



0985
ISO/IEC 17024
Personnel Certification Program

Quality Control Inspector

CERTIFICATION SCHEME HANDBOOK



Notice

Anyone interested in becoming BPI certified as a Quality Control Inspector, 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 Quality Control Inspector.

Information in this scheme handbook represents the policies at the date of publication for the BPI Quality Control Inspector certification. Information in this scheme handbook supersedes information contained in any previous published documents.

© 2018 Building Performance Institute, Inc. All Rights Reserved.

Acknowledgements

The Building Performance Institute, Inc. would like to thank those who support the BPI national expansion and all of the dedicated professionals who have participated in the development of this document.

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.

Table of Contents

| | |
|---|----|
| Table of Contents..... | i |
| 1. About BPI..... | 2 |
| 2. BPI Certification Schemes | 2 |
| 3. Outline of the Quality Control Inspector Certification | 3 |
| 4. Preparing for Certification | 3 |
| 5. Multiple-choice Exams | 5 |
| 6. Practicum (Field) Evaluation (Abilities)..... | 6 |
| 7. Functions and Tasks..... | 7 |
| 8. Quality Control Inspector Exam Blueprint (multiple-choice)..... | 13 |
| 9. Quality Control Inspector Exam Blueprint (field)..... | 13 |
| 10. Standards of Reference | 14 |
| 11. Exam Security..... | 14 |
| 12. Granting..... | 14 |
| 13. Home Energy Professional Certification Renewal | 15 |
| 14. Surveillance | 17 |
| 15. File Review | 18 |
| 16. Corrective / Preventative Action | 18 |
| 17. Withdrawal of Certification | 18 |
| 18. Appeal Procedure | 19 |
| 19. Complaints..... | 20 |
| Appendix A – Code of Conduct | 21 |
| Appendix B – Code of Ethics..... | 23 |
| Appendix C – BPI Certification Agreement..... | 25 |
| Appendix D – Candidates with Special Testing Accommodations | 28 |
| Appendix E – Language Barrier Testing Accommodations..... | 29 |
| Appendix F – Continuing Education Units (CEUs) for HEP Certifications | 30 |
| Terms and Definitions | 34 |

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 Quality Control Inspectors 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 QCI certified, successful completion of a multiple-choice exam to confirm the candidate's knowledge and skills and a practicum evaluation is required to confirm the candidate's abilities.

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 Quality Control Inspector Certification

This certification scheme handbook outlines the knowledge, skills and abilities requirements for the Quality Control Inspector certification.

This scheme defines the scope of the Quality Control Inspector certification as the following; A quality control inspector is a residential energy efficiency professional who ensures the completion, appropriateness, and quality of energy upgrade work by conducting a methodological audit/inspection of the building, performing safety and diagnostic tests, and observing the work. A committee of subject matter experts (SMEs) considered to be experts in the field created the Quality Control Inspector Job Task Analysis (JTA).

This document is intended to include all of the tasks a quality control inspector 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 exams that, if successful, will lead to certification. Before you register for the exam:

- Download the latest version of the BPI QCI scheme handbook from www.bpi.org.
- Read and understand all information contained in the BPI QCI scheme handbook.
- Refer to the Functions and Tasks section contained in the BPI QCI scheme handbook to be sure that you understand and can perform the tasks required for this certification.
- Obtain reference materials for the multiple-choice and/or field exams and study well in advance of taking the exam.
- Download the *Application for BPI Quality Control Inspector Certification* from www.bpi.org and submit to HEPCertification@bpi.org. *Application processing could take several weeks before a candidate will receive an approval letter to take the exam. It is recommended that a candidate submit their application at least thirty (30) days prior to the scheduled exam date. Please do NOT schedule your exam date(s) until you receive your approval letter from BPI.*

4.1 Prerequisites

All items below are required prior to taking the multiple-choice and/or field certification exams:

You must obtain a minimum of **40 points** from any combination of activities below:

- Industry inspector specific experience (site visits, inspections, diagnostics, etc.); **maximum of 20 points**
 - **10 points** for 1,000 hours
- Other industry specific experience (crew leader / energy auditor) minimum 2,000 hours in either activity
 - **5 points** for crew leader
 - **10 points** for energy auditor completing a minimum of 15 audits (proof required)
- Building experience (framing, roofing, drywall, siding, etc.); **maximum of 10 points**
 - **5 points** for each 1,000 hours
- Training from industry specific training center (training whose content can be matched against and aligns with the content of the job task analysis for the certification); **maximum of 10 points**
 - **5 points** for every 40 hours
- Industry certifications (RESNET, BPI, NATE, EPA) other certifications also considered; **maximum of 10 points**
 - **5 points** per certification

Candidates for certification must bring the approval letter sent by BPI to the Test Center where the exams will be administered as proof of meeting the prerequisite criteria. **Candidates will not be permitted to take any exam(s) without providing the approval letter to the Test Center.**

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 (D and E)

It is highly recommended that you submit your request for accommodation at least thirty (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.

4.5 Field Testing Environment

In order to ensure fairness in testing each field exams must be conducted at a site that incorporates the minimum criteria listed below. Field exams conducted at a site that does not meet these minimum criteria will be void. While it is the proctor's responsibility to find a suitable site, the candidate should also be aware of these requirements to avoid potential testing issues.

- At minimum one atmospherically vented combustion appliance
- A test site capable of supporting blower door testing and diagnostics
- Must NOT be a potentially hazardous environment (including but not limited to asbestos – like material, mold and mildew in excess of 10 square feet of surface area, etc)
- A ducted distribution system

Minimum Testing Criteria for the Quality Control Inspector Designation

Supporting Documentation

- Work scope/order for the home/inspection the exam will be conducted on
- Initial audit with diagnostic results for the home/inspection the exam will be conducted on

Minimum House Requirements

- Must contain ductwork
- Must have at least one fossil fuel burning appliance used for space heating (e.g. gas, propane, oil etc. Solid fuel appliances do not count)
- Must have a bathroom exhaust fan
- Must have someone available to conduct a short interview with
- Home must have had work completed from a comprehensive workscope

Please be aware that during the performance exam the proctor may ask questions in relation to line items on the field exam form for clarification purposes only. Proctors should not be asking any other type of questions, and are NOT permitted to ask questions unrelated to, or above and beyond the scope of the line items on the field exam form. If a candidate feels that they were asked questions that were inappropriate, please complete the [Complaint Form](#) located at www.bpi.org.

5. Multiple-choice Exams

For the Quality Control Inspector 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 one hundred (100) questions to cover knowledge and skills

and will be timed at two (2) hours and thirty (30) minutes (2 1/2 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 QCI 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. Candidates who do not complete the certification process within the one-year period must retake both the online and field exams.

This exam is a closed-book exam with the exception of BPI Standards, which are available online via the testing site at the time of the exam (no marked copies of the standards will be permitted during the multiple-choice exam). Any papers used to take notes, create diagrams, or record diagnostic results (scrap paper) may not leave the testing environment. All papers must be handed to the proctor to be destroyed.

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. The 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. Practicum (Field) Evaluation (Abilities)

A practical evaluation to determine the candidates' abilities has been developed by BPI in order to ensure competency in the critical tasks defined by BPI. This will provide documented evidence that the candidates have the appropriate abilities.

The practicum evaluation exam is constructed where candidates are requested to perform a task. Their abilities are then evaluated based on a predetermined set of criteria.

The candidates will follow the outline in the functions and tasks section in this document.

The time limit for the practicum evaluation is three (3) hours and thirty (30) minutes (3 1/2) hours. This exam is an open-book exam (the only reference not permitted is assistance). Any papers used to take notes, create diagrams, or record diagnostic results (scrap paper) may not leave the testing environment. All papers must be handed to the proctor to be destroyed.

Two (2) of the field exam line items are gated items and must be completed successfully in order to pass the exam regardless of any other exam score:

- Proper manometer setup
- Candidate calculated minimum draft pressure based on existing weather conditions

The passing score on the remaining tasks is 85%.

Candidates may challenge the QCI field 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. Candidates who do not complete the certification process within the one-year period must retake both the online and field exams.

The practicum evaluation is administered through BPI Test Centers at various locations across the United States. Please go to the BPI website (www.bpi.org) and select **Locator** at the top of the page to find a BPI Test Center near you.

7. Functions and Tasks

The Knowledge, Skills, and Abilities required for this exam are below.

- Knowledge, typically shown on online or verbal exam
- Skill, typically shown on online exam, diagram, or interactive tool
- Ability, typically demonstrated on prop or in house

| DOMAIN 1: Conducting Quality Checks: In-Process Visual/Sensory Inspections | |
|---|--|
| <i>Task 1: Verify Worker Compliance with Safety Rules</i> | |
| Ability to: | |
| • | Walk around the job site |
| • | Observe the workers |
| • | Observe the site conditions |
| • | Interview the crew chief |
| • | Work in confined spaces |
| Knowledge of: | |
| • | Basic construction knowledge |
| • | Codes and standards adopted by the local jurisdiction |
| • | Federal regulations (OSHA, EPA, etc.) |
| • | First aid |
| • | Interview techniques |
| Skill in: | |
| • | Communication |
| • | Observation techniques |
| <i>Task 2: Assure Worker Professionalism</i> | |
| Ability to: | |
| • | Conduct client interviews |
| • | Evaluate the job site (trash, cleanliness, etc.) |
| • | Verify that workers are familiar with their employer's code of conduct |
| • | Observe the behavior of the workers |
| Knowledge of: | |
| • | Awareness of the employers' requirements |
| • | Knowledge of positive reinforcement techniques |
| Skill in: | |
| • | Communication |

| | |
|--|--|
| • | Observation |
| • | Remaining tactful |
| Task 3: Address Work Problems | |
| Ability to: | |
| • | Review the work against the work plan |
| • | Observe worker skills |
| • | Check materials being installed (proper materials and quality of materials) |
| • | Observe sequencing of the components being installed |
| • | Verify the condition and capacity of the equipment |
| • | Determine need to conduct diagnostic tests |
| • | Conduct diagnostic tests |
| • | Document process issues and missed opportunities for change orders |
| • | Revise work orders |
| • | Redirect retrofit work |
| • | Discuss issues with the crew chief |
| • | Demonstrate proper methods to installers |
| • | Discuss missed opportunities with the auditor |
| Knowledge of: | |
| • | Basic building science |
| • | Codes and standards adopted by the local jurisdiction |
| • | Building materials |
| • | Construction tools and use |
| • | Construction work practices |
| • | Documentation procedures |
| • | Installation methods |
| • | Standards and specifications |
| • | Test protocols |
| • | Various diagnostic tests |
| Skill in: | |
| • | Communication |
| • | Being diplomatic |
| • | Observation |
| • | Training |
| Task 4: Evaluate client satisfaction regarding the in-process work | |
| Ability to: | |
| • | Interview the client |
| • | Observe client behavior (Is the client uncomfortable? Are the workers affecting the client?) |
| • | Document findings |
| • | Communicate findings to the crew chief or other responsible parties |
| Knowledge of: | |
| • | Interview techniques |
| Skill in: | |
| • | Communication |
| • | Observation |
| DOMAIN 2: Conducting Quality Checks: Post-Work Visual/Sensory Inspections | |
| Task 1: Review Client File and the Work Scope | |
| Ability to: | |
| • | Review the audit |
| • | Review the work order |

| | |
|--|--|
| • | Review the invoices or job completion report |
| • | Review diagnostic test results |
| • | Interpret invoices |
| • | Interpret work order |
| • | Reconcile audit to work order and to invoice |
| Knowledge of: | |
| • | Program or project requirements |
| • | Diagnostic procedures |
| • | The audit process |
| • | Job costing |
| <i>Task 2: Perform an Exterior and Interior Visual/Sensory Inspection</i> | |
| Ability to: | |
| • | Perform exterior and interior walk around |
| • | Compare observations of exterior/interior to the client file (work order, audit, invoices, etc.) |
| • | Verify installed components |
| • | Note any anomalies or potentially missed opportunities or audit discrepancies |
| • | Identify damage done by contractors/workers |
| • | Document non-conformance or exceptional work with camera |
| • | Identify additional building specific diagnostic tests |
| Knowledge of: | |
| • | Audit process |
| • | Basic building science |
| • | Building materials |
| • | Codes and standards adopted by the local jurisdiction |
| • | Construction work practices |
| • | Installation methods |
| • | Standards and specifications |
| • | Test protocols |
| • | Various diagnostic tests |
| Skill in: | |
| • | Analytical thinking |
| • | Basic math |
| • | Basic tool use |
| • | Observation |
| • | Organization |
| <i>Task 3: Evaluate Client Satisfaction</i> | |
| Ability to: | |
| • | Conduct client specific interview (behavior changes, client education, comfort, satisfaction) |
| • | Conduct program specific interview (worker performance, process, scheduling, value, opportunities for improvement) |
| • | Observe client behavior (thermostat settings, attire, manual weather stripping, windows open, etc.) |
| • | Document client feedback |
| • | Take corrective actions (as necessary) |
| Knowledge of: | |
| • | Manufacturer's specifications |
| • | Client education |
| • | Installed components |

| | |
|--|--|
| Skill in: | |
| • | Communication |
| • | Listening |
| • | Mediation |
| • | Observation |
| • | Remaining tactful |
| Task 4: Determine Pass/Fail of the Work | |
| Ability to: | |
| • | Review results of visual/sensory inspection |
| • | Review results of diagnostic tests |
| • | Make a pass/fail determination |
| • | Obtain client sign-off, if passed |
| • | Report inspection approval, if passed |
| • | Identify work problems, if failed |
| • | Generate a punch list, if failed |
| Knowledge of: | |
| • | Basic building science |
| • | Diagnostic thresholds |
| • | Codes and standards adopted by the local jurisdiction |
| • | Standards and specifications |
| Skill in: | |
| • | Making decisions |
| • | Being accurate |
| • | Analytical thinking |
| • | Attention to detail |
| • | Remaining tactful |
| DOMAIN 3: Conducting Quality Checks: Post-Work Diagnostic Inspections | |
| Task 1: Conduct Health and Safety Tests | |
| Ability to: | |
| • | Perform combustion tests (heating systems, domestic water heater, ovens, stoves, fireplaces, etc.) |
| • | Perform ventilation system tests |
| • | Conduct moisture evaluations |
| • | Conduct electrical safety tests |
| Knowledge of: | |
| • | Codes and standards adopted by the local jurisdiction |
| • | Combustion safety protocols |
| • | First aid |
| • | Heating systems |
| • | Moisture issues |
| • | Safety issues |
| Skill in: | |
| • | Analytical thinking |
| Task 2: Conduct Diagnostic Tests | |
| Ability to: | |
| • | Perform blower door tests |
| • | Perform pressure pan test |
| • | Conduct zone tests |
| • | Perform fan flow tests |

| | |
|--|---|
| • | Perform infrared scans |
| • | Perform duct leakage tests |
| • | Perform refrigerant tests |
| • | Conduct appliance tests |
| • | Conduct domestic water heater temperature tests |
| • | Record the results of all tests |
| Knowledge of: | |
| • | Basic building science |
| • | Diagnostic testing protocols |
| • | Manufacturer's specifications |
| • | Program requirements |
| Skill in: | |
| • | Attention to detail |
| Task 3: Identify Work Problems | |
| Ability to: | |
| • | Review the results of all tests |
| • | Compare results against field guide notes |
| • | Compare results against pre-test data |
| • | Compare results against work plan projections |
| • | Identify missed opportunities |
| • | Determine deficiencies |
| • | Target deficiencies for corrective actions |
| • | Generate a punch list |
| • | Interpret data |
| • | Make decisions |
| • | Read a flowchart |
| Knowledge of: | |
| • | Basic building science |
| • | Field guides |
| • | Codes and standards adopted by the local jurisdiction |
| • | Standards and specifications |
| • | Testing protocols |
| Skill in: | |
| • | Analytical thinking |
| • | Communication |
| DOMAIN 4: Ensuring Worker Professionalism | |
| Task 1: Perform Spot Checks | |
| Ability to: | |
| • | Visit in-process job sites |
| • | Conduct random sampling of job site documents |
| • | Conduct random sampling of worker credentials |
| • | Observe the workers |
| • | Interview the client |
| • | Interview trade workers on the job |
| • | Interview others at the job site |
| • | Ability to observe without interfering |
| Knowledge of: | |
| • | Credentialing requirements for workers |
| • | Professional behavior and code of conduct |

| | |
|--|---|
| • | Program and agency guidelines |
| • | Required documentation |
| Skill in: | |
| • | Attention to detail |
| • | Communication |
| • | Listening |
| • | Observation |
| • | Remaining tactful |
| Task 2: Provide Feedback Regarding Professionalism | |
| Ability to: | |
| • | Document incidences of lack of professionalism |
| • | Document positive incidence of professionalism |
| • | Communicate with crew chief or appropriate party regarding professionalism incidences |
| • | Assure client of corrective measures |
| • | Assist in training workers |
| Knowledge of: | |
| • | Professional behavior and code of conduct |
| • | Required documentation |
| Skill in: | |
| • | Remaining tactful |
| • | Communication |
| DOMAIN 5: Ensuring Program or Project Compliance | |
| Task 1: Maintain Professional Credentials | |
| Ability to: | |
| • | Continue education and training |
| • | Maintain professional license and/or certifications |
| • | Maintain memberships in professional organizations [Residential Energy Performance Association (REPA), Affordable Comfort Inc. (ACI), Energy Outwest, National Association of the Remodeling Industry (NARI), etc.] |
| • | Participate in industry activities [Job Task Analyses (JTAs)] |
| Knowledge of: | |
| • | Licensure and certification requirements |
| Task 2: Confirm the Allocation of Public/Private Funds | |
| Ability to: | |
| • | Review work orders |
| • | Flag instances where work completed doesn't match funding requirements |
| • | Guard against cost overruns |
| • | Report disallowed costs |
| Knowledge of: | |
| • | Scopes of work |
| • | Allowable activities under funding sources |
| • | Maximum allowable caps on funding sources |
| Skill in: | |
| • | Analytical thinking |
| • | Attention to detail |
| Task 3: Evaluate Installed Measures Against the Field Guide, Standard Work Specifications and State/Local Codes | |
| Ability to: | |
| • | Compare work completed with the accepted practices |

| | |
|---|--|
| • | Identify work that does not meet accepted practices |
| • | Determine if problem is a material problem or a work problem |
| • | Suggest program change recommendations |
| • | Recommend education for auditors and installers |
| • | Ability to identify gaps in training |
| • | Ability to write a report |

8. Quality Control Inspector Exam Blueprint (multiple-choice)

| Duties and Tasks | |
|------------------|---|
| A | Conducting Quality Checks – In-process Visual/Sensory Inspections |
| 1 | Verify worker compliance with safety rules |
| 2 | Assure worker professionalism |
| 3 | Address Work Problems |
| 4 | Evaluate client satisfaction regarding the in-process work |
| B | Conducting Quality Checks – Post-Work Visual/Sensory Inspections |
| 1 | Review client file and the work scope |
| 2 | Perform an exterior and interior visual/sensory inspection |
| 3 | Evaluate client satisfaction |
| 4 | Determine whether work passes or fails |
| C | Conducting Quality Checks – Post-Work Diagnostic Inspections |
| 1 | Conduct health and safety tests |
| 2 | Conduct diagnostic tests |
| 3 | Identify work problems |
| D | Ensuring Worker Professionalism |
| 1 | Perform spot checks |
| 2 | Provide feedback regarding professionalism |
| E | Ensuring Program or Project Compliance |
| 1 | Maintain professional credentials |
| 2 | Confirm the allocation of public/private funds |
| 3 | Evaluate installed measures against the field guide, Standard Work Specifications (SWS) and state/local codes |
| 4 | Close out the project |
| 5 | Maintain files and records |

9. Quality Control Inspector Exam Blueprint (field)

| | |
|----------|--|
| A | Conducting Quality Checks – In-Process Visual/Sensory Inspections |
| 1 | Verify worker compliance with safety rules |
| 2 | Address work problems |
| 3 | Evaluate client satisfaction regarding the in-process work |
| B | Conducting Quality Checks – Post-Work Visual/Sensory Inspections |
| 1 | Review client file and the work scope |
| 2 | Perform an exterior and interior visual/sensory inspection |
| 3 | Evaluate client satisfaction |
| 4 | Determine whether work passes or fails |
| C | Conducting Quality Checks – Post-Work Diagnostic Inspections |
| 1 | Conduct health and safety tests |
| 2 | Conduct diagnostic tests |
| 3 | Identify work problems |

| | | |
|----------|---|--|
| D | | Ensuring Worker Professionalism |
| | 1 | Perform spot checks |
| E | | Ensuring Program or Project Compliance |
| | 3 | Evaluate installed measures against the field guide, SWS and state/local codes |
| | 4 | Close out the project |
| | 5 | Maintain files and records |

10. 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.

- BPI – Building Analyst Professional
- ASHRAE 62.2-2010
- Standard Work Specification (SWS) - <https://sws.nrel.gov/>

11. 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.

12. Granting

In order to receive QCI certification, the candidate must meet all prerequisite requirements, as well as successfully complete both the multiple-choice (online) and practical (field) exams.

12.1 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 exam results, the candidate must log in to their [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:

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).

- 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

12.2 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 may challenge the QCI online and field exam(s) up to six (6) times (each) 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 QCI online and field exams and achieve certification within the one-year period, must wait for the one-year anniversary of the first unsuccessful attempt to challenge the exam(s) again.

12.3 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.

13. Home Energy Professional Certification Renewal

13.1 Quality Control Inspector Certification Renewal

BPI Certified Professionals who hold the Quality Control Inspector certification will be required to renew their certification every three (3) years.

The certification renewal requirements for BPI certified Quality Control Inspector 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: when a BPI Certified Professional successfully attempts to renew their Quality Control Inspector certification on or before their current certification expiration date within the confines of the BPI Certification Renewal requirements as outlined below.

To be eligible for certification renewal, BPI certified Quality Control Inspectors:

- may accumulate a minimum of twenty-four (24) qualifying* continuing education units (CEUs) over the three (3) years of certification in order to bypass the online exam, OR
- successfully challenge the online exam that is current at the time of renewal.

***Qualifying CEUs are defined as any educational trainings/sessions that align with the Functions and Tasks (knowledge, skills, and abilities) section in the Energy Auditor certification scheme handbook.**

In addition to either accumulating the minimum number of qualifying CEUs **OR** successfully completing the corresponding online exam, the Certified Professional must successfully challenge the field exam that is current at the time of renewal. There is no allowance for bypassing the field exam in order to renew the Quality Control Inspector certification.

By completing certification renewal, all BPI certified Quality Control Inspectors are re-attesting to the Code of Ethics located in the Quality Control Inspector scheme handbook (Appendix B).

| Initial Certification Renewal Scenarios | | Certification Result: |
|---|------------------------------------|---------------------------------|
| If individual completes: | Plus one of the items below: | |
| Field Exam (Successful) | Online Exam (Successful) | Certification Renewal Completed |
| Field Exam (Successful) | Relevant CEUs (bypass online exam) | Certification Renewal Completed |

As part of the certification renewal process, BPI will review the certified Quality Control Inspector'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.

13.2 Home Energy Professional Certification Reissuance

*****PLEASE NOTE: THE REISSUANCE POLICY OUTLINED BELOW WILL NO LONGER BE IN EFFECT AS OF MARCH 1, 2019*****

Any unsuccessful attempt at certification renewal will end the current certification. Please refer to the table below for details about the different Certification Reissuance Requirements.

Certification Reissuance: when a BPI Certified Professional attempts to renew their Quality Control Inspector certification on or within six (6) months prior to their current certification expiration date, **AND is unsuccessful on one (1) of the renewal exams in the above chart**, the current certification will end and be deactivated. If the candidate can then successfully challenge that unsuccessful exam within a one-year period, as outlined in the chart below, the certification will be reissued.

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. Candidates who do not complete the certification process within the one-year period must retake both the online and field exams.

*** CEUs may only be accumulated for renewal; if the certification ends due to an unsuccessful online exam, CEUs cannot be accumulated towards certification reissuance.**

***Certification Reissuance is not considered a renewal of the original certification.**

| Initial Certification Renewal Scenarios | | Certification Result: |
|---|------------------------------|--|
| If individual completes: | Plus one of the items below: | |
| Field Exam (Successful) | Online Exam (Unsuccessful) | Current certification is deactivated. Candidates will have one (1) year from the date of the successful field exam to successfully challenge the online exam to complete the certification. New certification date will be the date of the successful online exam. |
| Online Exam (Successful) | Field Exam (Unsuccessful) | Current certification is deactivated. Candidates will have one (1) year from the date of the successful online exam to successfully challenge the field exam to complete certification. New certification date will be the date of the successful field exam. |
| Relevant CEUs (bypass online exam) | Field Exam (Unsuccessful) | Current certification is deactivated. Candidates will have one (1) year from the date of the unsuccessful field exam to complete the certification. New certification date will be the date of the successful field exam. |

By becoming BPI QCI certified, Certified Professionals are automatically re-attesting to BPI's Code of Ethics.

BPI reserves the right to make changes to this policy at any time. If changes are made, BPI will attempt to notify all participants via email. Always refer to the most up to date version of the scheme handbook located at www.bpi.org.

14. 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.

15. File Review

The Certification Department will 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.

16. 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.

17. Withdrawal of Certification

Should the BPI certified Quality Control Inspector 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 13
- Failure to take steps to submit the requested information of a corrective action as outlined in Section 16
- Failure to follow the BPI Quality Control Inspector 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 Quality Control Inspector 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.

18. Appeal Procedure

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

Appeal Process for Exam Review

To contest the results of an QCI 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.

19. 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 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.

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 – Code of Ethics

The Building Performance Institute, Inc. (BPI) is committed to promoting the highest level of professionalism, integrity, and ability available in the residential contracting certification industry. By obtaining the Quality Control Inspector Certification, you are agreeing to the terms and conditions of BPI's Code of Ethics.

This Code of Ethics for Quality Control Inspectors is designed to foster trust and mutual respect among individuals working in the industry as well as the public at large; it is intended to increase the esteem of the credentials and of the individuals who have earned them. This Code does not discourage healthy competition within the industry. BPI considers industry relationships critical to the industry's success. This Code is also not intended to limit the ability of Quality Control Inspectors to earn fair compensation for their services. BPI's goal is to promote the professionalism of Quality Control Inspectors' work products and thereby to enhance their quality.

| I. Avoiding Conflicts of Interest |
|--|
| A. Inspectors shall not participate in professional activities involving a conflict of interest. A conflict of interest occurs when an inspector is inappropriately motivated by any financial, personal, or professional incentive other than the production of a professional report that clearly, completely, and usefully reflects the conditions observed during the audit. |
| B. Inspectors shall avoid, whenever possible, even the appearance of a conflict of interest and shall disclose all potentially questionable associations and relationships in advance to any stakeholder with a legitimate right to be informed of them. |
| C. Inspectors shall not inspect work performed by organizations under arrangements whereby any compensation or future referrals to the inspector depend on or are influenced by the findings of the report. Compensation includes direct and indirect remuneration as well as substantial gifts and favors. |
| D. Only third-party inspections shall be represented as certified inspections. A certified inspection is one performed by a true third party. A true third party is an individual having no association with the homeowner/client and no association with the organization that performed the work. |
| E. Inspectors shall not accept any form of compensation for recommending products or services to clients or other parties having an interest in the inspected work. |
| F. When asked for professional recommendations, inspectors shall direct the client to the official sources for up-to-date lists of Certified Professionals and accredited contracting companies before making any personal referrals. Personal referrals and recommendations are acceptable provided that they do not violate any article within this Code of Ethics. |
| II. Professionalism and Integrity |
| A. Inspectors shall comply with all safety-related regulations, warnings, and instructions set forth by local, state, or federal organizations and other recognized safety organizations. |
| B. Inspectors shall report to all appropriate parties any safety and security concerns directly related to the work that has been performed as well as all other safety and security concerns otherwise observed during the inspection. Inspectors shall report any additional safety and security concerns to the client. |
| C. Inspectors shall be objective in their reports and not knowingly overstate or understate the significance of their findings. |
| D. Inspectors shall commit to neutrality and objectivity while conducting an inspection and in making |

| |
|---|
| any recommendations. |
| E. Inspectors shall perform work and report findings based on genuine conviction using diagnostic testing and visual inspection within their areas of education, training, and expertise. |
| III. Representation of the Inspector Profession and Self-Representation |
| A. Inspectors shall neither misrepresent nor knowingly deceive others concerning their experience and capabilities. |
| B. Inspectors shall neither misrepresent nor misuse their certification. |
| C. Inspectors shall not engage in any conduct that is detrimental to the reputation or the best interests of the Quality Control Inspector Certification, the profession, or the industry as a whole. |
| D. Inspectors shall act professionally at all times and in the best interests of the client and employer. |
| E. Inspectors shall not willfully damage, or by negligence or indifference allow to be damaged, any property belonging to clients or employers. Inspectors shall take reasonable means to protect the owner's health, safety, property, and possessions and also to prevent the undue loss, theft, waste, and dissipation of the owner's funds, resources, and supplies. |
| F. Inspectors shall not betray the trust that property owners and employers have placed in them by inviting them to work in their homes and businesses. |
| IV. Maintaining Confidentiality |
| A. Inspectors shall not discuss or disclose to third parties any confidential information about properties, employers, and clients, unless required by court order to do so. Confidential information is defined here as names, addresses, phone numbers, financial data, personal details, vulnerabilities, defects, measurements, diagrams, blueprints, photographs, recordings, electronic versions, and other descriptions or representations that only the employers or clients have a right and a need to know about and disseminate. |
| B. Inspectors shall not, without permission, disclose private, confidential information about any client or employer for the use or interests of any third parties whose services and opinions have not been explicitly requested by the client or employer. Inspectors may discreetly discuss their own work and working conditions with their family and associates, but not in any way that violates the privacy of the employers, clients, and relevant family members. |
| C. Inspectors shall not disclose to others the findings of work performed for a client without prior authorization from the client, unless required by court order to make such disclosure. |
| V. Disciplinary Actions and Appeal |
| A. Violation of any article of this Code of Ethics could result in disciplinary actions including the revocation of the inspector's certification. |
| B. Inspectors have the right to appeal any disciplinary decisions to the certifying body. |

Appendix C – BPI Certification Agreement

BPI Certification Agreement

Quality Control Inspector 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 D – 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 E – 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 an online or field 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.

Online Exams:

Exam times will be doubled.

Field 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 the form has 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 F – Continuing Education Units (CEUs) for HEP Certifications

Continuing Education Units (CEUs) are an integral aspect of BPI’s certifications. Continuing education permits BPI Certified Professionals to keep up with a quickly changing industry and bypass most online exams when renewing their certification(s). Continuing education improves a Certified Professional’s knowledge and ability to properly diagnose a home and recommend improvements.

BPI CEU Providers are existing BPI Test Centers or outside organizations who provide relevant continuing education and submit their courses to BPI for review for BPI Continuing Education Units (CEUs). Certified candidates can search for opportunities for CEUs in their candidate account or by going to the bpi website at http://www.bpi.org/schedules_candidate.aspx. BPI does not endorse the content, instructor or guarantee quality of the course or instruction.

As an option to bypass the online testing at the time of recertification, candidates may have collected CEUs and applied them as described in Section 15 of this document. Active CEU values apply to a candidate’s certification(s) at the time of renewal. The required number of CEUs used to bypass online testing will not increase when renewing multiple certifications at the same time. Acquiring CEUs is an option for recertification and is not mandatory.

CEUS - Self-Attesting

BPI Certified Professionals that are self-attesting to CEUs for certification renewal must submit proof (certificates of completion must include course name, date and organization) through the [CEU Portal](#) no less than thirty (30) days prior to the certification expiration date. CEUs submitted less than thirty (30) days prior could result in those CEUs not being applied toward a candidate’s recertification. If you attended a BPI preapproved class that is not showing in your candidate account, please contact the presenter directly. Proof of attendance for BPI pre-approved courses must be submitted by the presenter. The candidate is responsible for ensuring that all CEU submissions are credited in their individual BPI candidate account as there are no extensions given.

***Any attempt at recertification that is unsuccessful will end the current certification.**

Categories and Category Definitions

All material should be considered with the following ratios (number of hours of training to number of CEUs awarded):

| Training Hours to CEU Ratio | Categories of CEU Consideration | |
|-----------------------------|---------------------------------|---|
| 1:1 | BPI Whole-house Training | Every hour of training earns 1 CEU (dedicated to whole-house applications and interactions and must incorporate 70% of content from the Knowledge, Skills and Abilities in the Scheme Handbook) |
| 2:1 | Specialized Software | 2 hours of training earns 1 CEU (e.g., trades related software training, such as audit, sizing and infiltration) |

| Training Hours to CEU Ratio | Categories of CEU Consideration | |
|-----------------------------|---------------------------------------|--|
| 2:1 | Non Whole-house Training | 2 hours of training earns 1 CEU (e.g., any non-building specific training without whole-house application, such as heating plant installation, framing, ventilation and blower door testing) |
| 3.5:1 | Building Code Sessions | 3.5 hours of training earns 1 CEU (e.g., sessions related to building codes) |
| 4:1 | Primary Certification Training | 4 hours of training earns 1 CEU (e.g., training designed for preparation of certification) |

- **BPI Whole House Training:** Must incorporate 70% of content from BPI's Testing Knowledge Lists. (e.g. exterior/interior Inspection, lighting & appliances, combustion safety, blower door, moisture, air flow, insulation & R value, thermo dynamics-heat transfer, conduction, convection, radiation)
- **Specialized Software:** Training related to software modeling, work scope development, audit, sizing and infiltration.
- **Non Whole House Training:** Any non-building specific training without whole-house application such as heating, plant installation, framing, ventilation, blower door testing, etc.
- **Building Code Sessions:** Sessions related to building codes.
- **Primary Certification Training:** Training designed in preparation for BPI certification.

Activities and Activity Definitions

| Activity | CEU Hours Max | Proof |
|-----------------------|---------------------------------|--|
| Technical Conferences | 20 CEUs per certification cycle | Proof of attendance/ Certificate of Completion |
| Classroom Trainings | Unlimited | Proof of attendance/ Certificate of Completion |
| Webinars | 10 CEUs per certification cycle | Certificate of Completion, email from presenter (included must be course name, date, organization, and length) |
| As Trainer | 15 CEUs per certification cycle | Proof from Employer/Self Employed see below |

| Activity | CEU Hours Max | Proof |
|--|--|--|
| Participation on BPI Committees (i.e., Certification Scheme Committee(s), Subject Matter Experts, Standards Technical Committee, Working Groups) | 6 CEUs per certification cycle | Committee roster and active participation in meetings (e.g., voting, attendance records) |
| Reading Articles | 10 CEUs per certification cycle | Certificate of completion including proof of successful quiz. Quiz developed by article publisher and on the article content |
| Author of Related Published Book | 10 CEUs per book with maximum of 20 CEUs per certification cycle | Date, Title and link to published book |
| Write a Related Educational Article | 2 CEUs per article / 10 CEUs per certification cycle | Date, Title and link to article |
| Presentation of Pre-Reviewed Material | 10 CEUs per certification cycle | Details about the course, BPI Approval and times |
| Online Training | Unlimited | Certificate of completion including proof of a successful quiz. Quiz developed by presenter on course content |
| *Certification cycle is the time between the date a certification was awarded and the expiration date. | | |

Technical Conference: Specific training sessions at technical conferences that align with BPI Standards and knowledge, skills and abilities (section 8 of this document) will be granted CEU credit(s). Candidates cannot get credit for attending a conference without proof of participation in training sessions.

Classroom Trainings: BPI considers classroom trainings to be educational sessions in which the instructor is conducting a program that aligns with BPI Standards and knowledge, skills and abilities (section 8 of this document) in real time; the instructor and students are engaged in the educational program at the same time.

Webinars: BPI defines webinars as those in which the instructor and student are separated by location but the instructor is conducting the program which aligns with BPI Standards and Testing Knowledge Lists in real time.

Trainer: Credits can be received by an individual who is instructing/teaching any training course that aligns with the BPI Standards and Testing Knowledge Lists.

Participation on BPI Committees: Candidate who participates on a BPI committee can receive CEU credit.

Reading Articles: Credit will be allowed for Certified Professionals reading any published article(s) that align with BPI Standards and Testing Knowledge Lists and passes a corresponding quiz related to the content of the article. These articles are usually pre-approved.

Author of Related Published Book: Credit may be allowed for authorship of published books related to BPI Standards and Testing Knowledge Lists.

Write a Related Educational Article: Credit may be allowed for authorship of published articles related to BPI Standards and Testing Knowledge Lists.

Presentation of Pre-reviewed Material: BPI considers live presentations to be educational sessions in which the instructor is conducting the program in real time. All material needs to be reviewed and approved prior to presentation.

Online Sessions: BPI considers online sessions to be educational sessions that align with BPI Standards and Testing Knowledge Lists that can be accessed at anytime and where there is no live instructor. Candidates must pass a corresponding quiz related to the content of the course created by the presenter.

Limitation of Repeat Courses

CEUs will be awarded for activities that Certified Professionals participate in that are the same; however, a candidate will not earn CEUs for the same class taken more than two (2) times within a certification cycle.

Quality Assurance

Any CEUs that are submitted must align with the Knowledge Skills and Abilities listed in the Functions and Tasks (section 8) section of this document. BPI will perform random audits on continuing education units/credits submitted by candidates. This is to ensure CEU Quality Assurance. At its discretion, BPI reserves the right to change the status, revoke or withdraw any certification or CEU submitted based on any form of non-compliance found during a routine audit. Upon a quality assurance audit, CEUs submitted could have a status change (from approved to not approved, etc.) or the number of credits could be changed which could affect recertification. Candidates are responsible for checking their candidate account to make sure they have enough CEU credits.

Contact Information

Questions regarding CEUs can be addressed via email CEUs@bpi.org or call 1-877-274-1274 ext. 292.

Terms and Definitions

Appeal – Request by applicant, candidate or certified person 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 Professional – An individual who successfully passes the BPI online 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 person'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.