



Healthy Home Evaluator

CERTIFICATION SCHEME HANDBOOK



Notice

Anyone interested in becoming BPI certified as a Healthy Home Evaluator, will need to know the scope of the certification and all requirements.

This certification scheme handbook outlines the knowledge, skills and abilities needed for individuals to be certified as a Healthy Home Evaluator.

Information in this scheme handbook represents the policies at the date of publication for the BPI Healthy Home Evaluator certification. Information in this scheme handbook supersedes information contained in any previous published documents.

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Acknowledgements

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Disclaimer

Eligibility standards, exam content, exam standards, fees, and guidelines are subject to change. BPI will keep the most up-to-date version of this document posted 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 online and field exams resulting in one of BPI's 14 professional certifications. BPI understands the importance of impartiality in carrying out its certification activities, manages conflict of interest, and ensures the objectivity of its certification activities.

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. BPI Certification Schemes

BPI offers individual certification in a number of areas in the residential retrofit industry.

The certification schemes are developed and then reviewed on an on-going basis by scheme committees made up of subject matter experts – individuals with the credentials and experience within the industry. The scheme committee review statistics, industry changes and current certification scheme requirements on a regular basis.

Industry input on each certification scheme is encouraged. The scheme committee members will seek input from external sources including, but not limited to:

- industry associations
- professional groups
- government agencies
- consumer/owner advocacy groups

The certification outlined in this scheme handbook is for Healthy Home Evaluators who are involved in the retrofit of existing residential buildings. For a full listing of certifications, see the www.bpi.org website.

For individuals to become BPI HHE certified, successful completion of a multiple-choice exam to confirm the candidate's knowledge and skills is required .

To be certified by BPI, the candidate is not required by BPI to undergo any specific training, whether that would be on-site job training or classroom training, however, prerequisite criteria must be met. BPI

does not approve any training programs. It is up to the individual to decide what training they want to take and where to take it, as it is solely their decision.

The requirements for this certification will be reviewed every five years and modified as required by the scheme committee with input from the residential retrofit industry. Modifications to the certification scheme will be made by BPI on the basis of the non-compliance cases, feedback from industry and technical changes to materials, components, systems, building codes or other relevant items.

3. Outline of the Healthy Home Evaluator Certification

This certification scheme handbook outlines the knowledge, skills and abilities requirements for the Healthy Home Evaluator credential.

The Healthy Home Evaluator credential builds upon the knowledge of the certified BPI Building Analyst Professional, BPI Energy Auditor, BPI Quality Control Inspector, or BPI Multifamily Building Analyst by establishing the competencies required to conduct an in-depth healthy home environmental risk assessment. The Healthy Home Evaluator assesses and characterizes home-based environmental health and safety hazards by integrating qualitative observations with quantitative diagnostics to determine and prioritize recommendations that address existing and potential hazards. The Healthy Home Evaluator communicates the identified risks and hazards to the occupant with the goal of improving health and quality of life.

This document is intended to include all of the tasks a Healthy Home Evaluator may perform, as well as the knowledge, skills, and abilities required to do these tasks.

Please note that certification is not a license to practice. All Certified Professionals must comply with applicable federal, state and local laws and regulations governing the profession.

4. Preparing for Certification

There are prerequisites to take the exam, that if successful, will lead to certification. Before you register for the exam:

- Download the latest version of the BPI HHE scheme handbook from www.bpi.org.
- Read and understand all information contained in the BPI HHE scheme handbook.
- Refer to the Functions and Tasks section contained in the BPI HHE scheme handbook to be sure that you understand and can perform the tasks required for this certification.
- Obtain reference materials for the multiple-choice exam and study well in advance of taking the exam.

4.1 Prerequisites

All items below are required prior to taking the multiple-choice exam:

- **Must hold a current BPI Building Analyst Professional, BPI Energy Auditor, BPI Quality Control Inspector, OR BPI Multifamily Building Analyst Certification and the**

certification must remain current in order for the Healthy Home Evaluator certification to remain current.

4.2 Special Testing Accommodations

Candidates in need of special testing accommodations, such as a language barrier, or arrangements for persons with disabilities, should submit the appropriate forms as noted in Appendix (C and D).

It is highly recommended that you submit your request for accommodation at least 30 days prior to your preferred exam date.

4.3 Proof of Identity

Candidates must provide valid photo identification prior to taking the exam. Please make sure that when registering for the exam, the name used is the same that is listed on the valid photo ID.

Examples of acceptable forms of photo ID are:

- driver's license
- passport
- military identification
- employee identification card

4.4 Certification Fees and Scheduling

BPI certification exams are provided through BPI Test Centers. Please reach out to a local BPI Test Center for fees and scheduling details of exams, as they will vary from Test Center to Test Center. To locate a BPI Test Center, please go to the BPI website (www.bpi.org) and select **Locator** from the top of the page.

5. Multiple-choice Exams

For the Healthy Home Evaluator certification, a multiple-choice test instrument will be administered in order to ensure competency in the critical tasks defined by BPI.

The multiple-choice exam is comprised of fifty (50) questions that cover knowledge and skills and will be timed at one (1) hour and thirty (30) minutes (1 ½ hrs). The multiple-choice exam consists of multiple versions, each determined to have its own minimum passing score through psychometric analysis and the Modified Angoff standard-setting procedure. The results page during the online exam session will indicate whether a candidate was successful or not based on the version they were administered.

Candidates may challenge the HHE online exam up to six (6) times in a one-year period. The one-year period begins after the first unsuccessful attempt of the exam, after which time a candidate will have five (5) more attempts to successfully challenge the exam. There is a cost for each exam. BPI permits twelve (12) months to complete the certification process from the time a candidate takes the first exam.

This exam is a closed-book exam.

Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited. Theft or attempted theft of exam items is punishable to the fullest extent of the law. Candidates will be observed at all times by a BPI approved Proctor while taking the exam. This includes direct observation by the BPI approved Proctor as well as audio and video recording of the exam. Any participation in irregular behavior during the exam may result in the invalidation of the results of the exam, termination of status, civil liability, criminal prosecution, or other appropriate sanctions.

6. Functions and Tasks

The Healthy Home Evaluator assesses and characterizes home-based environmental health and safety hazards by integrating qualitative observations with quantitative diagnostics to determine and prioritize recommendations that address existing and potential hazards. The Healthy Home Evaluator communicates the identified risks and hazards to the occupant with the goal of improving health and quality of life.

I.			Principles of a Healthy Home (i.e., Keep it Healthy)
A			Understanding of the key components to keeping a home healthy by maintaining an environment and structure that is:
	1		Dry
	2		Clean
	3		Pest-free
	4		Safe
	5		Contaminant-free
	6		Ventilated
	7		Maintained
	8		Energy-efficient
II.			Data Collection
A			Environmental history taking (considering both persons and home; i.e., behavioral, health, literacy, language, and readability)
B			Qualitative and quantitative assessment
	1		Qualitative assessment (i.e., visual, sensory, semi-quantitative)
		a	Knowledge of building and surroundings (including structure)
		b	Knowledge of mechanical equipment/systems
		c	Knowledge of condition and locations of appliances
		d	Knowledge of general room assessment, such as:
		i	Air-flow and circulation
		ii	Allergens and dust
		iii	Moisture control
		iv	Chemical exposure
		v	Safety and injury prevention
		vi	Safety data sheet
	2		Quantitative assessment
		a	Measurement
		i	Air-flow/Envelope
		ia	Knowledge of the application of limited pressure mapping/series leakage
		ib	Exposure pathway assessment
		ic	Knowledge of duct leakage diagnostics
		id	Knowledge of limited HVAC system flow
		ii	Moisture control

		ii	Knowledge of indoor RH
		iib	Knowledge of moisture mapping
		iic	Knowledge of conditions for microbial colonization/moisture level
	b		Basic concepts and principles related to environmental sampling (i.e., VOC, formaldehyde, radon)
		i	Knowledge of basic sampling techniques, such as:
		ia	Chemical
		ib	Biological
		ic	Particle
		ii	Specific contaminants (i.e., radon)
		iii	Knowledge of regulatory overview
C			Knowledge of At-Risk Populations (i.e., children, seniors, mobility, mental health)
D			Knowledge of specific contaminants and environmental situations
	1	a	Lead-based Paint General Knowledge Areas
		i	age of house
		ii	condition of the lead paint
		iii	children in the house
		iv	general understanding of the health implication
		v	health questionnaire
		vi	understand own state rules and regulations
		vii	concentrate on children 5 and under
		viii	knowing when to do a certified lead assessment
		ix	EPA – Renovate Right Form
	2		Dampness and Mold Growth
		a	General Knowledge Areas
		i	sources of dampness- bulk, occupant, etc.
		ii	visual inspection
		iii	psychrometrics
		iv	vulnerable populations
		v	sources
		vi	pathways (internal/external)
		vii	strength risk
		viii	interview of occupants with asthma
		ix	can detect odors of dampness
		x	relative humidity measurements
		xi	surface moisture meter
		xii	fan flow on exhaust
		xiii	confirm ducting terminates to outside
		xiv	dryer venting or terminates to outside
	3		Asbestos and MMF Fibers
		a	General Knowledge Areas
		i	understand the difference between friable and non-friable
		ii	what are the common HVAC building materials where we find asbestos
		iii	health aspects of asbestos
		iv	remodeling concerns
		v	visual awareness of what asbestos components are in the home when doing the inspection
		vi	good resource information available – EPA
		vii	remind inspectors to not call items asbestos until it is tested/confirmed

		viii	asbestos containing material that is prescribed
4			Carbon Monoxide
	a		General Knowledge Areas
		i	low level exposure health effects, low levels can exist in the home without the alarm going off (75ppm)
		ii	they do make detectors that will detect low levels
		iii	knowledge of CO standards action levels
		iv	sources of CO
		v	placement of detectors
5			Fire Hazards
	a		General Knowledge Areas
		i	improper storage of soiled materials
		ii	improper venting materials
		iii	unprotected wires
		iv	dryer line buildup
		v	improper storage of combustibles
		vi	fire escape plan (review with the family or provide)
		vii	smoking in bed/candles
		viii	hot plates
		ix	kerosene heater
		x	overloaded circuits
		xi	improper chimney cleaning/creosol
		xii	smoke detectors – existing/operational/location
		xiii	ungrounded electrical outlets
		xiv	knob and tube
6			Explosion
	a		General Knowledge Areas
		i	evaluator look for compressed gas cylinders
		ii	oxygen tanks
		iii	limited access to fuels/chemicals
7			Structural Issues
	a		General Knowledge Areas
		i	unsafe stairs
		ii	stair well
		iii	additions to homes/poorly constructed
		iv	decks
		v	porches
		vi	assessment of foundation condition/chimney
		vii	knowledge of when to call in a professional assessment
		viii	improper or poor renovation work (general awareness)
		ix	interview process
		x	knowledge of code issues
		xi	assess exterior components for obvious damage including roofs, flashing, siding and guttering, ceiling, flooring and walls – structural sound
8			Trips and Falls
	a		General Knowledge Areas
		i	evaluated the condition of the stairs and hand rails – present and stable
		ii	proper lighting
		iii	consistent rise/run
		iv	broken treads
		v	disconnected runners

		vi	knowledge of specific codes
		vii	information on ways to ensure windows are safe from falls given current occupancy – determined during interview
		viii	drowning potential
		ix	grab bars present
		x	lighting needs
		xi	foot grips present
9			Electrical Hazards
	a		General Knowledge Areas
		i	extension cord wiring
		ii	open splices
		iii	spliced wiring outside junction boxes
		iv	knob and tube wiring
		v	visual ID
		vi	overhead wiring and line height
		vii	entrance cable clearance
		viii	GFCI were appropriate – trip GFCI with tester
		ix	knowledge of when full electrical inspection is necessary
10			Excess Cold
	a		General Knowledge Areas
		i	house able to keep acceptable heating and cooling
		ii	health aspects of areas too hot or cold
11			Hot Surfaces, etc.
	a		General Knowledge areas
		i	setting DHW temp to proper temp to avoid burns
		ii	hot plates, stove top, wood stoves, steam radiators, pellet stoves, etc. within reach of a child
		iii	measurement of DHW temp at tap
		iv	bath tub temp
12			Domestic Hygiene, Pests, etc.
	a		General Knowledge Areas
		i	components of IPM (3 components)
		ii	eliminate gaps
		iii	cracks
		iv	openings
		v	eliminate harborage sites
		vi	eliminate food/water sources
		vii	use of traps and gels and monitoring stations
		viii	least toxic control methods
		ix	HEPA rated vacuum – use of and industry knowledge
		x	green cleaning choices
		xi	signs of pests and knowledge of health aspects
		xii	indoor dust
		xiii	issues with plumbing and pipes – usage
13			Radiation (Radon)
	a		General Knowledge Areas
		i	education of radon health risks and entry methods, provide informational pieces, awareness and education piece on awareness and testing options
		ii	WX work may limit radon entry – or make worse
		iii	other sources of radon – natural stone countertops
		iv	emphasis on health affects #2 lung cancer – combined with smoking

14			VOC
	a		General Knowledge Areas
		i	focus on education of VOC hazards and prevention – can be extremely expensive to test for
		ii	materials brought in by homeowner, materials for work being performed, encapsulation techniques, health effects are very individualized
15			Biocides
	a		General Knowledge Areas
		i	education and awareness on poisons and pesticides on indoor environment
		ii	exist/store/used in homes
		iii	less toxic solutions – fertilizers, cleaning products, health effects are very individualized
		iv	potential to become entrapped in carpets, etc.
		v	vulnerable populations – children and developmental issues
		vi	asthma triggers
		vii	issues with plumbing and pipes – usage
16			Lightning
	a		General Knowledge Areas
		i	benefits of natural lighting
		ii	security benefits for property
		iii	safety aspects for sufficient task lighting, knowledge of key areas – trip and fall areas, kitchen lighting, existing lighting functionality, hazards of toxins and disposal safety
17			Food Safety
	a		General Knowledge Areas
		i	ensure appliances are working properly
		ii	fridge and freezer temps – must measure
		iii	proper food disposal and kitchen hygiene
		iv	clean prep surfaces
18			Crowding and Space
	a		General Knowledge Areas
		i	signs of overpopulation
		ii	health effects of crowded spaces/trip and fall/increased risk for sickness
		iii	clutter prevents proper cleaning
		iv	occupying rooms not intended for use
19			Entry by Intruders
	a		General Knowledge Areas
		i	doors and windows lock properly
		ii	secure jambs and sashes
		iii	potential for basement entry – failing doors/windows
		iv	exterior lighting levels
20			Noise
	a		General Knowledge Areas
		i	stress levels created by elevated noise levels and associated health affects
III.			Analysis and Interpretation
A			Knowledge of using analysis tools and resources
B			Knowledge of interpreting quantitative and qualitative assessment findings related to evidence-based practice (i.e., radon, moisture level)
C			Knowledge of evaluating quantitative and qualitative assessment results that do not have evidence-based practice
IV.			Recommendations and/or Scope of Work

A			Knowledge of identifying recommendations/interventions based on analysis of assessment findings
B			Knowledge of assisting clients in prioritizing recommended measures based on specific findings
C			Knowledge of developing scopes of work
D			Knowledge of making referrals
V.			Communication and Client Education
A			Knowledge of written client communication
B			Knowledge of non-specific language, sensitivity to client needs (i.e., healthy home literacy, housing maintenance literacy, psychosocial factors)
C			Knowledge of external communication (i.e., communicating with partners, referrals, subcontractors)
D			Knowledge of justification and persuasion
E			Knowledge of communicating with at-risk populations
VI.			Personal Safety, Insurance, and Liability
A			Knowledge of personal protective equipment (PPE)
B			Knowledge of occupant protection
C			Knowledge of health advice vs. healthy home advice
D			Knowledge of scope of services
E			Knowledge of liability principles
F			Knowledge of regulations that related to healthy home assessment
G			Knowledge of in-home physical and environmental hazards

7. Healthy Home Evaluator Exam Blueprint (multiple-choice)

Domains	Percentages
I. Principles of a Healthy Home (e.g., Keep it Healthy)	8% - 10%
II. Data Collection	38% - 42%
III. Analysis and Interpretation	18% - 20%
IV. Recommendations and/or Scope of Work	18% - 20%
V. Communication and Client Education	5% - 10%
VI. Personal Safety, Insurance, and Liability	8% - 10%

8. 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.

Please refer to the standards list found online at www.bpi.org/healthy-home-evaluator-references.

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).

9. Exam Security

Exams are highly confidential materials. Any attempts to willfully compromise the integrity of the exam, the exam process, or the certification process shall 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.

10. Granting

In order to receive HHE certification, the candidate must meet all prerequisite requirements, as well as successfully complete the multiple-choice (online) exam.

10.1 Notification of Exam Results and Certification

When exam results have been processed, the candidate will be notified via email that their exam results are ready to view. To view the exam results the candidate must log in to the [Candidate Account](#).

The BPI Certified Professional will be notified once BPI certification has been awarded. At that time, a temporary certificate can be downloaded and printed from their [Candidate Account](#). BPI will mail the Certified Professional a certification packet containing a printed certificate, a photo identification card, and patches. Certified Professionals should allow up to thirty (30) days after certification for their packet to arrive by mail.

The certificate will expire three (3) years from the date of initial certification.

The photo identification certification card contains, but is not limited to:

- name of the Certified Professional
- BPI ID number
- BPI's name and logo
- reference to a certification scheme (name of certification)
- date when certification expires

10.2 Time Limits for Completing Certification

BPI permits twelve (12) months to complete the certification process. Candidates may challenge the HHE online exam up to six (6) times in a one-year period. The one-year period begins after the first unsuccessful attempt of the exam, after which time a candidate will have five (5) more attempts to successfully challenge that particular exam.

Candidates that do not successfully complete the HHE online exam to achieve certification within the one-year period, must wait for the one-year anniversary of the first unsuccessful attempt to challenge the exam again.

10.3 Confidentiality of Information

BPI and BPI Test Centers shall adhere to all policies and procedures regarding candidate

confidentiality and shall not release any information regarding any candidate or Certified Professional without obtaining prior written 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 the candidate's or Certified Professional's information.

11. Healthy Home Evaluator Certification Renewal

BPI Certified Professionals who hold the Healthy Home Evaluator certification will be required to renew their certification every three (3) years.

The certification renewal requirements for the BPI certified Healthy Home Evaluator must be completed prior to the current certification expiration date. The Certified Professional will receive courtesy email notifications at 120, 90, 60 and 30 days reminding them of their certification expiration. Certified Professionals will be allowed to start the certification renewal process six (6) months prior to expiration, and if successful, will have the next renewal date as three (3) years from the current certification expiration date. If certification renewal is completed more than six (6) months in advance, the expiration date will change to the date of last successful exam.

Certification renewal of the HHE is obtained by taking the online exam.

As part of the certification renewal process, BPI will review the certified Healthy Home Evaluator's file for any open complaints. Should there be any open complaints at the time of expiration, BPI will not award certification renewal. The certification of the individual will be withdrawn or revoked due to the Certified Professional's negligent refusal to follow the certification scheme requirements.

***Any attempt at certification renewal that is unsuccessful will end the current certification. (e.g. if an attempt at the HHE exam for certification renewal is unsuccessful, that will end the current HHE certification immediately.)**

12. Surveillance

Surveillance of the Certified Professional is established to ensure compliance to the policies and procedures for which the certification was granted. The certification of the individual may be withdrawn or revoked due to Certified Professional's negligent refusal to follow the certification scheme requirements or failure to take appropriate corrective action as required by BPI.

13. File Review

The Certification Department shall conduct a file review of Certified Professionals that have complaints filed against them. The review of the Certified Professional's file activities includes confirmation that any complaints against the Certified Professional have been resolved.

14. Corrective / Preventative Action

The corrective / preventative action shall include one of the following and is determined on a case by case basis at the discretion of BPI:

Level One: A corrective action will be given when the infraction is considered minor in nature. A written warning shall be sent to the Certified Professional about the nature of the infraction along with the required corrective action. The written warning shall become part of the Certified Professional's record.

Level Two: A corrective action will be given when the infraction is considered major in nature and requires proof. A written warning is sent to the Certified Professional about the infraction. The Certified Professional is required to submit documented proof that the infraction has been corrected. The written warning and response will become part of the Certified Professional's record.

15. Withdrawal of Certification

Should the BPI certified Healthy Home Evaluator not maintain certification by not being able to fulfill the obligation of the certification due to illness, disability, change of profession, etc., the certification will be withdrawn at the request of the Certified Professional. BPI must be notified immediately if a Certified Professional may not be able to, or is no longer able to, fulfill the requirements of the certification.

BPI reserves the right, on a case by case basis, to withdraw a person's BPI Certification(s) at its discretion. Reasons for withdrawal of a BPI Certification include, but are not limited to:

- Failure to meet certification renewal criteria as outlined in Section 11
- Failure to take steps to submit the requested information of a corrective action as outlined in Section 14
- Failure to follow the BPI HHE Code of Ethics and/or Code of Conduct
- Failure to follow BPI Standards that align with the certification's JTA's, when applicable

In the event the BPI HHE certification is withdrawn; the BPI Manager of Client Relations will review the Certified Professional's record and send confirmation of the withdrawal within thirty (30) days and provide a written statement in regard to steps that must be taken if the candidate requests the certification be reinstated.

Use of the BPI logo or brand and representation of being BPI certified must cease immediately if a certification is withdrawn, revoked, or expired.

16. Appeal Procedure

Individuals who wish to file an appeal of a decision on certification, against the results of an HHE exam, or regarding the suspension of the HHE certification, must do so in writing.

Appeal Process for Exam Review

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

1. A request for review must be made within thirty (30) days from the date of the exam. The request for review may be made in the following manner:
 - a. Submit the Exam Grade Appeal Form via the [BPI website](#):

Go to www.bpi.org and hover over **About Us** at the top of the page, select **Contact Us**. Enter your information and choose **Exam Grade Appeal** from the **Category** dropdown box.

- b. Send a letter via registered mail to:
Building Performance Institute, Inc.
Attn: Appeals
107 Hermes Road, Suite 210
Malta, NY 12020
 - c. Send an email 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 include a specific reference where required procedures were not followed.
 3. The review will be carried out by the Quality Assurance (QA) Department. Review results will be forwarded to the Director, who will provide the decision to the candidate, via email, within thirty (30) days of receiving the request for appeal.

Appeal Process for Suspension of Certification

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

1. A request for review must be made within thirty (30) days from the date of the suspension or withdrawal of certification. The request for review may be made in the following manner:
 - a. Submit the Complaint Form via the [BPI website](#):
Go to www.bpi.org and hover over **About Us** at the top of the page, select **Contact Us**. Enter your information and choose **Complaint Form** from the **Category** dropdown box.
 - b. Send a letter via registered mail to:
Building Performance Institute, Inc.
Attn: Appeals
107 Hermes Road, Suite 210
Malta, NY 12020
 - c. Send an email to Complaints@bpi.org
2. The request for review must specifically state the reasons why the Certified Professional believes the initial decision should be modified or overturned and provide new information on the issue; or include a specific reference where required procedures were not followed.
3. The review will be carried out by the Quality Assurance (QA) Department. Review results will be forwarded to the Director, who will provide the decision to the candidate, via email, within thirty (30) days of receiving the request for appeal.

17. Complaints

BPI recognizes that there are two main types of complaints that may be brought to its attention:

- Complaints regarding BPI and/or its related vendor organizations (administrative, testing, Test Center, proctor, etc.)
- Complaints regarding BPI Certified Professionals

Complaints Process

To file a complaint, the individual must follow the procedures, below:

1. A complaint must be made within thirty (30) days from the date that the situation occurred. The request for review may be made in the following manner:
 - a. Submit the Complaint Form via the [BPI website](#):
Go to www.bpi.org and hover over **About Us** at the top of the page, select **Contact Us**. Enter your information and choose **Complaint Form** from the **Category** dropdown box.
 - b. Send a letter via registered mail to:
Building Performance Institute, Inc.
Attn: Complaints
107 Hermes Road, Suite 210
Malta, NY 12020
 - c. Send an email to Complaints@bpi.org
2. The request for review must provide specific details for the complaint and any type of documented information that pertains to the situation.
3. The review will be carried out on a case by case basis by the Quality Assurance (QA) Department. Review results will be forwarded to the Director, who will provide the decision to the complainant, via email, within thirty to forty (30 – 40) days of receiving the complaint.

Appendix A – Code of Conduct

1. 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 exam, including (but not limited to) copying exam materials, causing a disruption in the testing area, and failure to abide by reasonable exam 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.

2. 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

Healthy Home Evaluator applicants will be required to accept BPI's Candidate Certification Agreement before beginning your 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 and 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 exam 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 exam. 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 exams 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](#), or go to www.bpi.org
- [Provider Application for Special Testing Accommodations](#), or go to www.bpi.org
- Clinical evaluation on official letterhead (letter or detailed report)

Please submit the forms at least 2 weeks prior to 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 BPI Test Center.

Appendix D – Language Barrier Testing Accommodations

Language Barrier Testing Accommodations

If you have difficulty in comprehending the language of the exam, 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 Exams:

Exam times will be doubled.

Practical Exams:

Exam times will be doubled.

- [Candidate Application for Language Barrier Testing Accommodations](#), or go to www.bpi.org

Please submit the form at least 2 weeks prior to 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 BPI Test Center.

Terms and Definitions

Appeal – Request by applicant, candidate or Certified Professional for reconsideration of any adverse decision made by the certification body related to her/his desired certification status.

Candidate – Applicant who has fulfilled specified prerequisites, allowing his/her participation in the certification process.

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

Certification Process – All activities by which a certification body establishes that a person fulfills specified competence requirements, including application, evaluation, decision on certification, surveillance and recertification, use of certificates and logos/marks.

Certification Scheme – Specific certification requirements related to specified categories of persons to which the same particular standards and rules, and the same procedures apply.

Certification System – Set of procedures and resources for carrying out the certification process as per a certification scheme, leading to the issue of a certificate of competence, including maintenance.

Competence – Demonstrated ability to apply knowledge and/or skills and, where relevant, demonstrated personal attributes, as defined in the certification scheme.

Complaint – Conformity assessment request, by any organization or individual to a certification body, for corrective action relating to the activities of that body or to those of any of its customers.

Evaluation – Process that assesses a person's fulfillment of the requirements of the scheme, leading to a decision on certification.

Exam – Mechanism that is part of the evaluation, which measures a candidate's competence by one or more means such as online, oral, practical and observational.

Essential Learnings – Comprehensive list of Quality Control Inspector functions and tasks as determined by a job task analysis.

Proctor – Person with relevant technical and personal qualifications, competent to conduct and/or score an exam; an individual approved to administer BPI certification exams.

Qualification – Demonstration of personal attributes, education, training and/or work experience.

Recertification – Process of confirming conformity with current certification requirements.

Scheme Committee – Group of people chosen by the certification body to provide input, recommendations, guidance and review of a certification scheme.

Surveillance – Periodic monitoring during the period of certification of a Certified Professional's performance to ensure continued compliance with the certification scheme.

Test Center – An organization with a legal agreement between itself and BPI; authorized to give BPI certification exams.