



Core

CERTIFICATION SCHEME HANDBOOK



Notice

Anyone interested in becoming BPI certified in one of the Core certification designations, 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 become certified as any of the Core certification designations.

Information in this scheme handbook represents the policies at the date of publication for the BPI Core certifications. Information in this scheme handbook supersedes information contained in any previously 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 post the latest version of this document at www.bpi.org. Prior to participating in any available service through BPI, check to ensure that you have based your decision to proceed on the most up-to-date information available. BPI reserves the right to modify documents prior to accepting any application.

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1. About BPI

Founded in 1993, the Building Performance Institute (BPI) is the nation's premier certification and standard-setting organization for home performance professionals. BPI is accredited by the American National Standards Institute, Inc. (ANSI) as a developer of American National Standards. BPI is also accredited as a certifying body for personnel credentials by the ANSI National Accreditation Board (ANAB). BPI develops technical standards for home performance. From these standards, BPI develops rigorous online and field exams to credential the workforce. BPI understands the importance of impartiality in carrying out its certification activities, managing conflicts of interest, and ensuring the objectivity of its certification activities.

BPI offers five certificates ([Building Science Principles](#), [Healthy Housing Principles](#), [Site Supervisor](#), [Total Building Performance](#) and [Cold Climate Air Source Heat Pump Assessor](#)) that support professional growth in building performance and healthy housing. From foundational knowledge in building science and healthy housing principles to assessment, advanced diagnostics and on-site leadership, these credentials help ensure quality, safety, and efficiency in home energy and retrofit work.

BPI is a 501(c)(3) nonprofit corporation, incorporated in New York State on January 18, 1996 (corporation number 14-1789014). Our mission is to develop technical standards and provide credentialing for individuals and organizations in the residential retrofit industry. BPI is headquartered in Saratoga Springs, NY.

2. Introduction to BPI Core Certifications

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

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

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

The following table lists the various types of BPI Core Certifications that can be attained:

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

BPI has determined, through a job task analysis process, that a whole-house understanding is valuable for *any* professional working in existing homes. Trades such as HVAC technicians, insulation contractors, and other home performance–related practitioners benefit from a broader set of knowledge, skills, and competencies that consider how all systems in a home interact—not just the specific components of their individual discipline. Earning BPI Certification is challenging, but once achieved, the professional has a credential that becomes a powerful tool for communicating their capabilities with employers and potential customers. The certification process also provides individuals with valuable feedback in areas where they could enhance their professional development through further study or practical experience.

For individuals to become BPI 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. Preparing for the Core Exam(s)

- Download the latest version of the BPI Core certification scheme handbook from www.bpi.org
- Read and understand all information
- Refer to the Knowledge Area for each designation to be sure that you understand and can perform the tasks required for this certification(s)
- Obtain reference materials for the multiple-choice and/or field exams and study well in advance of taking the exam(s)

3.1 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).

Candidates under the age of 18 will need to submit the *BPI Parental or Guardian Consent and Waiver of Liability Form for Candidates Under the Age of 18* as noted in Appendix E. Candidates will not be allowed to proceed with taking any BPI exams unless this form is signed and completed.

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

3.2 Proof of Identity

Candidates must provide valid photo identification prior to taking the exam(s). Please make sure that when registering for the exam(s), 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
- state issued photo ID
- passport
- military identification
- employee identification card

3.3 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.

BPI does not set schedules for its Test Centers, nor does BPI collect the exam fees.

3.4 Field Testing Environment

- 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 (for Heating and A/C & Heat Pump only)

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.

4. Multiple-choice Exams

For the Core certification(s), a multiple-choice test instrument will be administered in order to ensure competency in the critical tasks defined by BPI.

The multiple-choice exam(s) are comprised of either:

- 50 questions that cover knowledge and skills and will be timed at one hour and 30 minutes (1 ½ hrs), OR
- 100 questions that cover knowledge and skills and will be timed at two hours.

Please refer to the charts in Section 6 on the following pages for each Core certification designation to see which exam(s) you are eligible to take.

The multiple-choice exam consists of multiple versions, each determined to have its own minimum passing score. 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 each of the Core online exam(s) up to six 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 more attempts to successfully challenge the exam. There is a cost for each exam. BPI permits 12 months to complete the certification process from the time a candidate takes the first exam.

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. 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.

5. 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 applicable [Field Guide](#) for each Core designation.

The time limit for the practicum evaluation is two 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.

Candidates may challenge each of the Core field exam(s) up to six 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 more attempts to successfully challenge the exam. There is a cost for each exam. BPI permits 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.

6. Core Certifications

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

6.1 Manufactured Housing Professional Certification Exam Specification

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

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

Standards of Reference:

- Technical Standards for the Manufactured Housing Professional

Paths to Earning the Manufactured Housing Professional Certification	
Brand New to BPI:	BPI Certified Professional that already holds one or more BPI Core Certifications

Manufactured Housing Professional 100 Question Online Exam plus Manufactured Housing Professional Field Exam		Manufactured Housing Professional 50 Question Online Exam plus Manufactured Housing Professional Field Exam	
Knowledge Area		Online	Field
Building Science (Intermediate)		15%	0%
Manufactured Housing Systems and their Interaction with other Building Systems (Intermediate)		15%	35%
Measurement and Verification of Building Performance (Intermediate/Application)		20%	25%
BPI National Standards and Project Specifications (Intermediate/Application)		20%	0%
Optimizing Manufactured Housing Systems and their interaction with Building Systems (Fundamentals/Application)		25%	40%
Health & Safety (Fundamentals)		5%	0%
Online Exam		Field Exam	
✓	Closed book exam; only BPI Standards are permitted during the exam	✓	Open book exam using any references; other than assistance from another individual
✓	70% passing score is required	✓	70% overall passing score required in addition to 85% or more required on CAZ and CO sections
✓	2-hour time limit for 100 question multiple choice exam	✓	2-hour time limit for field exam
✓	1.5-hour time limit for 50 question multiple choice exam		

6.2 Heating Professional Certification Exam Specification

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

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

Standards of Reference:

- [ANSI/BPI-1200-S Standard Practice for Basic Analysis of Buildings](#)
- Technical Standards for the Heating Professional

Paths to Earning the Heating Professional Certification

Brand New to BPI:		BPI Certified Professional that already holds one or more BPI Core Certifications	
Heating Professional 100 Question Online Exam plus Heating Professional Field Exam		Heating Professional 50 Question Online Exam plus Heating Professional Field Exam	
Knowledge Area		Online	Field
Building Science (Intermediate)		15%	0%
Heating Systems and their Interaction with other Building Systems (Intermediate)		15%	35%
Measurement and Verification of Building Performance (Intermediate/Application)		20%	25%
BPI National Standards and Project Specifications (Intermediate/Application)		20%	0%
Optimizing the Installation, Operation, and Maintenance of Building Systems (Fundamentals/Application)		25%	40%
Health & Safety (Fundamentals)		5%	0%
Online Exam		Field Exam	
✓	Closed book exam; only BPI Standards are permitted during the exam	✓	Open book exam using any references; other than assistance from another individual
✓	70% passing score is required	✓	70% overall passing score required in addition to 85% or more required on CAZ and CO sections
✓	2-hour time limit for 100 question multiple choice exam	✓	2-hour time limit for field exam
✓	1.5-hour time limit for 50 question multiple choice exam		

6.3 Air Conditioning & Heat Pump Professional Certification Exam

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

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

Standards of Reference:

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

Paths to Earning the AC & Heat Pump Professional Certification			
Brand New to BPI:		BPI Certified Professional that already holds one or more BPI Core Certifications	
40 CFR Section 608 Technician Certification Type II or Universal plus AC & Heat Pump Professional 100 Question Online Exam plus AC & Heat Pump Professional Field Exam		40 CFR Section 608 Technician Certification Type II or Universal plus AC & Heat Pump Professional 50 Question Online Exam plus AC & Heat Pump Professional Field Exam	
Knowledge Area		Online	Field
Building Science (Intermediate)		15%	0%
AC & Heat Pump Systems and their Interaction with other Building Systems (Intermediate)		15%	35%
Measurement and Verification of Building Performance (Intermediate/Application)		20%	25%
BPI National Standards and Project Specifications (Intermediate/Application)		20%	0%
Optimizing the Installation, Operation, and Maintenance of Building Systems (Fundamentals/Application)		25%	40%
Health & Safety (Fundamentals)		5%	0%
Online Exam		Field Exam	
✓	Closed book exam; only BPI Standards are permitted during the exam	✓	Open book exam using any references; other than assistance from another individual
✓	70% passing score is required	✓	70% overall passing score required in addition to 85% or more required on CAZ and CO sections
✓	2-hour time limit for 100 question multiple choice exam	✓	2-hour time limit for field exam
✓	1.5-hour time limit for 50 question multiple choice exam		

7. 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

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).

testable. Conversely, there is no limit to the potential useful material found in print and online. Current versions of the Standards referenced below can be found on the [BPI website](#).

Heating

- ANSI/BPI-1200-S Standard Practice for Basic Analysis of Buildings
- Technical Standards for the Heating Professional

Air Conditioning & Heat Pump

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

Manufactured Housing

- Technical Standards for the Manufactured Housing Professional

8. 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.

9. Granting

In order to receive a Core certification, the candidate must successfully complete both the multiple-choice (online) and practical (field) exams. (For AC & Heat Pump only, candidates must also meet prerequisite requirements.)

9.1 Notification of Exam Results and Certification

Once exam results have been processed the candidate will be able to log in to their [Candidate Account](#) to view exam results.

The BPI Certified Professional will be notified once BPI certification has been awarded. BPI Certified Professionals may log into their [Candidate Account](#) and retrieve a digital copy of their active certification(s) and ID Badge to use on their mobile device or print from a PDF.

The certificate will expire three 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

9.2 Time Limits for Completing Certification

BPI permits 12 months to complete the certification process from the time a candidate takes the first exam. Candidates may challenge the Core online and field exam(s) up to six 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 more attempts to successfully challenge that particular exam.

Candidates that do not successfully complete the applicable online and field exam(s) 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.

9.3 Extensions

BPI reserves the right to extend a Certified Professional's certification on a case-by-case basis. Certifications are not guaranteed to be extended; only under extenuating circumstances that BPI deems warranted. If a certification is extended, any CEUs that were accumulated up to the point of the original expiration date will also be included in that extension.

9.4 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. BPI provides confidentiality clauses as part of the online registration process. These disclosure clauses are intended to assist BPI and the BPI Test Center to protect the candidate's or Certified Professional's information.

10. Certification Renewal

BPI Certified Professionals who hold Core certification(s) will be required to renew their certification every three years.

The certification renewal requirements for BPI certified Core Professionals must be completed prior to the current certification expiration date. Certified Professionals will be allowed to start the certification renewal process six months prior to expiration, and if successful, will have the next renewal date as three years from the current certification expiration date. If certification renewal is completed more than six months in advance, the expiration date will change to the date of the last successful exam.

To be eligible for certification renewal, BPI certified Core Professionals:

- must successfully challenge the applicable multiple-choice (online) exam(s), OR
- accumulate a minimum of 30 continuing education units (CEUs) over the three years of certification in order to bypass the online exam

AND

- must successfully challenge the applicable practical (field) exam(s), OR
- complete and submit the application for certification renewal with applicable fees

BPI's certification renewal policy recognizes the work experience of BPI Certified Professionals. This policy eliminates field exam requirements in certain circumstances according to verified work experience. This policy will benefit those Certified Professionals who maintain continuous certification and remain active in-home performance roles. Please refer to the *BPI Certification Renewal Policy* by selecting the **Recertify** button on the [Certified Professionals](#) webpage for further details.

As part of the certification renewal process, BPI will review the Certified Professional'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 Heating field exam for recertification is unsuccessful, that will end the current Heating certification immediately and any CEUs earned toward that Heating certification will become invalid, thus requiring the Heating online exam.)**

11. 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 the Certified Professional's negligent refusal to follow the certification scheme requirements or failure to take appropriate corrective action as required by BPI.

12. 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.

13. 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 will 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 proof, in writing, that the infraction has been corrected. The written warning and response will become part of the Certified Professional's record.

14. Withdrawal of Certification

Should the BPI certified Core Professional 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 10
- Failure to take steps to submit the requested information of a corrective action as outlined in Section 13
- Failure to follow the BPI Certified Professional 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 Core 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.

15. Appeal Procedure

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

Please Note: If a candidate chooses to challenge the exam that they are appealing prior to the notification of a final decision on their appeal, the results of the appeal will be null and void, regardless of the outcome. The original score of the appealed exam will stand.

Appeal Process for Exam Review

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

1. A request for review must be made within 30 days of 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.

- b. Send a letter via registered mail to:
Building Performance Institute, Inc.
Attn: Appeals
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
 - c. Send an email to Appeals@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 forty-five (45) 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 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
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
 - c. Send an email to Appeals@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 forty-five (45) days of receiving the request for appeal.

16. 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 or organizations with BPI Certified Professionals on staff

Complaints Process

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

1. A complaint must be made within 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
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
 - 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 (30 – 40) days of receiving the complaint.

17. Secondary and Tertiary Appeal Procedures

If BPI receives an appeal to any decision it has made, including an exam grade appeal, decision on certification (suspension or otherwise), a resolution for any complaint, or the outcome of a secondary appeal, the person shall be instructed to submit the appeal by the following procedure.

**Note: Any staff member that may have worked on the decision-making process for an initial complaint or appeal will not be involved in the decision-making process for any follow up appeal.*

1. An appeal must be made within 30 days of the date that the initial outcome of the original complaint or appeal 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 select **About Us** at the top of the page, then **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
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
 - c. Send an email to Complaints@bpi.org
2. The request for review must provide specific details for the appeal 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 Compliance Department. Review results will be forwarded to the appropriate BPI staff, who will provide the decision to the complainant, via email, within (30 – 40) days of receiving the complaint.

Decisions made about a tertiary appeal are final.

18. Comments

Submit any comments regarding the certification exams or processes to Certification@bpi.org.

Appendix A – Code of Conduct

By obtaining any of the five (5) BPI Core Certification(s), you are agreeing to the terms and conditions of BPI's Code of Conduct.

Code of Conduct

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

1. An irregular event in connection with an 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.

Disciplinary Actions

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

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

Appendix B – BPI Certification Agreement

BPI Certification Agreement

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

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

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

1. CERTIFICATION

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

2. COMPLIANCE WITH TESTING REGULATIONS

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

- d. No Cheating. Candidate or certified individual agrees that all answers submitted in completing the Exam 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.

Candidates with disabilities may request accommodations for each exam administration. To ensure equitable access, candidates should provide documentation that describes how their disability affects exam-related activities and supports the need for the requested accommodation.

Documentation may come from a licensed or qualified professional, a vocational rehabilitation counselor, a state or federal disability services agency, an educational institution, or another credible source familiar with the candidate’s functional limitations. Documentation should describe the nature of the disability, its impact on test-taking, and recommended accommodations.

While recent documentation is preferred to ensure accurate support, BPI will consider older records (such as IEPs, 504 plans, or previous disability determinations) if they reasonably represent the candidate’s current functioning.

- Accommodations Applications can be found at <https://bpi.org/pages/applications/>

Please submit the forms at least 30 days prior to your scheduled exam.

Once these forms have been reviewed the applicant will receive notification 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 an online or field exam. BPI must pre-approve the interpreter.

BPI Standard Testing Accommodations for candidates with a language barrier:

Online Exams:

Exam times will be doubled.

Field Exams:

Exam times will be doubled.

- Accommodations Applications can be found at <https://bpi.org/pages/applications/>

Please submit the form at least 30 days prior to your scheduled exam.

Once the form has been reviewed, the applicant will receive notification from BPI. If approved, you must bring the approval notice with you to the BPI Test Center.

Appendix E – Continuing Education Units (CEUs) for 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 and existing BPI Test Centers are outside organizations who provide relevant continuing education and submit their courses to BPI for review for BPI Continuing Education Units (CEUs). Certified Professionals can search for opportunities for CEUs in their candidate account or by going to the bpi website at <https://exams.bpi.org/site/en/ce/search>. BPI does not endorse the content, instructor or guarantee quality of the course or instruction.

As an option to bypass the HHE online testing at the time of recertification, candidates may have collected CEUs and applied them as described in Section 11 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 30 days prior to the certification expiration date. CEUs submitted less than 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.**

All material should be considered with the ratio of 1:1 (one hour of training to one CEU awarded).

Activities and Activity Definitions

The following activities may qualify for CEUs when they are in alignment² with BPI Standards and the applicable Testing Knowledge Lists. All CEUs are subject to audit and must relate directly to the Certified Professional's active BPI certification(s). Unless otherwise specified, CEUs for all relevant activities are awarded at a rate of 1 CEU per hour of participation.

² **Alignment** means the training content covers at least 70% of topics listed in the relevant BPI Job Task Analysis, Testing Knowledge List, or Standard associated with the certification being renewed.

Activity	Proof Required	Notes
Responding to BPI Surveys	No upload required; BPI automatically credits CEUs once the survey is completed	Surveys are issued periodically to Certified Professionals
Attending Technical Conferences	Certificate of Completion or proof of attendance for each session	Only sessions aligned with BPI Standards are eligible; general conference attendance does not qualify
Classroom Trainings	Certificate of Completion including attendee name, course name, date, and training organization	Instructor and participants must interact in real time; content must align with applicable Testing Knowledge Lists
Webinars (Live)	Certificate of Completion or confirmation email including course name, date, organization, and duration	Individual login required; group participation under a single login is not eligible
Acting as a Trainer	Letter/verification from employer or documentation confirming self-employed instruction	Training delivered must align with BPI Standards and Testing Knowledge Lists
Participation on BPI Committees	Committee roster plus attendance or voting records confirming active participation	Includes Certification Scheme Committees, SMEs, Standards Committees, and Working Groups
Reading Approved Articles	Certificate of Completion and proof of passing the associated quiz	Article and quiz must be pre-approved and tied directly to Testing Knowledge Lists
Author of Related Published Book	Publication title, publication date, and link to the published work	Content must align with BPI Standards
Writing an Educational Article	Publication title, date, and link to article	Must be published and directly related to Testing Knowledge Lists

Presentation of Pre-Reviewed Material	Summary of content, date, and duration; BPI pre-approval required	Material must be reviewed and approved prior to presentation
Online, Self-Paced Training	Certificate of Completion and proof of passing the course quiz	Course must align with BPI Standards; quiz must be created by the course provider
Other Training Not Listed	Supporting documentation as requested by BPI	Must align with relevant certification JTAs; approval is not guaranteed

CEUs will be awarded for similar activities that Certified Professionals participate in; however, a Certified Professional will not earn CEUs for the same class taken more than twice within a certification cycle.

CEUs issued for participation in BPI surveys and on BPI committees will be awarded at a flat rate determined by BPI and not necessarily based on hours of participation

Quality Assurance

BPI conducts random quality assurance audits on CEUs submitted by Certified Professionals. During these audits, BPI may review CEU submissions to make sure they follow all requirements.

If BPI finds any noncompliance during an audit, it may change the status of a CEU, reduce the number of CEUs awarded, or revoke a certification or CEUs. These changes may affect a Certified Professional's ability to recertify.

BPI awards CEUs on a one-to-one (1:1) basis. One (1) hour of approved, relevant instruction equals one (1) CEU.

As part of the audit process, BPI may review course materials such as agendas, course documents, and training content to confirm the length and relevance of the training.

If BPI finds differences between the submitted information and the actual training, it may adjust the number of CEUs to match the actual instructional time, valid content, based on the 1:1 CEU policy.

Certified Professionals are responsible for reviewing their candidate account to ensure they have enough approved and relevant CEUs.

If BPI determines that this CEU policy has been misused, BPI will decide how to address the issue on a case-by-case basis.

Contact Information

Any questions regarding CEUs may be submitted via email to CEUs@bpi.org or by calling (877) 274-1274 ext. 292.

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.

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

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.

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

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.

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.

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

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.

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