Home Energy Professional (HEP) Certification

PROCTOR POLICIES AND PROCEDURES

THE SYMBOL OF EXCELLENCE FOR HOME PERFORMANCE CONTRACTORS

JUNE 01, 2022

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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
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1. Introduction

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 3 certificates (Building Science Principles, Healthy Housing Principles, and the Site Supervisor Certificate). BPI Certified Professionals hold over 18,000 active certifications supported by over 100 BPI Test Centers and 250 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 Saratoga Springs, NY.

The *BPI Proctor Policies and Procedures for Home Energy Professional Certifications* defines the criteria for approved proctors to properly administer and evaluate exam performance to BPI certification candidates. It also provides the guidelines to ensure that all certification sessions are conducted within the guidelines of the American National Standards Institute (ANSI) and the International Organization for Standardization (ISO) 17024.

2. General References

2.1 Standards and Guidelines

BPI proctors must reference and adhere to all BPI national standards, plus state requirements and federal standards, codes and regulations for the following organizations:

- National Fire Protection Association (NFPA)
- Environmental Protection Agency (EPA)
- Occupational Safety and Health Administration (OSHA)

2.2 Codes and Regulations

The *BPI Proctor Policies and Procedures for Home Energy Professional Certifications* will not supersede existing applicable codes and regulations. All evaluations will be administered in accordance with existing applicable federal, state and local codes and regulations.

3. Home Energy Professional Proctor Qualifications

The following list represents the qualifications a potential proctor must complete in order to be permitted to offer the Home Energy Professional Certification exam(s). (There are no educational or other experience prerequisites to becoming an approved proctor).

1. Each Proctor shall complete and sign a *Proctor Application and Code of Ethics* for each BPI Test Center for which they will proctor exams.
2. Each proctor must sign the *Proctor-Trainer Agreement (Appendix M)*.
3. Each proctor must sign and submit the *Acknowledgement and Signature Page* of the *BPI Proctor Policies and Procedures for Home Energy Professional Certifications (Appendix N).*
4. Each proctor must submit a brief biography or resume.
5. Each proctor must submit a JPEG photograph for their Proctor ID Badge.
6. Each proctor must submit the proctor application fee at the current rate when applying for proctor status.
7. Each proctor must submit the proctor annual renewal fee at the current rate payable at the beginning of each calendar year following the initial application (Proctors will be invoiced directly in November of each year following their initial application fee).
8. Each proctor must submit any requested documentation to BPI in the timeframe specified in order to maintain active proctor status.
9. Each field proctor must hold an active Home Energy Professional certification for each designation they will administer field exams for. **(does not apply to online proctors)**
10. Each proctor must participate in the orientation for online exam administration. (If a proctor has not administered an online exam in six (6) months or more, they will be required to attend an additional orientation to make sure they are familiar with the current testing system.)
11. Each field proctor must successfully complete a field exam orientation session with a BPI approved representative. **(does not apply to online proctors)**
12. Each proctor must check their Proctor Account on a monthly basis at a minimum and when notified of specific updates by BPI.
13. Each proctor must submit the video recording of the first three (3) field exam sessions to BPI for review. **(does not apply to online proctors)**
14. Each proctor shall submit ALL HEP video recorded field exam sessions conducted by the proctor to BPI for review.

At no time may an exam be administered without these items completed. Proctors must receive email confirmation of proctor status prior to conducting any BPI certification exams.

4. Competency

By earning the relevant Home Energy Professional Certification(s) and through orientation with BPI the proctor will display the following:

- Familiarity with the relevant certification scheme

- A thorough knowledge of the relevant examination method and examination documents
- Appropriate competence in the field to be examined

5. Proctor Material

Upon becoming an approved proctor for Home Energy Professional Certification(s) BPI will provide materials necessary for the completion of the examination including, but not limited to:

- Instructions for Proctors – Online Exams
- Online Testing Login Instructions
- Online Exam Script
- Field Guide for relevant field examination **(does not apply to online proctors)**
- Field Evaluation Form for relevant field examination **(does not apply to online proctors)**
- Field Exam Rubric **(does not apply to online proctors)**
- Instructions for Proctors – Field Exams **(does not apply to online proctors)**
- Relevant Scheme Handbook
- Field Exam Script

6. Testing Props

Some Retrofit Installer Technician and Crew Leader abilities will be performed on BPI approved test props. Blueprints are available to approved BPI Test Centers only. These test props may not be modified without prior written approval by BPI. Please send an email to TestCenter@bpi.org to request the blueprints.

6.1 Props – Related to Testing and Training

The props for the Home Energy Professional Certifications may NOT be used for training purposes; they may only used for testing purposes.

7. Field Testing Environment

In order to ensure fairness in testing, field examinations must be conducted at a site that incorporates the minimum criteria listed below and provides the environment for performing all tasks. Field examinations conducted at a site that does not meet these minimum criteria will be void. The Test Center will be responsible for testing fees incurred and the proctor subject to disciplinary action as outlined in section 23 (Proctor Corrective Action) of this document. Proctors must attest that the site meets the minimum criteria for the exam on the appropriate field evaluation form.

7.1 Minimum Test Site Criteria

This minimum test site criteria and process is to ensure that all candidates will have the same opportunity to prove knowledge in the same manner on all testable material.

Test Centers or proctors must submit photo or video evidence that the test site contains each component of the minimum criteria listed above. Field exams may only be performed in a location and/or with props that have been preapproved by the certification body and meets the minimum criteria. Submit materials, photos, or videos to TestCenter@bpi.org.

Test Centers with multiple sites must seek pre-approval for each site independently and receive approval for each site prior to use.

Required for all test sites where the Energy Auditor examination is to be performed:

1. 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.)
2. A test site capable of supporting blower door set-up, measurement, and diagnostics
3. Accessible attic with at least some form of attic ventilation (gable, soffit, ridge, etc.)
4. Refrigerator, dishwasher, or dehumidifier with accessible manufacturer's data plate
5. 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)
6. At minimum one atmospherically vented combustion appliance
7. A ducted distribution system (must contain ductwork)
8. Gas Domestic Hot Water (DHW)
9. Gas line (natural gas or propane)
10. Forced Air Furnace
11. Vented clothes dryer
12. Bathroom exhaust fan
13. At least one exterior door
14. At least one window
15. Gas range

Required props and criteria for all test sites where the Crew Leader examination is to be performed:

1. Gas line (natural gas or propane)
2. At least one natural drafting appliance
3. At least one exhaust fan (bathroom)
4. Forced air furnace
5. Gas range
6. Air Sealing Base Module
7. Large Opening Prop
8. Large Opening with a Heat Source Prop
9. Window, Door, Loose Fill Insulation Prop

Required props for the Retrofit Installer Technician examination to be performed:

1. Air Sealing Base Module
2. Large Opening Prop
3. Large Opening with a Heat Source Prop

4. Moisture Barrier Prop
5. Bath Fan Prop
6. Fill Prop
7. Window, Door, Loose Fill Insulation Prop

When BPI receives proof of the test site criteria, BPI will review and process the site submissions issuing unique approval codes for Test Centers and proctors to provide on the field form when submitting candidate exam results.

Under no circumstances will exams be permitted or accepted without approved props or if conducted outside of approved sites.

7.2 Proctor Assistants

Proctors may use an assistant during the exams. Please note on the field form that an assistant was present as well as on the video recording that an assistant is present. If a candidate is uncomfortable with the assistant at anytime they must leave immediately.

Assistants for HEP proctoring sessions:

- Must sign and submit to BPI a Non-Disclosure and Conflict of Interest Agreement (*Appendix L*) prior to the test session
- Prior to start of the exam session, assistant must identify who they are on camera

Assistants are permitted to:

- Act as a general helper (e.g., run the camera, clean props, prep diagnostic equipment, etc.
- May help with logging people into the test system, but may NOT be around when the questions are live (Proctors – do not share your ID and Password)

Assistants are NOT permitted to:

- Interact with the candidate
- Be involved with any aspect of the scoring process
- Discuss testing with the proctor

8. Equipment List for Field Examinations

The equipment needed to perform diagnostic testing includes but is not limited to:

- Blower Door set-up
- CO Analyzer
- Manometer
- Gas Leak Detection Meter
- Smoke stick and/or Mirror
- Pressure Pan

- Combustion Analyzer
- Duct Pressurization set-up
- Exhaust Fan Flow Meter

If a candidate does not have access to testing equipment, the test center or proctor must ensure that the candidate has the appropriate testing equipment needed to complete an exam. The test center or proctor may, but is not required to, provide a candidate with testing equipment (with or without fee) or provide the candidate with rental options from third-party sources. If the appropriate equipment is not available to the candidate, the field exam will be postponed until the candidate can make arrangements to secure the proper equipment.

The test center or proctor will verify that equipment supplied is in good working order and all calibrations are up-to-date. All diagnostic testing required on a certification scheme must be completed with appropriate equipment on a functioning system (no simulation testing is permitted).

9. Security

Proctors have an important responsibility and must abide by stringent rules in order to maintain security of exam materials and ensure that exam conditions correlate with BPI's requirements.

The proctor will not copy, duplicate, photograph, reproduce, or otherwise capture any exam content.

Proctors must comply with the following policies when administering exams:

Require that each candidate provide a government issued photo ID to properly verify the identity of each candidate. The candidate must use the exact name from the government issued photo ID when creating their BPI candidate profile.

9.1 Online Exam Security

Proctors must comply with the following regulations when administering online exams.

Note: Proctors will not provide any exam related technical assistance to a candidate, before, during or after an exam

9.2 Prior to Administering Online Exams

Proctors will:

- Ensure that the required space of 36 inches with a partition or 50 inches without a partition is placed between candidates
- Set up video recording session and ensure recording equipment is operating properly
- Discuss security procedures with each candidate prior to administering online exams
- Read the *Online Exam Script for Home Energy Professional Certifications* aloud to candidates while exam session is being video recorded *(Appendix F)*

9.3 During Online Exams

Proctors will:

- Monitor each candidate's use of a computer during online exams
- Be permitted to administer exams at a ratio of twenty five (25) candidates per one (1) proctor; if the number of candidates is greater than twenty five (25), one additional proctor is required for each additional twenty five (25) candidates (unless approved in writing by BPI)
- Remain in the room where the exam is taking place during the entire exam session

Proctors will not:

- Permit any talking during an exam; talking between candidates during the exam will result in the voiding of any exams of any candidates participating in conversation
- Permit the capturing of test questions by any means. Capturing of test questions will be grounds for expulsion from the exam session; it will also void an exam and potentially subject a candidate to legal action

Deliberate viewing of another candidate's exam is not permitted and will void their exam

9.4 After Administering Online Exams

Proctors will:

- Collect all scratch paper from each candidate and field destroy by shredding or return all scratch paper to BPI, via traceable methods, within two (2) business days.

Proctors will not:

- Distribute a candidate's exam results to any party other than BPI without written consent from the candidate

9.5 Field Exam Security

Proctors must comply with the following policies when administering field exams.

Proctors will:

- Allow only one candidate to be present while in an exam session or candidates must be separated from other candidates with appropriate privacy screens. (this method only applies to Retrofit Installer Technician and Crew Leader)
- Set up video recording session and ensure recording equipment is operating properly
- Read the Proctor Field Exam Script for Home Energy Professional Designations aloud to candidates while exam session is being video recorded (Appendix J)

Proctors will not:

- Allow candidates to view the field evaluation forms
- Allow candidates to view the rubrics for the field evaluation
- Provide any exam related technical assistance to a candidate, before, during or after an exam

10. Exam Recording Requirements

All candidate exam sessions must be audio and video recorded. No exceptions. If a candidate declines, the exam cannot take place. If the exam proceeds unrecorded, it will be invalidated.

Video media will be allowed to be retained by BPI Test Centers unless it falls under the category of required and/or requested submission to BPI. Original exam video must be maintained for a six (6) month period.

If a candidate appeals exam results, that exam video could be requested by BPI. The Proctor and/or Test Center will be required to produce the exam video delivered to BPI within five (5) business days of the request, via traceable means (e.g. FedEx, UPS).

BPI does require the submission of ALL Home Energy Professional Certification field exam sessions administered by each field proctor. The subsequent written exam video to be requested and submitted for QA purposes will be based on random date ranges. The Proctor and/or Test Center will be required to produce the exam video delivered to BPI within five (5) business days of the request, via traceable means (e.g. FedEx, UPS).

All videos submitted must be in one of the following acceptable formats: AVI, WMV, MPEG/MPG, or MOV. Due to file sizes and the ability to transfer files in a cost effective manner, please use the lowest resolution setting available on your recording equipment. Do not use your cell phone for video of exams. Raw video is to be submitted. No movie/title/chapter editing is to be submitted.

CD, DVD, or BlueRay are the preferred media. Reusable external storage devices, (Flash Drive, SD cards) will not be returned and will become permanent property of BPI.

All video submissions must be clearly marked with the date of the exam, proctor name and candidate name(s):

Proctor Last Name, First Name
Candidate Last Name, First Name
Exam Designation (e.g. BA – Online or Field)
Date of Exam
Test Center Name

Mail to:

Building Performance Institute, Inc
Attn: Exam Video QA
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866

Recording Requirements

- Any time there is interaction between the proctor and candidate it must be recorded in such a way that the conversation is 100% audible
- Any diagnostic testing must be captured in a way sufficient to read the output of any electronic equipment (e.g. need to see manometer readings, CO numbers, etc.)
- Ensure that all aspects (each line item) on the field performance sheet are captured

Please make sure to adjust the camera resolution settings prior to recording at exam time

11. Candidate Photographs

Proctors must take a digital photo of each candidate prior to beginning an exam. All candidate photos must be submitted electronically to BPI within forty eight (48) hours and must be formatted as a JPEG file, with the candidate's legal name clearly marked. For example, use 'John Smith.jpg' as the filename. Submit all photos to . Please make sure the candidate's full face is visible and not cut off, eyes closed, blurry, etc.

BPI, Inc. will not issue individual certification credentials until the photographs are received by BPI.

12. Communications

General Communication

Communication updates will be provided by BPI through an individual's Proctor Account.

Prior to scheduling an exam session, proctors must ensure candidate has received an approval letter from BPI stating the designation of the HEP exam they are approved to challenge. No exceptions will be made.

12.1 Online Exam Communication

While recording the exam session, proctors will ensure that the Online Exam Script for Home Energy Professional Certifications provided to proctors by BPI is either read out loud or played audibly to each candidate prior to the start of the exam. (Appendix F)

Prior to administering and during an online exam, proctors will answer only non technical questions and ensure that only the following items are used by the candidates during the exam:

- A pen or pencil
- A non-graphing calculator
- Unmarked scratch paper
- Formula Reference Sheet
- Copies of unmarked BPI Standards will be the only reference material available

12.2 Field Exam Communication

While recording the exam session, proctors will ensure that the *Field Exam Script for Home Energy Professional Designations* provided to proctors by BPI is read out loud to each candidate prior to the start of an exam. *(Appendix J)*

Prior to administering and during a field exam, proctors will answer only non-technical questions.

Candidates are permitted to have reference materials of their choice available during the field exam. Proctors will need to notify candidates that if any notes or marks are made on the reference materials, the proctor will need to collect and destroy those materials.

Proctors will ensure the exam process is understood by each candidate and will walk around the test site with the candidate while the exam is being performed. Proctors will take notes concerning the test site conditions, as they evaluate the candidate's performance.

13. Time Limits

Proctors will:

- Ensure the exam time limits are adhered to as laid out in the appropriate scheme handbook located at www.bpi.org/pros.
- Announce exam start and stop times

If candidate(s) agree(s), proctors may alert at 45, 30 & 15 minute intervals of exam time remaining.

Time limits will not include the portion of the exam period dedicated to registration and/or taking photos of candidates.

If a candidate has not completed an ***online exam*** within the allotted time limit, the proctor must inform the candidate the session is over and close out the online exam session by selecting 'Marked for Review' from the left side menu. This will bring you to the end of the exam. The candidate will need to verify the last three statements and then select the 'Finish & Grade' button.

If a candidate does not complete the ***field exam*** tasks within the time limits, the proctor must inform the candidate the session is over and score the field evaluation form by marking any remaining tasks as '0'. Blank scores will not be accepted. Make notes in the section below each line item when a score of '0' has been indicated or an 'N/A' has been marked. Use the extra

note section at the end of the score form for additional comments; confirm and submit your exam score sheet.

Below are the time limits for the exams:

Designation	Written Time Limit	Field Exam Time Limit	
Quality Control Inspector	2.5 hours	N/A	
Energy Auditor	2 hours	4 hours	
Retrofit Installer Technician	2 hours	4 hours	
Crew Leader	2 hours	3.5 hours Field	1 hour Practical

14. Exam Retake Policy

Candidates may challenge BPI certification exams 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.

15. Distractions

15.1 Online Exams

Distractions due to electronic devices must be eliminated during online exams.

Proctors will:

- Ensure each exam session area is well lit, quiet and free from distractions
- Ensure all cell phones are turned off while exams are being administered
- With the exception of computers and non graphing calculators being used during online exams, require that candidates are separated from all electronic devices (e.g., cell phones, blackberries, smart phones, etc.) while exams are being administered

15.2 Field Exams

Distractions due to electronic devices must be eliminated during field exams.

Proctors will:

- Ensure all cell phones are turned off or set to silent while exams are being administered
- Monitor the use of any electronic devices for unauthorized communication (candidates are permitted to use these devices for reference materials, however, electronic devices are not allowed for phone calls or messaging of any kind)

16. Field Evaluation

Guidelines for field exams are as follows.

Proctors will:

- Remain present at all times and verify a candidate is performing exam tasks
- Enable candidates to set their own pace
- Not rush a candidate to complete an exam under the allowed time limit
- Only provide prompts for clarification of a candidate's action
- Collect and properly destroy any papers used by the candidate to take notes, create diagrams, or record diagnostic results

Please note: If a prompt is required, it must be limited to redirection of a candidate or for clarification of a candidate's action and be recorded in the notes section on the Field Evaluation Form for submission to BPI.

RENEWALS ONLY – As part of the recertification process for the Home Energy Professional designations, all candidates must re-attest to the Code of Ethics that is listed in the Scheme Handbooks, Appendix B. This declaration must be recorded by the BPI Proctor administering the exam. Candidates for recertification who do not re-attest to the Code of Ethics will not be permitted to continue.

Proctor asks candidate Do you agree to the code of ethics?

17. Field Evaluation Forms

Guidelines for all Field Evaluation Forms as follows:

Proctors will:

- Ensure all areas of the Field Evaluation Form are complete.
- Ensure all required information is included on the top of each Field Evaluation Form
- Score each task as: 0, 1.
- Make notes in the appropriate area when a score of '0' has been indicated.
- Submit all Field Evaluation Forms within forty eight (48) hours of the exam via the Testing and CEU Portal.

18. Knowledge and Skills Assessment

Before a candidate tests on a prop, the proctor must ensure the test prop is in good working order.

The candidate will:

- Select the material(s)
- Install the material(s)

- Allow the Proctor to inspect the installation(s)

For props requiring depressurization the candidate shall install air leakage control measures on each location and then the proctor will test the prop at a negative 75 Pa pressure difference (depressurize the prop) to confirm no air leakage with smoke. If there is evidence of air leakage that prop is unsuccessful and should be graded accordingly. **Only one attempt per prop is permitted.**

In the event of multiple candidates testing on props in the same area the proctor will set up privacy screens to ensure candidate isolation. The proctor must also ensure there is only one candidate present at a prop station while the exam is being administered.

19. Recording of Examination

The proctor will observe, test and record each candidate's performance and provide the results to BPI. Decisions on certification of the candidate are made solely by BPI.

The proctor can terminate the examination at any time if one or more of the following conditions exist:

- Health and safety of anyone is jeopardized
- The test site or equipment is damaged or put at risk of fire
- The candidate will not cooperate with examination instructions or requests of the Proctor

20. Material Confidentiality

All material supplied by BPI is considered confidential. Any unauthorized reproduction is strictly prohibited. The proctor will not copy, duplicate, photograph, reproduce, or otherwise capture any exam content. No exam material may be shared with anyone at anytime.

21. Health and Safety

The proctor will ensure that the following health and safety issues, which may jeopardize the occupants within the test site, have not occurred during the exam session:

- Any additional testing where high carbon monoxide levels exist in the ambient air (35 PPM or greater). The candidate must perform the required action(s) as specified under the certification guidelines and BPI Standards.
- Any additional testing where significant gas leaks exist (where the proctor feels there is imminent danger). The candidate must perform the required action(s) as specified under the certification guidelines and BPI Standards.
- Any additional testing where combustion appliance spillage exists. The candidate must perform the required action(s) as specified under the certification guidelines and BPI Standards.
- Blower door depressurization tests may not be performed in homes where there is a risk of asbestos becoming airborne and being drawn into the dwelling. Where the presence

of asbestos, lead, mold and/or other potentially hazardous material is known or suspected, all relevant state and federal (EPA) guidelines must be followed to ensure technician and occupant safety.
- The proctor will inform the candidate if any health and safety issues have not been addressed at any time during the exam and immediately stop the evaluation.
- The proctor will score the exam accordingly and make a note in the appropriate section of the Field Evaluation Form.

All exam personnel performing diagnostic tests and inspections will be equipped with all necessary Personal Protective Equipment (PPE) as appropriate and as required by Occupational Safety and Health Administration (OSHA). Required safety equipment may include, but is not limited to:

- Fitted respirators with canister filters
- Dust masks
- Gloves
- Protective clothing
- Safety glasses
- Hard hats
- Material Safety Data Sheets (MSDS) must be available whenever products used require them.

In addition, the proctor will take reasonable and appropriate action to ensure that the safety and health of the home's occupants are secure including, but not limited to, notification of the homeowners and appropriate authorities of potentially serious or dangerous conditions.

22. Notification of Exam Results

The proctor will not inform the candidate of their exam results. However, proctors may state to candidates: "Once your exam has been processed by BPI, you will receive email notification that your account has been updated. BPI will not give results by phone."

23. Quality Assurance

BPI will perform Quality Assurance (QA) to ensure the proctors are in compliance with the BPI standards and the *BPI Proctor Policies and Procedures for Home Energy Professional Certifications.*

- BPI performs Quality Assurance reviews on proctors to ensure that they adhere to BPI exam policies and procedures
- BPI conducts online surveys with candidates that have either completed online exams, field exams or both
- BPI conducts unannounced Quality Assurance reviews of online and field exam sessions

- BPI conducts Quality Assurance reviews with either BPI employees or an approved third-party QA provider
- BPI will inform the proctor, in writing, via email or other traceable methods, of any non-conformance with the *BPI Proctor Policies and Procedures for Home Energy Professional Certifications*

Proctors agree to submit to BPI's quality assurance and quality control processes, as they will be monitored for purposes of demonstrating competency.

Field Proctors must submit all HEP field exam video sessions to BPI for review.

QA may be conducted randomly and without notice to the Proctors and Proctors may or may not be notified when their services and performance as a Proctor are being monitored.

24. Proctor Corrective Action

If a proctor does not comply with the guidelines set forth in this Policy and Procedures document, corrective action will be implemented. Please note that depending on the severity of the item in question, corrective action may not always follow the order of the listing below.

Items that may need corrective action (this list is not inclusive of all scenarios):

- Breach of Code of Ethics and/or actions that result in possibly placing individuals in potentially harmful situations can result in immediate suspension and/or termination
- Failure to submit all video recorded HEP field exam sessions as outlined in the Policy **(does not apply to online proctors)**
- Failure to respond to QA requests for video submission

24.1 Corrective Action

First Offense - Warning

- Proctor will receive an email stating what parameters have not been met
- If parameters are set and they are not met within 10 business days, Proctor will be placed on probation
- If further video review indicates repeat of warning items, Proctor will be placed on Probation

Second Offense - Probation

- Proctor will receive a Letter of Probation electronically
- Proctor will be placed on probation for a period of time to be determined by BPI
- While on Probation, the Proctor must comply with requirements set forth in the initial Warning Letter, if any, and will be required to correct issues set forth in the probationary letter

- If the probation issues or additional corrective action items are raised while on probation, proctor will immediately be placed on suspension
- Failure to comply will result in suspension

Third Offense - Suspension

- Proctor will receive a Letter of Suspension electronically
- Access to the Proctor Account and Testing and CEU Portal will be removed for a minimum of thirty (30) days
- In order to be reactivated, a proctor must reapply
- Proctor Application and Code of Ethics must be resubmitted
- Notice of Association must be resubmitted
- All associated fees must be resubmitted

Fourth Offense - Termination

- Proctor will receive a Letter of Termination electronically and via USPS
- Access to the Proctor Account and Testing and CEU Portal will be removed for a minimum of one (1) year
- In order to be reactivated, proctor must apply as new
- All new documentation must be submitted
- All associated fees must be paid
- All associated orientations must be completed

Appendix A – BPI Proctor Online and Field Exam Responsibilities

The purpose of the Proctor Responsibilities table is to prepare the proctor for BPI's Quality Assurance (QA) and Quality Control (QC) processes. The table lists the proctor tasks necessary for administering BPI online and field exams according to the *BPI Proctor Policies and Procedures for Home Energy Professional Certifications*. They also list resulting actions that will occur if a task is not adequately completed and/or if the proctor has not adhered to the *BPI Proctor Policies and Procedures for Home Energy Professional Certifications*.

Quality Assurance reviews will be conducted by BPI QA providers based on the *BPI Proctor Policies and Procedures for Home Energy Professional Certifications* and the proctor guidelines. *Proctors should thoroughly familiarize themselves with the information contained in these policies, procedures and Proctor Responsibilities table and may reference the documents at any time*.

Proctors must comply with each line of the Proctor Responsibilities table. Please see the Action Levels for Noncompliance section for details on failure to comply.

Description of the Proctor Responsibilities table:

Type column: Please see QA and QC definitions located in Terms and Definitions section of this document.

- QA will be conducted on a random sampling of exams
- QC will be conducted on 100% of all field exams

Section Reference column: This section points the supporting section in the document.

Section column: There are four individual sections.

- Section (A) online exams
- Section (B) field exams
- Section (C) all exams
- Section (D) props

The numbers under each section column represent line item numbering for that particular section.

Proctor Responsibilities
Section A Online Exams

Type	Section A	*As an authorized BPI Proctor:*	Section Reference
QA	1.	*I have* provided adequate lighting for reading and writing while administering online exams. The proctor is required to ask candidates if lighting is adequate. If not, the proctor must make arrangements to suit all candidates.	14
QA	2.	*I have* provided a room free from disruptions or other distractions while administering online exams.	14
QA	3.	*I have* ensured that a space of 36 inches with a partition or 50 inches without a partition is placed between candidates while administering online exams.	9
QA	4.	*I have* adhered to the online exam proctor to student ratio of 1 proctor for each 25 students examined.	9
QA	5.	*I have* informed candidates of the following items permitted during the exam: non-graphing calculator, pen/pencil, unmarked copies of BPI standards, Formula Reference Sheet and scratch paper.	12
QA	6.	*I have* read out loud or played audibly the 'Proctor's Script' to all candidates prior to them taking online exams.	12
QA	7.	*I have* instructed candidates that talking during an exam is not permitted.	9
QA	8.	*I have* instructed candidates that deliberate viewing of another candidate's exam is not permitted.	9
QA	9.	*I have* collected all scratch paper from each candidate after the exam was completed and either sent it to BPI or destroyed it by shredding.	9
QA	10.	*I have* been present at all times while online exams are being administered.	9
QA	11.	*I have not* allowed a candidate to capture online exam questions.	9
QA	12.	*I have not* allowed a candidate to use the Internet for research purposes during an exam session.	Appendix F
QA	13.	*I have not allowed* open book while administering online exams with the exception of unmarked BPI standards and the Formula Reference Sheet.	12

Proctor Responsibilities **Section A Online Exams**			
Type	**Section A**	***As an authorized BPI Proctor:***	**Section Reference**
QA	14.	*I have not* allowed the use of any electronic devices during online exams.	14

Proctor Responsibilities **Section B Field Exams**			
Type	**Section B**	***As an authorized BPI Proctor:***	**Section Reference**
QA	1.	*I have* read the 'Proctor's Script' to all candidates prior to the start of the field exam.	12
QA	2.	*I have* provided access to appropriate environments for testing all relevant tasks while administering field exams.	7
QA	3.	*I have* ensured an environment free from disruptions or other avoidable distractions prior to administering and during field exams.	14
QA	4.	*I have* ensured that candidates have appropriate working test equipment for each field exam.	8
QA	5.	*I have* allowed open book while administering field exams.	12
QA	6.	*I have* explained the field exam process to each candidate.	12
QA	7.	*I have* walked around the test site with the candidate while the analysis is performed.	12
QA	8.	*I have not* provided inappropriate prompts to candidates.	15
QA	9.	*I have* been present at all times while the candidate is performing an exam task.	15
QA	10.	*I have* allowed the candidate the allotted time allowance per certification designation to complete the field exam.	13
QC	11.	*I have* scored each task as 0 or 1 on the field evaluation form.	16

Proctor Responsibilities
Section B Field Exams

Type	Section B	*As an authorized BPI Proctor:*	Section Reference
QC	12.	*I have* made notes for any line item marked as a 0 on the field evaluation form.	16
QA	13.	*I have not* allowed candidate(s) to view the field evaluation form or rubric.	9
QC	14.	*I have* submitted all field evaluation forms to BPI via the Testing and CEU Portal within 48 hours of conducting the field exam.	16
QA	15.	*I have* adhered to a maximum of one candidate per proctor in an exam session or in the case where multiple candidates may be testing at the same time, I have ensured separation of candidates at all times	9
QA	16.	*I have* ensured that health and safety issues did not occur during the exam session which may jeopardize the occupants within the home.	20
QA	17.	*I have not* allowed testing to continue with high carbon monoxide levels (35 PPM or greater). Appropriate action is required by the candidate.	20
QA	18.	*I have not* allowed testing to continue with significant gas leaks detected and verified with solution. Appropriate action is required by the candidate.	20
QA	19.	*I have not allowed* testing to continue where combustion appliances have experienced spillage past 60 seconds. Appropriate action is required by the candidate.	20
QA	20.	*I have not* allowed blower door depressurization tests be performed in homes where there is a risk of asbestos becoming airborne and being drawn into the dwelling. All relevant state and federal (EPA) guidelines must be followed to ensure technician and occupant safety where the presence of asbestos, lead, mold and/or other potentially hazardous material is known or suspected.	20
QA	21.	*I have* collected all material written on by the candidate during the exam.	Appendix G
QA	22.	*I have not* trained the candidate I am administering the field exam for.	Appendix M

Proctor Responsibilities

Section C All Exams

Type	Section C	*As an authorized BPI Proctor:*:	Section Reference
QA	1.	*I have* conducted exams of candidates in a manner as outlined in *BPI's Proctor Code of Ethics*.	3
QA	2.	*I have* checked government issued photo identification of each candidate to verify their identity.	9
QA	3.	*I have* announced that all electronic devices must be turned off or in silent mode while in an exam environment.	Appendix F & I
QA	4.	*I have* ensured my own cell phone is turned off while exams are being administered.	14
QA	5.	*I have* informed candidates that they may ask non-technical questions prior to administering an exam.	12
QC	6.	*I have* submitted all field evaluation forms to BPI via the Testing and CEU Portal within 48 hours of the exam being administered.	16
QC	7.	*I have* taken and submitted a candidate named JPEG format digital photo of all certification candidates.	11
QA	8.	*I have* adhered to online and field exam time limits, per BPI policies.	13
QA	9.	*I have* informed candidate(s) of exam start and stop times.	13
QA	10.	*I have not* provided technical assistance to a candidate during an exam.	12
QA	11.	*I have not* allowed candidate(s) to continue with the exam after the allotted time limit expired.	13
QC	12.	*I have not* distributed candidate exam results to any party without written consent from the candidate.	9
QA	13.	*I have* ensured that all candidates have been asked if they have any special accommodation notices in advance of testing.	Appendix F & I
QC	14.	*I have* videotaped all exam sessions and have adhered to all submission requirements.	10
QA	15.	*I have not* copied, duplicated, photographed, reproduced, or otherwise captured any exam content.	9

Proctor Responsibilities **Section D Props (Retrofit Installer and Crew Leader)**			
Type	**Section D**	***As an authorized BPI Proctor:***	**Section Reference**
QA	1.	*I have* ensured the test prop is in good working order	17
QA	2.	*I have* provided or ensured that the candidate(s) has all of the equipment and materials required to complete the task on each of the air leakage props stations.	8
QA	3.	*I have* ensured that each prop is separated by a privacy screen.	17
QA	4.	*I have not* allowed technicians to perform certification exam activities without all necessary Personal Protective Equipment (PPE) required by OSHA. Required Personal Protective Equipment (PPE) may include, but is not limited to: Fitted respirators with canister filters, dust masks, gloves, protective clothing, safety glasses, and hard hats, as required.	20
QA	5.	*I have not* allowed myself to administer certification exam activities without all necessary Personal Protective Equipment (PPE) required by OSHA. Required Personal Protective Equipment (PPE) may include, but is not limited to: Fitted respirators with canister filters, dust masks, gloves, protective clothing, safety glasses, and hard hats, as required.	20
QA	6.	*I have* ensured that only one candidate was present at a prop station while exam were being administered.	17
QA	7.	*I have* ensured the props were not used during training	6

Appendix B – Appeals Handling

- If BPI determines disciplinary action is appropriate for any violation, the proctor will receive electronic notification, specifying the noncompliance issue(s)
- If a proctor feels the disciplinary action was not warranted, the individual may submit in writing to BPI, a letter requesting a review of the non-compliance issue(s), including specific supporting documentation that substantiates the reason BPI should reconsider
- BPI will review the matter internally and respond to the individual with a formal online response within thirty (30) days
- Proctors who disagree with the final decision made by BPI may choose to utilize arbitration at their own expense

All appeals can be submitted to:

Building Performance Institute, Inc
Attn: Appeals
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866

Or emailed to Appeals@bpi.org.

Appendix C – BPI Review of Test Center In-House Staff Exam Video

Test Centers that have staff or potential certification candidates with which they have a contractual relationship or have any potential candidate where a perceived conflict of interest could exist, whether for new certification(s) or renewal of current certifications, are able to submit the candidate name(s) to BPI as notice of the session to take place, and move forward with the administration of the exam(s). 100% of the video with audio of these sessions is required to be submitted to BPI for review. All exam policy does apply, including the proctor not having trained the potential candidate within the last two years in the exam designation. Please refer to the *BPI Test Center +Fee Schedule* for applicable fees. Keep in mind that these fees are *in addition to the exam fee that the Test Center pays BPI.*

The fee(s) for the review of exam video by BPI staff will be as follows:

- $125 per person (not designation) for **field exam**
- $125 per **online exam session** (an online exam session can contain one BPI approved proctor and from one (1) to twenty five (25) candidates, as that is the ratio allowed for an online exam session)

Payment for the review of these sessions may be made in the following ways:

- Check enclosed with submission of video(s) to be reviewed
- Payment over the phone with a credit card – contact the Quality Assurance Department at QualityAssurance@bpi.org or (877) 274-1274, extension 292

As a reminder, a field exam session is always one (1) BPI approved field proctor and one (1) candidate. All field exam scoring forms must be submitted to BPI within forty eight (48) hours of exam completion. The video with audio recording of these sessions must be submitted to BPI within five (5) business days. All video submissions must be clearly marked with the date of the exam, proctor name and candidate name(s):

Proctor Last Name, First Name
Candidate Last Name, First Name
Exam Designation (e.g. BA – Online or Field)
Date of Exam
Test Center Name

Mail to:
Building Performance Institute, Inc
Attn: In-House Exams
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866

Appendix D – BPI Online Testing Login Instructions

At no time should the proctor share his/her ID and password with anyone.

Go to https://spero.bpi.org/
(you may want to save this address in your Favorites)

1. Login to SPERO using your BPI ID and password
2. Select the blue Testing & CEU Portal button in the upper right hand corner
3. Choose the Login as a Proctor button

Steps 4 – 9 must be done for each group of candidates being tested NOT for each individual candidate (unless there is only one candidate being tested)

4. Select **Proctor Portal** tab at the top
5. Select the **Online Testing** tab
6. Select Create Online Testing Session
    a. Enter the date by either typing in MM/DD/YYYY format
    b. Choose the **Test Center Name** from the dropdown list
    c. Click **Create**

At this point you will see how many exams you have available for you to use

7. Verify information entered and click **Activate** then click **OK**
8. **Write down the Online Id – You will need to use this code to login the candidates!**
9. Scroll to the top of the page and select **Logout**
   *Do NOT click **Close**; this will close the session and a new one will need to be created*

To log each individual candidate into the Online Testing area, use the link at the top of this page and the instructions below

1. Select **Online Testing** tab at the top
2. Enter your Proctor ID and the Online Session ID

For **existing** candidates (anyone who has challenged a BPI exam in the past):

a. Enter either the BPI ID (if candidate knows their BPI ID) **OR**
b. Enter candidate information into ***one or more*** of the other four fields (you do NOT need to enter information into all fields to search):
    i. First Name
    ii. Last Name
    iii. Email

*This information does not need to be exact, you can enter the first couple of letters for a name and still search. Example: '**Smi'** for '**Smith'***

*If a candidate's name has a period in it, enter only the first part of the name. Example: '**St.**' for '**St. Lawrence**'*

c. Click **Lookup**
d. Find the correct candidate and click **Select**

If a candidate's contact information has changed, do NOT create a new record! The candidate will be able to login to their Candidate Account **after the exam and update their information.**

For **new** candidates:

a. Select **Register New Candidate** at the bottom of the page
b. **Have the candidate fill out the form** using their legal first and last name; when finished, click **Register**
c. Click **Select**

3. **Proctor must choose** which exam the candidate will be taking and click Select
4. Allow candidate to read through the **Terms and Conditions**
5. Candidate must select the **I agree with the Terms and Conditions** checkbox before clicking **Start Session**

Note: By selecting Start Session, the first question will be displayed and the exam will begin. Candidates will not be able to go back to make any changes. Please make sure that all information up to that point is accurate. Your Test Center will be billed once Start Session is selected.

Navigating through the Exam

1. Select the answer of your choice and select **Save** or hit **enter** on the keyboard
   *If a candidate clicks **Next** instead, an error message will come up in red, indicating that they must click **Save***
   a. If you wish to skip a question and return to it later, check the box next to **Mark this question to review later**
   b. click **Save**
2. Selecting the **Formulas** link will bring up the formula reference sheet
3. Selecting the **Resources** link will bring up a listing of all the BPI Technical Standards
4. Review Screen:
   a. **Review All** – Click this if you wish to view all the questions again
   b. **Review Not Answered** – Clicking this will bring you to the first question that is not answered and allow you to view only the unanswered questions
   c. **Review Marked** – Clicking this will bring you to the first question you marked for review and allow you to view only the questions marked for review.
5. Read and then select the three check boxes
6. Select **Finish & Grade** when you are sure you are finished. Once you select this button the exam is over and you cannot go back.
7. Have the candidate click **Exit**

Closing out the session

*After all candidates have finished their exam(s), refer back to steps **1&2** at the very top of this instruction document and log back into the **Proctor Account***

1. Make sure that all of the candidates have finished their exam(s)
2. You may search for your **Online Id** by any of the fields in the gray box and then click on **Filter/Search OR**
3. If you know your **Online Id**, you may select the corresponding **Session#** (in blue numbers) from the listing at the bottom of the page
4. Click **Close** then Click **OK**

If you have problems logging into the testing site, please contact:
Test Center Department – testcenter@bpi.org
or call (877) 274-1274 ext 292

If you have feedback regarding the testing process, please contact:
Certification Department – certification@bpi.org or (877) 274-1274 ext 292
If referencing a question on the exam, please only use the number above the exam question (Vxxxx).

All material supplied by BPI is considered confidential. Any unauthorized reproduction is strictly prohibited. No material may be shared with anyone at anytime.

Appendix E – Instructions for Proctors Administering Home Energy Professional Online Exams (Testing Procedure)

Proctors are responsible for knowing and carrying out all testing procedures. You must familiarize yourself with this document before administering any online exams

Testing Policies

Approval Letter:

All candidates must provide an approval letter from BPI to sit for these exams.
If they do not have an approval letter they are not permitted to sit for the exam and must reschedule only after the candidate has received their approval letter.
If they have applied they can contact BPI (877) 274-1274 to see where they are in the process, applications are reviewed and processed in the order they receive them.
Or submit an application and supporting documentation to hepcertification@bpi.org.

Candidates are permitted to have the following at the time of exam:

1. A standard non-graphing calculator.
2. A clean copy of the BPI standards. Standards are located under the Resources link on the right hand side of the testing screen.
3. Clean scrap paper (it is mandatory that proctors recollect and shred).

Video Recording:

Proctors are responsible for recording each exam session with audio:

1. The camera should be set up with a wide angle view of all candidates. Ex: ceiling mount in corner in the rear of the room, on a tripod in corner of the room or wall mount up high.
2. The camera does not need to show the candidate's computer screen.
3. Video recordings of exam sessions should be kept on file at your organization for six months Submit video recordings when requested by BPI Certification QA.

   100% of the exam video for BPI field exams that are administered to Test Center employees, relatives, Test Center sub-contractors or any scenario that presents a conflict of interest are required to be submitted to BPI within five (5) business days of the exam date. All exam video and exam documents are to be kept in a confidential and secure location by the Test Center or Proctor for a period of six (6) months.

Candidate Photos:

1. A digital photograph must be taken of each candidate prior to the exam.
2. Candidate will hold paper that has their legal first and last name as it appears on their validated photo ID at chest level.
3. Please make sure the candidate's full face is visible and not cut off, eyes closed, blurry, etc.

4. Must be in JPEG file format and renamed to the candidate's legal first and last name as it appears on their validated photo ID.
5. Must be submitted to BPI via email to certification@bpi.org within 48 hours of exam session.

Exams

Certification Exams:

1. All written exams consist of multiple choice questions.
2. Please only select the exams that are listed on the approval letter. If an exam is chosen that is not listed on the approval letter in error, the Test Center will be charged for that exam.
3. The time limit for the written exams must be adhered to. If a candidate has reached the time limit, the proctor must stop the candidate and move to the grade test screen.

Testing Instructions

Prior to Start of Exam:

1. Ask for the Candidates Approval Letter.
2. Proctor will validate candidate(s) with government issued photo ID. (State driver's license, State issued identification card, Military ID, or Passport)
3. Proctor must ensure that candidates are supplied and have the appropriate testing materials.
4. Proctor *must always* take a digital photograph of the candidate (see Candidate Photos: section above)
5. Proctor must read the 'Proctor Online Exam Script' to all candidates.
6. Proctor and candidate(s) must turn off any cell phones or other electronic devices that will interfere with the exam.
7. Proctor will inform the candidate(s) of the time limits.
8. Ask the candidates if they have any questions prior to beginning.

   Note: *Only procedural questions may be answered**.***
   Absolutely no exam questions may be answered.

9. Inform the candidate(s) that they will receive their scores right away, or in their Candidate Account via www.bpi.org/pros 24 hours after finishing the exam. Candidates should not call BPI to receive exam results
10. *Proctors will log in* each candidate individually and choose the exam. Please view the Home Energy Online Testing Login Instructions.

    Note: *At no time should the proctor share his/her password or the test session ID number with anyone. If this information is shared, the individual's ability to proctor may be terminated. Passwords should be changed on a monthly basis for security purposes.*

During the Exam:

1. Proctor will remain in the room during the entire exam.
2. Proctor must circulate to ensure that the integrity of the exam is being upheld.

Note: *Only procedural questions may be answered.*
Absolutely no exam questions may be answered, clarified, reworded to assist the candidate, or copied by any means at any time.

Upon Completion of the Exam:

1. Proctor must collect all documents containing test information and destroy them.
2. Proctors must submit the candidate photographs to certification@bpi.org within forty eight (48) hours of the exam session.
3. Absolutely no information regarding the exam(s) may be discussed; that includes a candidate's potential success or failure on exam(s). No technical questions regarding the exam(s) may be answered at any time during or after the exam, including any time in the future. Even when the exam(s) are over, you are still representing BPI in an exam environment.
4. If a candidate was unsuccessful, they may attempt to retake the exam at any time.

Do not assume anything.

If you have problems logging into the testing site or questions regarding exam processing please contact:

Certification Department – certification@bpi.org
Test Center Development Department – testcenter@bpi.org
or call (877) 274-1274 ext 292

If you have feedback regarding the testing process, please contact:
Certification Development Department – certdev@bpi.org
If referencing a question on the exam, please only use the number above the exam question (Vxxxx).

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Appendix F – 2026 EA & QCI Proctor Online Exam Script

PROCTORS – PLEASE NOTE ** Reading of this script and all actions associated with this script must be video recorded as part of the exam**

My name is (*state your name*) and I am the proctor for the (*state exam designation*) being administered today. The date is (*state today's date)*.

As your proctor, can you confirm that I have:

- Verified your approval letter
- Checked your photo ID
- Confirmed special accommodations
- Taken your digital photo

(*Allow candidates to respond)*.

All cell phones or other electronic devices that may interfered with the exam must be turned off, and there is no talking once the exam has started.

There is no outside information allowed during the exam. You are not allowed to consult other individuals, reference outside notes or books, or use the Internet to research exam questions. You are permitted to use the Resources in the testing system to access relevant technical standards and the formula sheet. The Resources can be accessed by clicking on the link found on the upper right of the screen in the testing system.

You will be allowed: *(only read the time limit associated to relevant designation)*

2 ½ hours for the Energy Auditor Written Exam
2 ½ hours for the Quality Control Inspector Written Exam

If the time limit expires, the exam will be stopped and submitted accordingly.

When you answer a question, you need to click "Save" after each answer. That will automatically progress you to the next question. If you hit "Next" instead, you will se a red error bar.

If you find you are spending too much time on one question, you may mark the question in the lower left box to come back for review. You will be able to review those questions at the end of the exam.

If you have time, you may review the exam. The review section will show how many questions were left unanswered or marked for review. You will navigate the review section by using the blue review links.

When you are going back to a question marked for review, you must uncheck the "marked for review" box. If you do not, the question will still show as "marked for review". If you need help with the review section, please call me over and I can show you how this works.

Once you have finished your review, check off the three confirmation boxes and you will submit your answers by clicking the “Finish & Grade” button at the end of the test. You will be transferred to an automated grade report. Your scores will also be available in your Candidate Account after the completion of your exam. Please do not call BPI for exam scores.

I will be circulating the room during testing to maintain the integrity of the exam. If at any point you are found to be violating the procedures or impairing the exam’s integrity, you will be asked to leave, and your results will be invalid.

Only one person can leave the room at any time.

If you have a question, please raise your hand and I will come to you. I can only answer procedural questions related to the exam process. No technical questions may be answered, and I cannot interpret any exam questions.

Upon completing the exam, please raise your hand. I am required to collect and shred any scratch paper or notes made during the exam.

Do you have any questions? The time is now (*state time)*, and you have (*restate time limit for exam*). The exam will end at (*state exam end time*).

You may start the exam.

AT THE CONCLUSION OF THE EXAM:

(The proctor must collect and shred any scratch paper or notes made during the exam.)

The recording has been concluded at (*state time*).

END RECORDING

Appendix G – Field Testing Login Instructions

At no time should the proctor share his/her ID and password with anyone.

Go to https://spero.bpi.org/
(you may want to save this address in your Favorites)

1. Login to SPERO using your BPI ID and password
2. Select the blue Testing & CEU Portal button in the upper right hand corner
3. Choose the Login as a Proctor button
4. Select **Proctor Portal** tab at the top
5. Select the **Field Testing** sub tab
   *If you would like to print a copy of the score sheet, select **Available Exams** from the left side menu. You will be given a listing of the field exams you are currently approved for.*
6. Select **Create Field Testing Session**
   a. Enter the date by either typing in MM/DD/YYYY format or by clicking the date from the calendar icon on the right of the Date field
   b. *(Please remember: the date entered should be the date the exam was given, NOT the date you are entering the exam into the system)*
   c. Choose the **Test Center Name** from the dropdown list
   d. Click **Create**

At this point you will see how many exams you have available for you to use

7. Verify information entered and click **Activate** then click **OK**
8. Scroll down and select **Add Result**
   Do NOT click Close; this will close the session and a new one will need to be created

   For **existing** candidates (anyone who has challenged a BPI exam in the past):
   a. Enter either the BPI ID (if candidate knows their BPI ID) **OR**
   b. Enter candidate information into ***one or more*** of the other four fields (you do NOT need to enter information into all fields to search):
      i. First Name
      ii. Last Name
      iii. Email

      *This information does not need to be exact, you can enter the first couple of letters for a name and still search. Example: '**Smi'** for '**Smith'***

      *If a candidate's name has a period in it, enter only the first part of the name. Example: '**St.**' for '**St. Lawrence**'*

   c. Click **Lookup**
   d. Find the correct candidate and click **Select**

If a candidate's contact information has changed, do NOT create a new record! The candidate will be able to login to their Candidate Account **after the exam and update their information.**

For **new** candidates:

a. Select **Register New Candidate** at the bottom of the page
b. **Have the candidate fill out the form** using their legal first and last name; when finished proctor reviews and then clicks **Register**
c. Click **Select**

9. Choose which field exam you will be entering for that candidate and click **Select**
10. Proctor must re-enter the date of the exam and select the **I confirm that I want to enter result** checkbox before clicking **Enter Result**

Note: By clicking Enter Result, the field exam score sheet will pop up and you will not be able to go back to make any changes. Please make sure that all information up to that point is accurate. Your Test Center will be billed once Enter Result is selected.

11. Enter scoring (0, 1, or N/A)
    a. If scoring a candidate with (0 or N/A), use the space directly below that line item to enter a notation as to why the candidate was scored in that manner
    b. A green check mark will appear next to the score entered notating that your information has been saved
    c. Any general information that you would like to include can be added at the bottom in the **Notes** section
12. Proctor must select the **I confirm that I want to submit the field test result** checkbox before clicking **Submit**
13. Click **OK**
14. If entering another Field Exam, repeat **steps 5 – 9**
15. If done, click **Close** and then click **OK**

If you have problems logging into the testing site, please contact:
Test Center Department – testcenter@bpi.org
or call (877) 274-1274 ext 292

If you have feedback regarding the testing process, please contact:
Certification Department – certification@bpi.org or (877) 274-1274 ext 292
If referencing a question on the exam, please only use the number above the exam question (Vxxxx).

All material supplied by BPI is considered confidential. Any unauthorized reproduction is strictly prohibited. No material may be shared with anyone at anytime.

Appendix H – Instructions for Proctors Administering Home Energy Professional Field Exams

Field proctors are responsible for adhering to all exam procedures as outlined in the BPI Proctor Policy and Procedures for Home Energy Professional Certifications. You must familiarize yourself with this document before administering any field exams.

Testing Policies

******Prior to administering any exam the proctor must ask the candidate for their approval letter******

Proctor must video record with audio the entire exam session. All exam video is to be kept in a confidential and secure location by the Test Center and/or Proctor for a period of six months. Exam video will be requested by BPI Certification QA and must be submitted to BPI labeled with the candidate name, exam type and exam date or by date range on a regular basis. In addition to periodic exam requests, the first three (3) field exam video sessions must be submitted to BPI for review.

A photo must be taken of each testing candidate – a digital camera is required.

Candidates are permitted to have any material at the time of the exam.

You may not proctor a candidate in a specific designation that you have provided training for.

100% of the exam video for BPI field exams that are administered to Test Center employees, relatives, Test Center sub-contractors or any scenario that presents a conflict of interest are required to be submitted to BPI within 5 business days of the exam date. All exam video and exam documents are to be kept in a confidential and secure location by the Test Center or Proctor for a period of six months.

Testing Instructions

Prior to Start of Exam:

1. Each exam session must be video recorded by using a camera on tripod and/or carried by the proctor.
2. Field proctor must ask if candidates have special accommodation approval notices to review and if so, the proctor must evaluate candidates appropriately.
3. Ensure candidates have been informed of their rights as an exam taker.
4. Field proctor will validate candidate with government issued photo ID and candidate will complete the Application for BPI Certification. Make sure name on photo ID matches that on the Application for BPI Certification.
5. Both the field proctor and the candidate must *turn off* any phones or other electronic devices that may interfere with the exam.
6. Field proctor *must always* take a digital photo of the candidate:

a. Candidate will hold paper at chest level that shows candidate's legal first and last name as it appears on their validated photo ID. Photos must be in JPEG format and the file must be renamed to the candidate's name as it appears on their validated photo ID.
b. Photos must be sent via email attachment to certification@bpi.org within 48 hours of the exam session.

7. Inform the candidate of the time limits
8. Ask the candidates if they have any questions prior to beginning.

   Note: Only procedural questions may be answered.
   Absolutely no technical questions may be answered*.*

9. Inform the candidate that they will receive their scores in their Candidate Account when the exam has been submitted. Field exams must be submitted to BPI within 48 hours. *Field proctors should stress that candidates should not be calling BPI to receive exam results.*

During the Exam:

Note*: Procedural questions may be answered.*
Absolutely no technical questions may be answered.

1. Prompting: At times, candidates may be getting completely off track or "lost" in the diagnostics. If this happens, "prompting" may be necessary. Inform the candidate to check the standards, if they have them, take a step back and think about what they are trying to do, or take a deep breath and relax.

   Note: *Do not offer suggestions about the next or missed step.*

   Any prompting should be used in an attempt to relax the candidate, not provide guidance and *should not be used often*. Make a note on the Field Evaluation Form of the need for prompting and evaluate accordingly.

2. If time expires, stop the candidate, explain that time has expired and evaluate accordingly. Any sections of the Field Evaluation Form that were not reached will be evaluated as "0" on the form and appropriate note in the line item notes section.
3. If at any time a potentially serious health and safety violation occurs (for the candidate, proctor, structure, or occupants), immediately stop the evaluation. Make a clear note of the violation on the Field Evaluation Form. The exam, at this point, is over.
4. The candidate does not need to perform any actions that do not pertain to the Field Evaluation Form.

Upon Completion of the Exam:

Note: Absolutely no information regarding the exam(s) may be discussed; that includes a candidate's potential success or failure on exam(s). BPI is ultimately responsible for reviewing and scoring of all submitted Field Evaluation Form(s). No technical questions regarding the exam(s) may be answered at any time during or after the exam, including

any time in the future. Even when the exam(s) are over, you are still representing BPI in an exam environment.

1. Complete all sections of the Field Evaluation Form(s)
   No paper copies of exams will be accepted!

2. Reference materials written on by the candidate during the field exam will be collected and destroyed or returned to BPI via traceable method.
3. If a candidate was unsuccessful, they may attempt to retake the exam at any time.

Do not assume anything.

If you have any questions regarding testing, please contact BPI immediately:
Certification Department at Certification@bpi.org
Test Center Development Department at TestCenter@bpi.org
or call (877) 274-1274 ext 292

If you have feedback regarding the testing process, please contact:
Certification Development Department – certdev@bpi.org or (877) 274-1274 ext 112

All material supplied by BPI is considered confidential. Any unauthorized reproduction is strictly prohibited. The proctor will not copy, duplicate, photograph, reproduce, or otherwise capture any exam content. No material may be shared with anyone at anytime.

Appendix I – 2026 Energy Auditor Field Exam Proctor Script

PROCTORS – PLEASE NOTE ** Reading of this script and all actions associated with this script must be video/audio recorded as part of the exam**

My name is *(state name)* and I am the proctor for the Energy Auditor Field Exam being administered today.

The date is *(state today's date*).

The Test Site ID is *(state Test Site ID)*.

Please state your name. *(Pause to allow candidate to respond.)*

Please show me your photo ID. *(Identity is to be validated by the proctor with a government issued photo ID of the candidate).*

Please provide me with your approval letter for this exam.

Do you have any special accommodation approval notices? *(The proctor will need to review each notice for approval.)*

Please verify that I have not provided training to you related to the BPI exam designation being administered today. *(Record candidate's response on the exam form.)*

Electronic devices such as smart phones and tablets may be used during the exam for reference material, calculator, stopwatch, flashlight, etc. They may **not** be used for outside communication such as phone calls or texts and must be set to silent or vibrate. Any other electronic devices that may interfere with the exam must be turned off or silenced.

(If candidate photo has already been taken, state: Candidate photo was taken earlier. *Otherwise read the statement below.*)

I am required to take a digital photo of you while you hold a paper containing your legal first and last name. The paper must be at chest level so that your name is legible, and your photo from shoulder level to the top of you head can be used in your BPI ID, should you become BPI certified. Hats or other items covering your face are not permitted to be worn for the ID pictures.

You will be allowed: 4 hours to complete the Energy Auditor Field Exam.

I will keep track of the time and provide updates throughout the exam. If the time limit expires, the exam will be stopped and evaluated accordingly.

Please be aware that you will be evaluated on your performance, knowledge, and abilities as outlined in the Field Guide and the Certification Scheme Handbook. If you do not have a field guide, I can provide you with one. The field guide can be used as a task list to track your progress during the exam. Although some test sites and /or diagnostic test procedures may require specific order of operations, the tasks can be performed in any order you choose and will be scored accordingly.

You will walk around while performing the tasks associated with this exam. I will be taking notes about the site as well as your performance. Please think aloud so that I may have a better understanding of what you are seeing and doing. When performing diagnostic tests, please show your readings to the camera.

The only questions that I am permitted to ask you are for clarification purposes only. I will not ask questions above and beyond the need to clarify your statement or actions.

I can only answer procedural questions related to the exam process and will be collecting and destroying any materials you use to take notes or make calculations on. No technical questions may be answered.

If at any time a potentially serious health and safety violation occurs, or may occur, that affects you, me, the structure or the occupants, the exam will be immediately stopped and considered unsuccessful regardless of your score.

Exam results are determined by BPI after the exam has been submitted for processing. When the exam has been processed, you will receive an email notification from BPI with instruction on how to view your scores. You will receive another email from BPI if certification has been awarded. I cannot give you any feedback regarding your testing session.

RENEWALS ONLY – As part of the recertification process for the Home Energy Professional designations, all candidates must re-attest to the Code of Ethics that is listed in the Scheme Handbook, Appendix B. This declaration must be recorded by the BPI Proctor administering the exam. Candidates for recertification who do not re-attest to the Code of Ethics will not be permitted to continue.

Proctor asks candidate: Do you agree to the Code of Ethics?

Do you have any questions at this time?

The time is now (*state time)* and you have (*restate time limit for exam)* to complete the exam. The exam will end at (*state exam end time)*.

You may start the exam.

Upon completion of the exam:

It is my understanding that you have completed the field exam; is that correct? The time is now (*state time)*.

I am required to collect and shred any scratch paper or notes made during the exam.

End recording.

Appendix J – Candidates Requesting Special Accommodations

In conformance with the Americans with Disabilities Act (ADA), arrangements for persons with disabilities will be provided upon request. Required documentation must be submitted to BPI and/or a BPI Test Center no later than four weeks prior to a scheduled test date.

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:

- has a physical impairment or a mental impairment that substantially limits a major life activity
- has a record of such impairment, or
- is regarded as having such an impairment.

The ADA does not specifically name all of the impairments that are covered. If a candidate has a disability, they have the right to inquire and receive information about testing accommodations. “Testing Accommodation” means an adjustment to or modification of the standard testing conditions that eases the impact of the applicant’s disability on the examination process without altering the nature of the exam.

If an applicant is 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 by the Americans with Disabilities Act, as well as to establish the need for testing accommodations. Each application is evaluated on a case by case basis.

Qualified individuals with disabilities are required to request accommodations every time they plan to take the examination unless the disability is shown to be lifelong. In cases where it is not considered lifelong, the new request for accommodation will be evaluated to determine if the disability is a current impediment to the candidate. It is in the candidate’s best interest to provide recent and appropriate documentation, which clearly defines the extent and impact of the impairment(s) upon current levels of academic and physical functioning.

Request for accommodations and appropriate supporting documentation, which when completed, should provide evidence of a substantial limitation to physical or academic functioning.

Clinical evaluations and examinations of the candidate that have resulted in a diagnosis of a physical or mental impairment must have been performed by a licensed/certified or otherwise qualified professional with credentials appropriate to diagnose a candidate’s disability consistent with the provisions of the ADA. Details about the professional’s area of specialization and professional credentials must be provided.

Documentation must be submitted on official letterhead from a licensed or qualified professional who examined the candidate and diagnosed a physical or mental impairment. Depending on the disability and online 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 psycho educational 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.

The candidate must submit the following forms to BPI at least thirty (30) days in advance of the scheduled exam.

Candidate Application for Special Testing Accommodations
Provider Application for Special Testing Accommodations

Clinical evaluation on official letterhead (letter or detailed report)
Once these forms have been reviewed the applicant will receive notification of approval or denial from BPI. If approved, the candidate must bring the approval notice with them to the testing center.

All forms can be located at www.bpi.org.

Appendix K – Language Barrier Testing Accommodations

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

The candidate must submit the following forms to BPI at least thirty (30) days in advance of the scheduled exam.

Candidate Application for Language Barrier Testing Accommodations

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

BPI Standard Testing Accommodations for candidates with a language barrier.

Written Examinations:
Exam time limit will be doubled

Practical Examinations:
Exam time limit will be doubled

All forms can be located at www.bpi.org/pros.

Appendix L – Proctor Assistant Non-Disclosure and Conflict of Interest Agreement

I, _____, in consideration of my participation as a Proctor Assistant for **<<Insert Candidate's Name>>** BPI's certification exam(s) agree to the following statements:

1. I will keep confidential any and all information, including, but not limited to, examinations, test questions, test question responses and answers, analyses, and other nonpublic records and information that are disclosed to me as a result of my participation as a BPI Proctor Assistant.
2. I will treat all confidential information as BPI's sole property and proprietary information and take all steps necessary to ensure its confidentiality.
3. Upon discovery of any unauthorized use or disclosure or suspected unauthorized use or disclosure of confidential information I will promptly inform BPI's Manager of Client Relations in writing of such unauthorized use of disclosure. I will cooperate in every reasonable way to help regain possession of confidential information and prevent further unauthorized use or disclosure.
4. BPI will own all confidential information, including, but not limited to, test questions, test question responses and answers, related to any BPI certification. I agree that no transfer of any confidential information is granted to or conferred upon me in this agreement, by any disclosure of such confidential information by BPI.
5. Discussions during exam sessions are considered strictly prohibited, unless prior written permission is given to discuss with the candidate being tested. Materials received during the exam sessions should be returned to BPI staff for safeguarding, unless instructed otherwise. Any notes taken that contain potentially proprietary, confidential, and sensitive in nature and or otherwise damaging information should be destroyed after the exam session has ended unless otherwise instructed by BPI.
6. Candidate(s) that I am assisting during their exam session will be treated in a professional and ethical manner. I will avoid conflicts of interest and act at all times in the best interest of the candidate(s) that I am assisting and will disclose any potential conflicts of interest to the Proctor conducting the exam(s) prior to the start of the exam session.

Signed and Agreed to by:

Printed Name	**Signature**	**Date**

Building Performance Institute, Inc
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
Phone: 877-274-1274 Fax: 518-899-1622
www.bpi.org

Appendix M – Proctor-Trainer Agreement

Proctor-Trainer Agreement

Approved proctors who are also trainers are not permitted to proctor field exams for candidates they have trained.

For those individuals that train and then subsequently wish to proctor field examination, the following scenarios apply:

1. The proctor may train candidates for one Test Center and perform field examinations for another Test Center so long as they do not administer the exam to a candidate they have trained and no other known conflicts of interest exist.

2. The proctor may train candidates for an Test Center and proctor candidates for the same Test Center so long as they do not administer the exam to a candidate they have trained and no other known conflicts of interest exist.

Failure to sign or abide by the terms of this agreement will result in suspension or termination of your proctor status.

I agree to and will comply with this policy and understand that failure to abide by this policy will result in termination of my proctor status.

Print Name: _____

Signature: _____

Date: _____

Appendix N – Acknowledgement and Signature Page

I have read the *BPI Proctor Policies and Procedures for Home Energy Professional Certifications* and have fully reviewed, understand and agree to comply with the Terms and Conditions contained therein. I understand and agree that I am subject to disciplinary actions by BPI, as set forth in Appendix B. and including but not limited to termination or suspension of my status as a BPI Proctor, if I fail to comply with any Terms and Conditions of the BPI Proctor Policies and Procedures for Small Homes.

Print Name: _____

Signature: _____ Date: _____

BPI I.D Number: _____

Terms and Definitions

ANSI – American National Standards Institute.

ANSI/ISO 17024 – General requirements for bodies operating certification of persons.

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

BPI Certified Professional – An individual who demonstrates competence to the certification scheme for certification.

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 Proctor – An individual approved to administer online and/or field exams on behalf of BPI.

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

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

Field Exam – A part of an exam process in which a candidate demonstrates their field ability through a series of physical tasks and analysis.

Field Evaluation Form – An approved format in which proctors record field exam results of candidates.

Home Energy Professional- BPI certification schemes which include: Crew Leader, Energy Auditor, Retrofit Installer Technician, Quality Control Inspector.

Online Exam– A part of an exam process in which a candidate answers multiple choice questions online with a computer

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

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