be able or is no longer able to fulfill the requirements of the certification the certified individual must notify BPI immediately and surrender all certification documents, such as BPI ID Card and BPI Certificate to BPI, and cease using any logo or marketing materials.

5. REPRESENTATIONS AND WARRANTIES

- k. By the Candidate or certified individual. Candidate or certified individual represents and warrants that: (i) Candidate or certified individual will refrain from any conduct that may harm the goodwill and reputation of BPI or its products and (ii) Candidate or certified individual shall not make any representation, warranty or promise on behalf of or binding upon BPI and (iii) Candidate or certified individual shall not make claims regarding certification outside of the intended scope of the appropriate certification.
- l. Candidate or certified individual agrees to not use the certificate in a manner that is misleading or unwarranted.

6. INDEMNIFICATION

- m. Candidate or certified individual agrees to indemnify, defend and hold BPI harmless against any losses, liabilities, damages, claims and expenses (including attorneys' fees and court costs) arising out of any claims or suits, whatever their nature and however arising, in whole or in part, which may be brought or made against BPI, or its Test Centers, officers, employees or assigns, in connection with: (i) any personal injury, property damage or other claims which are caused, directly or indirectly by any negligent act, omission, illegal or willful misconduct by the Candidate or certified individual, (ii) Candidate or certified individual's use or misuse of the Certification and/or the Logo; (iv) Candidate or certified individual's use or misuse of BPI' confidential information; and/or (v) Candidate or certified individual's breach of any obligations or warranties under this Agreement.

7. LIMITATION OF LIABILITY

- n. Damages. BPI shall not be liable for any indirect, incidental, special, punitive, or consequential damages or any loss of profits, revenue, or data. BPI's liability for direct damages, whether in contract, tort or otherwise, shall be limited to the fees paid to BPI under this Agreement.

8. CONFIDENTIALITY UNDERTAKING

- o. By signing this Agreement, Candidate or certified individual agrees to all terms and conditions herein
- p. Candidate agrees (i) to hold Confidential Information in confidence and take all reasonable precautions to protect it, (ii) not to, directly or indirectly, use Confidential Information at any time during the certification procedure, the performance of the Exam and thereafter, and (iii) not to, directly or indirectly, disclose, publish, reproduce or transmit any Confidential Information completely or in part to any third party, in any form, including but not limited to verbal, written, electronic or any other means for any purpose without the prior express written permission of BPI.
- q. BPI retains all rights, title and interest in and to all information, content and data contained in the Exam and all copyrights, patent rights, trademark rights and other proprietary rights thereto provided by BPI under the certification procedure and Exam.

Upon any breach by the Candidate or certified individual of the confidentiality undertaking in the Candidate Certification Agreement, BPI may automatically and without notice withdraw Candidate's Certification. Further, BPI is entitled to pursuing any other available remedy for unauthorized disclosure or for breach of the confidentiality undertaking in said Agreement.

Appendix C – Candidates with Special Testing Accommodations

Candidates with Special Testing Accommodations

The Americans with Disabilities (ADA) Act provides comprehensive civil rights protection for qualified individuals with disabilities. An individual with a disability is a person who: (1) has a physical impairment or a mental impairment that substantially limits a major life activity, (2) has a record of such impairment, or (3) is regarded as having such an impairment.

The ADA does not specifically name all of the impairments that are covered. If you have a disability, you have the right to inquire and receive information about testing accommodations.

“Testing Accommodation” means an adjustment to or modification of the standard testing conditions that eases the impact of the applicant’s disability on the examination process without altering the nature of the exam.

As an applicant claiming a disability that requires testing accommodations, the applicant must properly complete the Special Testing Accommodation form. The burden of proof is on the applicant to establish the existence of a disability protected the Americans with Disabilities Act, as well as to establish the need for testing accommodations. Each application is evaluated on a case by case basis.

Qualified individuals with disabilities are required to request accommodations every time they plan to take the examination. It is in the candidate’s best interests to provide recent and appropriate documentation, which clearly defines the extent and impact of the impairment(s) upon current levels of academic and physical functioning.

- Request for accommodations and appropriate supporting documentation, which when completed, should provide evidence of a substantial limitation to physical or academic functioning.
- Clinical evaluations and examinations of the candidate that have resulted in a diagnosis of a physical or mental impairment must have been performed by a licensed/certified or otherwise qualified professional with credentials appropriate to diagnose a candidate’s disability consistent with the provisions of the ADA. Details about the professional’s area of specialization and professional credentials must be provided.
- Documentation must be submitted on official letterhead from a licensed or qualified professional who examined the candidate and diagnosed a physical or mental impairment. Depending on the disability and written evaluation, documentation may include a letter from a physician or a detailed report.
- Document must be no more than 3 years old.
- Documentation for all disabilities should describe the extent of the disability and recommended accommodations.

A diagnosis of Attention Deficit Disorder (ADD) or Attention Deficit Hyperactivity Disorder (ADHD) must be supported by a current (administered within the past three years) comprehensive evaluation and relevant neuropsychological or psychoeducational assessment batteries. The report must include documented information that the patient meets criteria for long standing history, impairment, and pervasiveness. The report must include specific diagnosis of ADHD based on the DSM-IV diagnostic criteria.

- [Candidate Application for Special Testing Accommodations](#)
- [Provider Application for Special Testing Accommodations](#)
- Clinical evaluation on official letterhead (letter or detailed report)

If the links above do not work please navigate to www.bpi.org and select ‘Applications’ under the Documents tab at the top of the page

Please submit the forms at least 2 weeks in advance of your scheduled exam. Once these forms have been reviewed the applicant will receive notification of approval or denial from BPI. If approved you must bring the approval notice with you to the testing center.

Appendix D – Language Barrier Testing Accommodations

Language Barrier Testing Accommodations

If you have difficulty in comprehending the language of the test, you have the right to inquire in advance of testing whether any accommodations may be available to you. BPI shall allow the candidate, at his or her expense, to have an interpreter present at either a written or practical exam, provided that the interpreter is a bona fide interpreter that is engaged in that profession and that is pre-approved by BPI.

BPI Standard Testing Accommodations for candidates with a language barrier.

Written Examinations:

Exam times will be doubled.

Practical Examinations:

Exam times will be doubled.

- [Candidate Application for Language Barrier Testing Accommodations](#)

If the link above does not work, please navigate to www.bpi.org and select 'Applications' under the Documents tab at the top of the page

Please submit the form at least 2 weeks in advance of your scheduled exam.

Once these forms have been reviewed the applicant will receive notification of approval or denial from BPI. If approved, you must bring the approval notice with you to the testing center.

Appendix E – BPI Certification Exam Development & Maintenance Process

Below is a brief overview of the process that BPI uses to develop and maintain its certification credentials. All review and development of the BPI certification exams has been assisted by the BPI Technical Committee, which is comprised of Subject Matter Experts from across the country. Questions about this process can be emailed to certdev@bpi.org.

Identify Job Designations

- Define testing audience
- Define test candidates expected competency level
- Define test purpose
- Define the job designation criteria
- Draft preliminary test specifications

Conduct a Job Task Analysis

- Identify and document requirements to perform the job designation
- Compile into a Testable Knowledge List

Establish the Test Areas to be Covered and Method of Exam

- Review the draft test specification and make adjustments based on the Testable Knowledge List feedback
- Determine the percentage of knowledge and skills to be tested through online exams, field performance exam or other testing methods

Item Development

- Conduct test item writing sessions
- Perform a technical, psychometric and language review of each test item

Test Construction and Validation

- Conduct pre-tests of exams
- Perform a statistical analysis
- Adjust the test scoring parameters based on pre-tests

Test Implementation

- Full-scale test availability

Ongoing Job Designation and Test Maintenance

- Statistical performance review
- Ongoing test item analysis, review, development and strengthening as industry changes
- Periodic job task analysis reviewed every 5-7 years
- Update the Testable Knowledge List every 5-7 years

All exams being conducted by BPI and its Test Centers are to be conducted using BPI developed proctor scripts. The exams and the test items developed are reviewed by an open, transparent, consensus based Technical Committee. Every reasonable attempt is made to ensure that the exams and the test items are psychometrically and statistically valid and referenced to appropriate technical standards. This ensures the BPI Certification exams are highly credible and defensible.

Appendix F – Continuing Education Units (CEUs)

Continuing education is an integral aspect of BPI's certifications. Continuing education permits BPI certified professionals to keep up with a quickly changing industry and bypass certain aspects of the recertification process. Continuing education improves a certified professional's knowledge and ability to properly diagnose a home and recommend improvements.

Requirements

BPI's continuing education requirements are as follows:

- *Attendance must be verifiable*
- *All continuing education accomplishments must be documented and submitted to BPI*

To view the policy and requirements for CEUs please refer to the [BPI CEU Policy](#).

For details, see [Submit your CEUs](#) for credit and any questions please email CEUs@bpi.org.

Terms and Definitions

BPI Certification – A rigorous, credible and defensible paper/online and field exam process administered to individuals by BPI or its Test Centers, to prove knowledge, skills and professional competency in the building performance industry designations.

BPI Certified Professional – An individual who successfully passes the BPI written and field exam requirements for certification.

BPI Continuing Education – Coursework, seminars and educational activities (training and writing) pertaining to building science that can be used to further an individual's knowledge, skills and understanding of whole-house building science. Continuing Education Units (CEUs) can be applied toward recertification of earned BPI certifications.

BPI Curriculum Resources – Formal building science based instruction that has been proven to have pertinent elements in its curriculum that aligns with the BPI Testable Knowledge List and BPI National Standards.

BPI GoldStar Contractor – A contracting company or organization providing home performance services to customers, that commits to quality managements systems, business practices and technical operations necessary to ensure the consistent delivery of building performance services in conformance to BPI Standards.

BPI National Standards – The set of technical protocols and procedures that have been developed through an open, transparent, consensus based process and are intended to achieve a high quality of residential building performance. BPI is approved by the American National Standards Institute, Inc. (ANSI) as an accredited developer of American National Standards.

BPI Proctor – An individual qualified by BPI to administer online and or field exams on behalf of a BPI Test Center.

BPI Quality Assurance Program – A set of internal quality control procedures used to ensure conformance to requirements of the BPI National Standards and the *BPI Proctor Policies and Procedures*.

BPI Quality Assurance Provider – An independent, third-party entity qualified by BPI to deliver quality assurance services.

BPI Test Center – An organization with appropriate staff and other resources that is qualified by BPI to proctor exams and mentor contractors for the expanding national network of building performance industry professionals.

BPI Testable Knowledge List – The comprehensive list of knowledge, skills and tasks an individual is expected to demonstrate mastery of, in order to earn BPI certification.

Quality Assurance – The observation techniques and activities used externally by an organization to evaluate the effectiveness of their quality management system and to provide feedback that may result in quality improvements.

Quality Control – The observation techniques and activities used internally by an organization to evaluate the effectiveness of their quality management system and to provide feedback that may result in quality improvements.

Quality Improvement – Changes in the quality management system when an alteration to one or more of the processes is necessary, as is indicated by ongoing feedback.

Quality Management System – The set of policies and procedures an organization commits to follow to ensure the delivery of quality building performance contracting services, which includes, but is not limited to, quality planning, quality control, quality assurance and quality improvement.

Quality Planning – The preparatory actions organizations undergo to determine the impact that their decisions and actions will have on their quality management system.