



Building
Performance
Institute

Quality Control Inspector

CERTIFICATE SCHEME HANDBOOK

Notice

Anyone interested in becoming BPI certified as a Quality Control Inspector will need to know the scope of the certification and all requirements.

This certification scheme handbook outlines the knowledge, skills and abilities needed for individuals to be certified as a Quality Control Inspector.

Information in this scheme handbook represents the policies at the date of publication for the BPI Quality Control Inspector certification. The 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 keep the most up-to-date version of this document posted at www.bpi.org. Prior to participating in any available service through BPI, check to ensure that you have based your decision to proceed on the most up-to-date information available. BPI reserves the right to modify documents prior to accepting any application.

Table of Contents

Table of Contents	i
About BPI	1
BPI Certification Schemes	1
Outline of the Quality Control Inspector Certification	2
Preparing for the QCI Exam	2
Multiple-choice Exams	3
Job Task Analysis	3
Quality Control Inspector Exam Blueprint (written)	6
Standards of Reference	7
Exam Security	8
Granting	8
Quality Control Inspector Certification Renewal	9
Surveillance	10
File Review	10
Corrective / Preventative Action	10
Withdrawal of Certification	10
Appeal Procedure	11
Complaints	11
Secondary and Tertiary Appeal Procedures	12
Comments	12
Appendix A – Code of Conduct	13
Appendix B – Código de Conducta	14
Appendix C – Acuerdo de Certificación de BPI	17
Appendix D – BPI Certification Agreement	22
Appendix E – Candidates with Special Testing Accommodations	27
Appendix F – Language Support Testing Accommodations	28
Appendix G – Continuing Education Units (CEUs) for QCI Certification	29

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 energy audits and energy efficiency, health, and safety improvements. From these standards, BPI develops rigorous written and field exams resulting in one of BPI's 14 professional certifications. BPI understands the importance of impartiality in carrying out its certification activities, manages conflict of interest, and ensures 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.

In addition, BPI offers 14 professional certifications. Today, BPI Certified Professionals hold thousands of active certifications, supported by a nationwide network of Test Centers and Proctors.

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 advance the home performance industry by providing nationally recognized standards and credentials that ensure homes are comfortable, healthy, safe, durable, and energy efficient. BPI is headquartered in Saratoga Springs, NY.

2. BPI Certification Schemes

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

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

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

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

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

To become BPI Quality Control Inspector (QCI) certified, individuals must successfully complete a multiple-choice exam to confirm the candidate's knowledge and skills..

To be certified by BPI, the candidate is not required by BPI to undergo any specific training; however, prerequisite criteria must be met. Note that while some BPI Test Centers provide training, BPI is not responsible for the training content, nor does it approve any training programs. It is up to the individual to decide what training they want to take and where to take it. For more information on preparing for certification, please see Section 4.

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 non-compliance cases, feedback from industry and technical changes to materials, components, systems, building codes or other relevant items.

3. Outline of the Quality Control Inspector Certification

This certification scheme handbook outlines the knowledge, skills, and abilities requirements for the Quality Control Inspector (QCI) certification. The BPI QCI certification is a small-scope micro-credential.

This scheme defines the scope of the QCI certification as the following: a QCI is a residential energy efficiency expert who reviews, inspects, and verifies the appropriateness, quality, and completion of energy retrofit work by conducting site visits, performing diagnostic testing, and evaluating work practices and documentation to improve the indoor environment, safety, durability, comfort, and energy efficiency of the building for the client.

A committee of subject matter experts (SMEs) considered to be experts in the field created the Quality Control Inspector Job Task Analysis (JTA).

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

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

4. Preparing for the QCI Exam

There are prerequisites that must be submitted and approved prior to challenging the exam. Before you register for the exam:

- Download the latest version of the BPI QCI scheme handbook from www.bpi.org
- Read and understand all information
- Refer to the Job Task Analysis section to be sure that you understand and can perform the tasks required for this certification
- Obtain reference materials for the exam and study well in advance.

4.1 Prerequisites

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

- Candidates must hold an active BPI Energy Auditor Certification to sit for the QCI exam.

Please provide proof of active Energy Auditor certification to the BPI Test Center at the time of scheduling your exam.

4.2 Special Testing Accommodations

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

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

4.3 Proof of Identity

Candidates must provide valid photo identification prior to taking the exam(s). Please make sure that when registering for the exam(s), the name used is the same as 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

4.4 Certification Fees and Scheduling

BPI Certification exams are provided through BPI Test Centers. Please reach out to a local BPI Test Center for scheduling and pricing 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](#) and select Locator Tool from the top of the page.

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

5. Multiple-choice Exams

For the QCI certification, a multiple-choice test instrument has been developed by BPI in conjunction with the Department of Energy and the National Laboratory of the Rockies to ensure competency in the critical tasks defined by industry experts.

The multiple-choice exam is comprised of 50 questions to cover knowledge and skills. You will receive 2 hours and 30 minutes to answer these questions. The multiple-choice exam consists of multiple versions.

This exam is a closed-book exam; with the exception of BPI Standards and the Standard Work Specifications (SWS), 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 exam). Any paper used to take notes, create diagrams, etc. (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 strictly 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. Participation in irregular behavior during the exam may result in the invalidation of the results of the exam, termination of status, civil liability, criminal prosecution, or other appropriate sanctions.

6. Job Task Analysis

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

- Knowledge is typically demonstrated on an written or verbal exam
- Skill, typically demonstrated on a written exam, diagram, or interactive tool
- Ability, typically demonstrated on diagram, interactive tool, prop, or in-house

(continued on next page)

DOMAIN 1: IN-PROCESS EVALUATION

Task 1: Verify Worker Compliance with Safety Regulations

Ability to:

- Evaluate that the work practices protect the health and safety of workers and building occupants (e.g., appropriate personal protective equipment being worn, monitoring air quality in workspaces, dust control, etc.)
- Evaluate the job site for compliance with safety regulations (e.g., proper lighting, safety and control in enclosed spaces, Safety Data Sheet, installation specifications)
- Document compliant, innovative, or deficient work practices
- Verify that crew members are using equipment to manufacturer's specifications and recommendations (e.g., safety switches are functional, ladder specifications, etc.)

Knowledge of:

- Energy retrofit techniques, terminology, materials
- Interpretation of manufacturer's specifications and recommendations
- Applicable codes and standards
- Safety regulations (e.g., Occupational Safety and Health Administration (OSHA), Environmental Protection Agency)
- Information contained in a Safety Data Sheet

Task 2: Evaluate in-process work quality

Ability to:

- Compare the work performed to the work scope (e.g., appropriate R-value, square footage)
- Determine if correct materials and equipment are being installed (e.g., fire-rated used where needed, correct insulation type)
- Verify the condition and capacity of the tools and equipment (e.g., calibration dates, blowing machine pressure)
- Document compliant, innovative, or deficient installation practices (e.g., improper materials, good workmanship, poorly functioning tools and equipment)
- Determine if appropriate diagnostic testing is being performed, based on dwelling
- Document potential missed opportunities
- Evaluate job site management and scheduling (e.g., sequencing, material and equipment staging)

Knowledge of:

- Basic building science:
 - Heat transfer mechanisms (e.g., convection, conduction, radiation)
 - Moisture transfer mechanisms (e.g., water vapor, bulk moisture)
 - Air transfer mechanisms (e.g., stack effect, pressure differences, etc.)
- Applicable codes, standards, and program requirements (e.g., International Codes Council [ICC], National Fire Protection Association [NFPA], ASHRAE 62.2, Standard Work Specifications [SWS], etc.)
- Energy retrofit in-process best practices (e.g., dense packing sidewalls, duct sealing, fan installation, etc.)
- Appropriate testing protocols for the situation
- Documentation requirements for the in-progress work (e.g., QCI documentation [sampling], worker documentation [confined space, lead containment], etc.)
- Credentialing requirements for workers

DOMAIN 2: POST-WORK EVALUATION

Task 1: Compare work completed in relation to the initial assessment and work scope (Evaluate the work of the EA)

Ability to:

- Determine if appropriate diagnostic testing was performed (e.g., health and safety, air leakage)
- Confirm housing characteristics used for initial assessment (e.g., insulation levels, heating equipment, square footage, etc.)
- Identify potential missed opportunities
- Compare inspection results to work plan projections

Knowledge of:

- Building science:
 - Heat transfer mechanisms (e.g., convection, conduction, radiation)
 - Moisture transfer mechanisms (e.g., water vapor, bulk moisture)
 - Air transfer mechanisms (e.g., stack effect, pressure differentials, etc.).
- Applicable codes, standards, and program requirements (e.g., ICC, NFPA, ASHRAE 62.2, SWS, etc.)
- Typically installed measures and missed opportunities
- Appropriate/required measures for each situation
- Appropriate testing protocols for the situation

Task 2: Evaluate installed measures for compliance with standards and targets (Evaluate the work of the contractor[s] and/or crew[s])

Ability to:

- Identify additional investigation needed based on sensory inspection results (e.g., unusual sounds, smells, humidity, etc.)
- Visually inspect and document installed measures
- Determine code or program compliance of installed measures (e.g., insulation certificate, installation standards)
- Determine if installed measures meet job specifications
- Determine if a problem is a material problem or a work problem
- Compare inspection results to previous test data
- List actions necessary to bring installed measures up to compliance (i.e., punch list)
- Interpret diagnostic test results
- Verify pressure and thermal boundary alignment

Knowledge of:

- Building science:
 - Heat transfer mechanisms (e.g., convection, conduction, radiation)
 - Moisture transfer mechanisms (e.g., water vapor, bulk moisture)
 - Air transfer mechanisms (e.g., stack effect, pressure differentials, etc.).
- Applicable codes, standards, and program requirements (e.g., ICC, NFPA, ASHRAE 62.2, SWS, etc.)
- Energy retrofit best practices (e.g., dense packing sidewalls, duct sealing, fan installation, etc.)
- Interpreting/comparing test results

DOMAIN 3: PROJECT COMPLIANCE AND COMPLETION

Task 1: Confirm whether policy requirements have been satisfied

Ability to:

- Identify questionable costs (e.g., missing items, double billing, large variance between estimated costs and final costs, etc.)
- Determine accuracy and appropriateness of initial building evaluation (e.g., missing information, software modeling inputs, existing equipment, square footage matches documentation, etc.)
- Identify inappropriate measures in the work scope (e.g., not obtaining permits, measure skipping, misaligned thermal and pressure boundaries, etc.)
- Ensure that all measures have been completed to the applicable standards
- Complete inspection documentation (e.g., checklists, required reports, recommended training, etc.)
- Ensure needed client education was conducted (e.g., teaching client how to use digital thermostat, how to change filter, ASHRAE fan control, etc.)

Knowledge of:

- Policy/program requirements (e.g., Grantees' guidelines, contracted scope of work, etc.)
- Applicable codes and standards (e.g., ICC, NFPA, ASHRAE 62.2, SWS, etc.)
- Energy modeling and expected inputs and outputs
- Client education best practices
- Required inspection documentation
- Basic accounting (e.g., work orders, invoicing, etc.)
- Financial rules and regulations (e.g., DOE allowable costs, leveraged funds, etc.)
- Building science:
 - Heat transfer mechanisms (e.g., convection, conduction, radiation)
 - Moisture transfer mechanisms (e.g., water vapor, bulk moisture)
 - Air transfer mechanisms (e.g., stack effect, pressure differentials, etc.)

7. Energy Auditor Exams Blueprint/Task Percentages

Domain and Tasks	% Exam
DOMAIN I: In-Process Evaluation	20%
Task 1: Verify worker compliance with safety regulations	10%
Task 2: Evaluate in-process work quality	10%
DOMAIN II: Post-Work Evaluation	68%
Task 1: Compare work completed in relation to the initial assessment and work scope (Evaluate the work of the EA)	34%
Task 2: Evaluate installed measures for compliance with standards and targets (Evaluate the work of the contractor[s] and/or crews[s])	34%
DOMAIN III: Project Compliance and Completion	12%
Task 1: Confirm whether policy requirements have been satisfied	12%

8. Standards of Reference

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

- ANSI – American National Standards Institute
 - ANSI/ACCA Manual D Residential Duct Design
 - ANSI/ACCA Manual J Residential Load Calculation
 - ANSI/ACCA Manual S Residential Equipment Selection
 - ANSI/NFPA 70E – Electrical Safety in the Workplace
 - ANSI/ASHRAE Standard 111 – Measurement, Testing, Adjusting, and Balancing of Building HVAC Systems
- ASHRAE – American Society of Heating, Refrigerating and Air-Conditioning Engineers
 - ASHRAE 62.1 – Ventilation for Acceptable Indoor Air Quality
 - ASHRAE 62.2 – Ventilation and Acceptable Indoor Air Quality in Low-Rise Residential Buildings
 - ASHRAE 90.1 – Energy Standard for Buildings Except Low-Rise Residential Buildings
 - ASHRAE 90.2 – Energy-Efficient Design of Low-Rise Residential Buildings
- ASTM – ASTM International
 - ASTM E84 – Standard Test Method for Surface Burning Characteristics of Building Materials
 - ASTM E1186 – Standard Practices for Air Leakage Site Detection in Building Envelopes and Air Barrier Systems
 - ASTM E779-10 – Standard Test Method for Determining Air Leakage Rate by Fan Pressurization
- BPI – Building Performance Institute
 - ANSI/BPI-1100-T-2023 Home Energy Auditing Standard
 - ANSI/BPI-1200-S-2017 Standard Practice for Basic Analysis of Buildings
 - Building Science Principles (BSP)
 - Healthy Housing Principles (HHP)
- EPA – U.S. Environmental Protection Agency¹
 - Lead Renovation, Repair, and Painting (RRP) Rule
 - Healthy Indoor Environment Protocols for Home Energy Upgrades
 - Code of Federal Regulations (CFR) Title 40: Protection of Environment
- HUD – U.S. Dept. of Housing and Urban Development
 - CFR Part 3280—Manufactured Home Construction and Safety Standards
- ICC International Code Council
 - International Residential Code (IRC)
 - International Fuel Gas Code (IFGC)
 - International Energy Conservation Code (IECC)
- NCHH – National Center for Healthy Housing
 - National Healthy Housing Standard
- NFPA – National Fire Protection Association
 - NFPA 31 – Standard for the Installation of Oil-Burning Equipment
 - NFPA 54 – National Fuel Gas Code
 - NFPA 70 – National Electrical Code
 - NFPA 275 – Standard Method of Fire Tests for the Evaluation of Thermal Barriers
- NLR – National Laboratory of the Rockies
 - Standard Work Specification (SWS) <https://sws.nlr.gov/>
 - Standard Work Specification Glossary – <https://sws.nlr.gov/lexicon#IC>
 - Quality Control Inspector Job Task Analysis (JTA)

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).

- OSHA – U.S Occupational Safety and Health Administration ¹
 - OSHA 1910 – Occupational Safety and Health Standards
 - OSHA 1926 – Safety and Health Regulations for Construction
 - OSHA 29 US Code 651 – General duty of employers to provide a safe and healthy working environment, including the identification and mitigation of potential hazards
- PNNL – Pacific Northwest National Laboratory
 - Residential Energy Dynamics (RED) <https://basc.pnnl.gov/redcalc>

9. Exam Security

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

10. Granting

In order to receive QCI certification, the candidate must meet all prerequisite requirements, as well as successfully complete the multiple-choice (written) exam. Please note that because the QCI certification requires the EA certification as a pre-requisite, if the EA certification expires, is deactivated, or revoked for any reason, the QCI micro-credential will also be deactivated. If the EA certification is reissued and there is still time left on the QCI micro-credential, then the QCI will be reactivated through the original expiration date.

10.1 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 five years from the date of initial certification.

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

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

10.2 Time Limits for Completing Certification

BPI permits 12 months to complete the certification process from the time a candidate takes the first exam. Candidates may challenge the QCI online exam 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 exam.

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

10.3 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.

10.4 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, beyond the consumer public information outlined in the BPI Certification Agreement, without obtaining prior written permission.

11. Quality Control Inspector Certification Renewal

BPI Certified Professionals who hold the QCI certification will be required to renew their certification every five years.

The certification renewal requirements for BPI certified Quality Control Inspector 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 five 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 Quality Control Inspectors:

- must hold an active BPI Energy Auditor certification at time of renewal, **AND**
- may accumulate a minimum of six qualifying* continuing education units (CEUs) over the five years of certification, in order to bypass the online exam by completing and submitting payment for the BPI Certification Renewal Application, **OR**
- successfully challenge the online exam that is current at the time of renewal.

The QCI certification requires the EA certification as a pre-requisite, therefore if the EA certification expires, is deactivated or revoked for any reason, the QCI micro-credential will also be deactivated. If the EA certification is reissued and there is still time left on the QCI micro-credential, then the QCI will be reactivated through to the original expiration date.

***Qualifying CEUs are defined as any educational trainings/sessions that align with the Job Task Analysis (knowledge, skills, and abilities) section in the QCI certification scheme handbook.**

***By completing certification renewal, all BPI certified Quality Control Inspectors are re-attesting to the Code of Conduct and Certification Agreement located in the QCI scheme handbook (Appendix A & D).**

Certification Renewal Scenarios:	Certification Result:
Online Exam (Successful) AND Active BPI Energy Auditor Certification	Certification Renewal Completed
Relevant CEUs (bypass online exam); must complete and submit payment for the <u>BPI Certification Renewal Application</u> , AND Active BPI Energy Auditor Certification	Certification Renewal Completed

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

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

12. Surveillance

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

13. File Review

The Certification Department 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.

14. Corrective / Preventative Action

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

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

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

15. Withdrawal of Certification

If a BPI Certified Professional is unable to maintain certification due¹ to illness, disability, change of profession, or other circumstances that prevent fulfillment of certification requirements, the certification may be voluntarily withdrawn at the request of the Certified Professional.

The Certified Professional must notify BPI immediately if they are unable, or anticipate being unable, to meet certification requirements.

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

- Failure to meet certification renewal criteria as outlined in Section 11
- Failure to take steps to submit the requested information of a corrective action as outlined in Section 14
- Failure to follow the BPI Certification Agreement 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 QCI certification is withdrawn; the BPI Manager of Client Relations will review the Certified Professional's record and send confirmation of the withdrawal within 30 days and provide a written statement in regard to steps that must be taken if the candidate requests the certification be reinstated.

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

16. Appeal Procedure

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

Appeal Process for Suspension of Certification

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

1. A request for review must be made within thirty (30) days from the date of the suspension or withdrawal of certification. The request for review may be made in the following manner:
 - a. Submit the Complaint Form via the BPI website
Go to www.bpi.org and select **About Us** at the top of the page, then **Contact Us**. Enter your information and choose **the 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.

17. Complaints

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

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

Complaints Process

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

1. A complaint must be made within thirty (30) days from the date that the situation occurred. The request for review may be made in the following manner:
 - a. Submit the Complaint Form via the BPI website:
Go to www.bpi.org and select **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 thirty to forty (30 – 40) days of receiving the complaint.

18. 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 thirty (30) days from 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 **the 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 Compliance Department. Review results will be forwarded to the appropriate BPI staff, who will provide the decision to the complainant via email, within thirty to forty (30 – 40) days of receiving the complaint.

Decisions made about a tertiary appeal are final.

19. Comments

Submit any comments regarding the certification exams or processes to HEPCertification@BPI.org.

Appendix A – Code of Conduct

By obtaining the Quality Control Inspector Certification, 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 Standard 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 – Código de Conducta

Este Código de Conducta establece las normas y estándares de comportamiento que el Auditor de Energía y el Inspector de Control de Calidad certificados (en adelante, denominados “Profesionales de Energía del Hogar”) deben respetar y cumplir como condición para la concesión y mantenimiento de su certificación.

I. Evitar Conflictos de Interés

A. Los Profesionales de Energía del Hogar no deberán participar en actividades profesionales que representen un conflicto de interés. Un conflicto de interés ocurre cuando un Profesional de Energía del Hogar está inapropiadamente motivado por cualquier propósito financiero, personal o profesional distinto del cumplimiento de las órdenes de trabajo. El cumplimiento de la orden de trabajo significa la prestación de servicios profesionales remunerados, según lo especificado, que cumplan de manera hábil, completa y útil con las necesidades y deseos expresados del cliente, empleador o entidad que solicita los servicios, en cumplimiento con todos los códigos, regulaciones y estándares aplicables.

B. Los Profesionales de Energía del Hogar deberán evitar, siempre que sea posible, incluso la apariencia de un conflicto de interés y deberán divulgar todas las asociaciones y relaciones potencialmente cuestionables con anticipación, a cualquier parte interesada, con un derecho legítimo a ser informada al respecto.

C. Los Profesionales de Energía del Hogar deberán informar por escrito al cliente o a la entidad que solicita servicios, cualquier relación compensatoria con proveedores de productos o servicios que estén recomendando (si trabajan para un contratista de instalación de ventanas, reciben comisiones por referencias, etc.).

D. Al proporcionar recomendaciones profesionales, los Profesionales de Energía del Hogar deberán remitir al cliente a las fuentes oficiales con listas actualizadas de profesionales certificados y empresas contratistas acreditadas, antes de hacer cualquier recomendación personal. Las recomendaciones personales son aceptables, siempre que no infrinjan ningún artículo dentro de este Código de Conducta.

II. Profesionalismo e Integridad

A. Los Profesionales de Energía del Hogar deberán cumplir con todas las regulaciones, advertencias e instrucciones relacionadas con la seguridad establecidas por organizaciones locales, estatales o federales y otras entidades de seguridad reconocidas.

B. Los Profesionales de Energía del Hogar deberán informar a todas las partes correspondientes sobre cualquier inquietud relacionada con la seguridad y la protección directamente vinculada a trabajos realizados por contratistas o empleados anteriores o actuales.

C. Los Profesionales de Energía del Hogar deberán informar al cliente o a la entidad que solicita los servicios sobre cualquier otra inquietud adicional relacionada con la seguridad y la protección.

D. Los Profesionales de Energía del Hogar deberán orientar o realizar trabajos basados en las mejores prácticas y estándares del sector, utilizando diagnósticos, pruebas e inspección visual dentro de sus áreas de educación, capacitación y experiencia.

E. Los Profesionales de Energía del Hogar deberán prestar servicios profesionales que orienten de manera efectiva al cliente o a la entidad que solicita servicios para reducir el consumo de energía, mejorar la salud y la seguridad, y prolongar la vida útil del edificio, al mismo tiempo que se mejora la calidad de vida y el confort de los ocupantes del mismo.

F. Los Profesionales de Energía del Hogar deberán ayudar al cliente o a la entidad que solicita los servicios a evaluar los costos y beneficios de las opciones de eficiencia energética disponibles de manera que se promuevan los mejores intereses del cliente, en pleno cumplimiento con los códigos, estándares y regulaciones aplicables.

G. Los Profesionales de Energía del Hogar no deberán aceptar ningún tipo de compensación por recomendar productos o servicios al cliente ni a otras partes interesadas en el trabajo inspeccionado.

III. Representación de la Profesión de los Profesionales de Energía del Hogar y Autorrepresentación

A. Los Profesionales de Energía del Hogar no deberán tergiversar ni engañar intencionalmente a otros sobre su experiencia o capacidades.

B. Los Profesionales de Energía del Hogar no deberán tergiversar ni hacer un uso indebido de su certificación.

C. Los Profesionales de Energía del Hogar no deberán participar en ninguna conducta que perjudique la reputación o los mejores intereses de las certificaciones de Auditor de Energía y/o Inspector de Control de Calidad, de la profesión o de la industria en su conjunto.

D. Los Profesionales de Energía del Hogar deberán actuar con profesionalismo en todo momento y en los mejores intereses del cliente, empleador o entidad que solicita servicios. Los Profesionales de Energía del Hogar no deberán actuar de ninguna manera que niegue o impida la prestación competente, oportuna y profesional de servicios al cliente, empleador o entidad que solicita servicios.

E. Los Profesionales de Energía del Hogar no deberán causar daños intencionalmente ni, por negligencia o indiferencia, permitir que se dañen bienes pertenecientes al cliente, empleador o entidad que solicita servicios. Los Profesionales de Energía del Hogar deberán tomar medidas razonables para proteger la salud, seguridad, propiedad y posesiones del propietario, y prevenir la pérdida indebida, el robo, el desperdicio y la utilización negligente de los fondos, recursos y suministros del propietario.

F. Los Profesionales de Energía del Hogar no deberán traicionar la confianza que el propietario, cliente, empleador o entidad que solicita servicios ha depositado en ellos al invitarlos a trabajar en sus hogares y negocios.

G. Los Profesionales de Energía del Hogar deberán asegurarse de que cualquier persona que trabaje bajo su supervisión actúe de manera profesional, en cumplimiento con todas las leyes, regulaciones y estándares aplicables, y en cumplimiento con todos los artículos especificados en este Código de Conducta.

IV. Mantener la Confidencialidad

A. Los Profesionales de Energía del Hogar no deberán discutir ni divulgar a terceros ninguna información confidencial sobre propiedades, propietarios, clientes, empleadores, y entidades que soliciten servicios, salvo que una orden judicial así lo exija. La información confidencial se define aquí como nombres, direcciones, números de teléfono, datos financieros, detalles personales, vulnerabilidades, defectos, mediciones, diagramas, planos, fotografías, grabaciones, versiones electrónicas y otras descripciones o representaciones que solo los empleadores o clientes tienen derecho y necesidad de conocer y divulgar.

B. Los Profesionales de Energía del Hogar no deberán, sin permiso, divulgar información privada y confidencial sobre ningún propietario, cliente, empleador o entidad que solicite servicios para el uso o intereses de terceros cuyos servicios y opiniones no hayan sido solicitados explícitamente por el propietario, cliente, empleador o entidad que solicita servicios. Los Profesionales de Energía del Hogar pueden discutir discretamente su propio trabajo y condiciones laborales con su familia y allegados, siempre que no viole la privacidad del propietario, cliente, empleador, la entidad que solicita servicios y sus familiares relevantes.

C. Los Profesionales de Energía del Hogar no deberán divulgar los hallazgos del trabajo realizado para el cliente, empleador o entidad que solicita servicios sin autorización previa, a menos que una orden judicial exija dicha divulgación.

V. Acciones Disciplinarias y Apelación

A. La violación de cualquier artículo de este Código de Conducta podría resultar en sanciones disciplinarias, incluyendo la revocación de la Certificación de Auditor de Energía o de la Certificación de Inspector de Control de Calidad.

B. Los Profesionales de Energía del Hogar tienen derecho a apelar cualquier decisión disciplinaria ante el organismo certificador.

Appendix C – Acuerdo de Certificación de BPI

ACUERDO DE CERTIFICACIÓN DE BPI

Un solicitante que desee realizar un examen de BPI deberá aceptar el Acuerdo de Certificación del Candidato de BPI antes de comenzar su examen. Asegúrese de leer y estar familiarizado con este acuerdo antes de presentar su examen.

AL FIRMAR, USTED ACEPTA LOS TÉRMINOS Y CONDICIONES DE ESTE ACUERDO DE CERTIFICACIÓN DEL CANDIDATO. EL CANDIDATO SOLO PODRÁ PRESENTAR EL EXAMEN SI ACEPTA LOS TÉRMINOS Y CONDICIONES DE ESTE ACUERDO. SI EL CANDIDATO NO ACEPTA LOS TÉRMINOS Y CONDICIONES, DEBERÁ SELECCIONAR "NO, NO ACEPTO" A CONTINUACIÓN Y NO SE LE PERMITIRÁ PRESENTAR EL EXAMEN.

BPI y el Candidato acuerdan que los términos y condiciones del presente Acuerdo regirán la participación del Candidato en el Examen de Certificación de BPI y su certificación.

1. CERTIFICACIÓN

A. El Candidato debe:

- I. cumplir con los requisitos previos.
- II. pagar todas las tarifas asociadas, incluidas las tarifas por volver a presentar el examen por cualquier razón
- III. aceptar los términos y condiciones de este Acuerdo antes de completar el examen.
- IV. aprobar el(los) examen(es).
- V. mantener actualizada su información de contacto.

B. Modificación de los Requisitos de Certificación. BPI podrá ampliar o reducir el título o el alcance de la certificación deseada o retirarla a su discreción.

C. Terminación. El Candidato podrá dar por terminado este Acuerdo en cualquier momento mediante notificación por escrito a BPI. Si el candidato elige dar por terminado este Acuerdo antes de la fecha de vencimiento de su certificación, la certificación, incluidos todos los materiales relacionados, deberá ser entregada y será anulada. Tras la terminación de este Acuerdo y después de la expiración de la Certificación, todos los derechos relacionados con la Certificación del Candidato, incluidos los derechos de uso de la Certificación y el Logo, se cancelarán inmediatamente.

2. CUMPLIMIENTO CON LAS REGULACIONES DE EXAMEN

El Candidato acepta cumplir con todas las regulaciones de examen requeridas por BPI y/o sus Centros de Prueba.

A. Sin trampas. El Candidato acepta que todas las respuestas enviadas en el examen son completamente suyas y no:

- I. proporcionará ni aceptará asistencia indebida.
- II. utilizará materiales no autorizados para cumplir con los requisitos de certificación.

B. Sin mala conducta. El Candidato se compromete a no:

- I. falsificar su identidad o suplantar a otra persona.
- II. falsificar la certificación, informes de puntuación, tarjetas de identificación o cualquier otro registro del examen.
- III. participar en conductas fraudulentas o presentarse como Certificado cuando no ha cumplido con los requisitos aplicables.
- IV. usar indebidamente o divulgar el nombre de usuario y/o contraseña u otras credenciales de certificación; y/o
- V. participar en cualquier otra conducta indebida que BPI, a su entera discreción, pueda considerar como una amenaza a la integridad, seguridad o confidencialidad del examen o la certificación.

C. No divulgación. El Candidato entiende y acepta que el examen es información confidencial y de propiedad de BPI. El Candidato acepta mantener la confidencialidad del examen y no divulgar, ya sea verbalmente, por escrito o en cualquier otro medio, el contenido del examen o cualquier parte de la certificación. Además, el Candidato acepta no solicitar a ninguna otra persona que divulgue el examen o cualquier parte del mismo al Candidato.

D. No uso indebido del examen. El Candidato acepta no copiar, publicar, ofrecer a la venta, vender, realizar o exhibir públicamente, distribuir de cualquier manera o transferir, modificar, crear trabajos derivados, realizar ingeniería inversa, descompilar, desensamblar o traducir el examen o cualquier parte del mismo.

3. ACCIONES DE BPI POR INCUMPLIMIENTO

El Candidato entiende y acepta que, si por cualquier razón y a su entera discreción, BPI considera que el Candidato ha violado los términos de este acuerdo o los criterios con los cuales se evalúa la competencia de una persona de acuerdo con el esquema de certificación, BPI tiene el derecho de negar al Candidato cualquier participación futura en el examen, anular un resultado aprobado, revocar el estado de certificación del Candidato y cualquier otro derecho previamente conferido por BPI, así como prohibir permanentemente al Candidato de cualquier participación futura en la certificación de BPI.

4. RETIRO DE LA CERTIFICACIÓN

Si el Candidato no mantiene o no continúa demostrando su competencia para esta certificación a satisfacción de BPI, la certificación será retirada. En caso de que la certificación sea retirada, BPI revisará el expediente del individuo certificado y proporcionará una declaración escrita sobre los pasos necesarios para la reinstalación de la certificación.

Las razones por las cuales BPI puede retirar la certificación de un individuo incluyen, pero no se limitan a:

- I. No aprobar el examen de opción múltiple.
- II. No aprobar la evaluación de campo.
- III. Verificación de una queja sobre el incumplimiento de los requisitos de instalación y la falta de corrección de las deficiencias.
- IV. No tomar medidas para corregir prácticas inadecuadas.

Si el individuo certificado no puede o ya no está en condiciones de cumplir con los requisitos de la certificación, debe notificar a BPI de inmediato y entregar todos los documentos de certificación a BPI, como la Tarjeta de Identificación BPI y los Certificados BPI, además de cesar el uso de cualquier logotipo o material de mercadeo.

Los candidatos pueden apelar la decisión revisando el proceso de apelaciones en el manual del esquema de certificación de BPI correspondiente.

5. DECLARACIONES Y GARANTÍAS

A. El Candidato declara y garantiza que:

- I. Se abstendrá de cualquier conducta que pueda perjudicar la reputación y el prestigio de BPI o de sus productos y
- II. No hará ninguna declaración, garantía o promesa en nombre de BPI ni que implique obligaciones para BPI y
- III. No realizará afirmaciones sobre la certificación fuera del alcance previsto de la certificación correspondiente.

B. El Candidato acepta no utilizar la certificación de manera engañosa o indebida.

6. INDEMNIZACIÓN

El Candidato acepta indemnizar, defender y eximir de responsabilidad a BPI contra cualquier pérdida, responsabilidad, daño, reclamación y gasto (incluidos los honorarios legales) derivados de cualquier reclamación o demanda, de cualquier naturaleza y origen, total o parcial, que pueda presentarse contra BPI, sus Centros de Pruebas, funcionarios, empleados o cesionarios, en relación con:

- I. Cualquier lesión personal, daño a la propiedad u otras reclamaciones causadas, directa o indirectamente, por un acto negligente, omisión, conducta ilegal o dolosa del Candidato.
- II. El uso indebido o mal uso de la Certificación y/o del Logotipo de BPI por parte del Candidato.
- III. El uso indebido o mal uso de la información confidencial de BPI por parte del Candidato.
- IV. El incumplimiento por parte del Candidato de cualquier obligación o garantía bajo este Acuerdo.

7. LIMITACIÓN DE RESPONSABILIDAD

Daños. BPI no será responsable por ningún daño indirecto, incidental, especial, punitivo o consecuente, ni por la pérdida de beneficios, ingresos o datos. La responsabilidad de BPI por daños directos, ya sea por contrato, agravio o cualquier otra causa, se limitará a las tarifas pagadas a BPI en virtud de este Acuerdo.

8. COMPROMISO DE CONFIDENCIALIDAD

A. Al firmar este Acuerdo, el Candidato o el individuo certificado acepta todos los términos y condiciones aquí establecidos.

B. El Candidato acepta:

- I. Mantener la Información Confidencial en estricta confidencialidad y tomar todas las precauciones razonables para protegerla.
- II. No utilizar, directa o indirectamente, la Información Confidencial en ningún momento durante el procedimiento de certificación, la realización del examen o después de este.
- III. No divulgar, publicar, reproducir ni transmitir, directa o indirectamente, ninguna Información Confidencial total o parcialmente a terceros, en ninguna forma, incluyendo, entre otros, medios verbales, escritos, electrónicos o cualquier otro medio, para ningún propósito sin la previa autorización expresa y por escrito de BPI.

C. BPI conserva todos los derechos, títulos e intereses sobre toda la información, contenido y datos contenidos en el examen, así como todos los derechos de autor, patentes, marcas registradas y otros derechos de propiedad proporcionados por BPI en el procedimiento de certificación y el examen.

Si el Candidato incumple el compromiso de confidencialidad establecido en el Acuerdo de Certificación del Candidato, BPI podrá retirar automáticamente y sin previo aviso la certificación del Candidato. Además, BPI tendrá derecho a ejercer cualquier otro recurso disponible por divulgación no autorizada o por incumplimiento del compromiso de confidencialidad en dicho Acuerdo.

Al obtener una credencial de BPI, otorgo mi consentimiento para que BPI responda a consultas públicas de los consumidores sobre mi estado de certificación y haga disponible, a través de una herramienta de búsqueda en www.bpi.org, la siguiente información: Nombre completo, Ciudad/Estado, Número de certificación, Fechas de expiración y Designaciones obtenidas.

Entiendo que BPI puede, a su discreción, publicar o eliminar la información pública del consumidor en www.bpi.org. BPI no está autorizado a publicar ni difundir ninguna otra información más allá de la mencionada, como el empleador, la dirección personal o el número de teléfono, sin mi autorización expresa.

La autorización pública del consumidor permanecerá en vigor mientras BPI mantenga registros sobre la certificación. La autorización especial permanecerá en vigor hasta que BPI reciba y confirme por escrito la notificación de su retiro. Esta autorización especial es completamente voluntaria y puede ser revocada. BPI no condiciona la concesión de su certificación a la recepción de esta autorización especial. Sin embargo, algunos programas pueden requerir la divulgación de esta información para procesar o recibir incentivos o para participar en sus programas. Esto no es un requisito de BPI.

Los titulares de credenciales que cambien su dirección o empleo son responsables de notificar a BPI sobre estos cambios y de verificar que las modificaciones hayan sido actualizadas después de la notificación.

El supervisor de su examen de campo puede estar sujeto a una visita de Garantía de Calidad por parte de un miembro del personal de BPI en el sitio o mediante una grabación en video de la sesión del examen para garantizar que se cumplan las políticas de BPI y los requisitos ANSI/ISO y que el proceso de evaluación siga siendo equitativo. Esta evaluación se realiza sobre el supervisor del examen, no sobre el examinado, y no interferirá con su examen. BPI realiza estas visitas en beneficio tanto del examinado como del supervisor.

Consentimiento para el Uso del Nombre e Imagen en Videos para Propósitos de Capacitación de Supervisores

Yo otorgo permiso al Building Performance Institute, Inc. ("BPI"), sus agentes y representantes, para grabarme en video, registrar mis conversaciones en audio y tomar fotografías de mí en relación con las pruebas escritas y de campo de BPI (el "Contenido").

- Entiendo y acepto que no recibiré pago alguno por el uso de mi nombre, el Contenido o por cualquiera de los derechos otorgados en este documento.
- Renuncio a cualquier derecho a inspeccionar o aprobar el uso del Contenido o el uso de mi nombre ahora o en cualquier momento en el futuro.
- Reconozco que BPI puede, a su entera discreción, optar por no usar o suspender el uso del Contenido o de mi nombre ahora o en cualquier momento en el futuro.
- Tengo dieciocho (18) años de edad o más. No estoy sujeto a ninguna restricción, contractual o de otro tipo, que me prohíba aceptar estos términos ni que impida a BPI ejercer los derechos y privilegios que les he otorgado.

ADAPTACIONES PARA EXÁMENES

La Ley de Estadounidenses con Discapacidades (Americans with Disabilities Act, ADA) proporciona protección integral de los derechos civiles para individuos con discapacidades calificadas. Se considera que una persona tiene una discapacidad si: (1) tiene una discapacidad física o mental que limita sustancialmente una actividad importante de la vida, (2) tiene un historial de dicha discapacidad, o (3) es percibida como una persona con tal discapacidad.

BPI ofrece adaptaciones para individuos con discapacidades o barreras idiomáticas, garantizando igualdad de oportunidades.

1. **Contactar directamente a BPI:** Comuníquese con el servicio de atención al cliente para solicitar adaptaciones específicas en el examen. Dependiendo de sus necesidades, pueden proporcionarse tiempo adicional, un espacio tranquilo u otros ajustes.
2. **Solicitar con anticipación:** BPI requiere que las adaptaciones para los exámenes sean aprobadas con antelación, por lo que se recomienda contactar a BPI antes de programar su examen.
3. **Proporcionar documentación necesaria:** En algunos casos, es posible que deba presentar documentación sobre su discapacidad o requisitos específicos de un profesional médico o psicológico.

ESTÁNDARES DE CONDUCTA

Al obtener una certificación del Building Performance Institute (BPI), usted acepta los términos y condiciones de los Estándares de Conducta de BPI.

La certificación puede ser denegada, suspendida o revocada si un individuo no cumple con este Código de Conducta. Las razones para tomar medidas disciplinarias incluyen, pero no se limitan a:

1. Cualquier irregularidad en relación con un examen, incluyendo (pero no limitado a) copiar materiales del examen, causar interrupciones en el área de prueba o no cumplir con las reglas razonables de administración del examen.
2. Presentar el examen con un propósito distinto al de obtener la certificación en el área técnica especificada en el título del examen.
3. Divulgar, publicar, reproducir, resumir, parafrasear o transmitir cualquier parte del examen, en cualquier forma o por cualquier medio, ya sea verbal, escrito, electrónico o mecánico, sin la previa autorización expresa y por escrito de BPI.
4. Proporcionar información fraudulenta o engañosa.
5. No pagar las tarifas requeridas en el plazo establecido.
6. Posesión no autorizada o uso indebido de certificaciones.
7. Representación falsa del estado de certificación.
8. No proporcionar la información solicitada en el tiempo requerido.
9. Disminución del desempeño profesional debido al uso habitual de alcohol, drogas u otras sustancias, o cualquier condición física o mental.
10. Negligencia grave o reiterada o mala praxis en el ejercicio profesional.
11. No mantener una credencial profesional vigente según lo exija la jurisdicción donde practica el individuo (esto puede incluir licencia, certificado o registro).
12. Condena, declaración de culpabilidad o aceptación de culpabilidad por un delito grave o menor relacionado con la seguridad pública o la industria de la construcción.
13. Medidas disciplinarias impuestas por una junta de licencias relacionadas con la industria de la construcción.
14. Cualquier otro incumplimiento continuo de los estándares, políticas y procedimientos de certificación.

Acciones Disciplinarias

Las siguientes acciones disciplinarias pueden ser tomadas en caso de incumplimiento de este Estándar de Conducta:

- Denegación o suspensión de elegibilidad.
- Denegación de certificación.
- Revocación de certificación.
- No renovación de certificación.
- Suspensión de certificación.
- Amonestación.
- Otras acciones correctivas.

Appendix D – BPI Certification Agreement

BPI Certification Agreement

Quality Control Inspector applicants will be required to accept the BPI 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 BPI 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:
- I. meet the prerequisites
 - II. pay the applicable exam fees;
 - III. accept the terms and conditions of this Agreement before completing the exam
 - IV. pass the exam(s)
 - V. 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 is valid for a period of five (5) 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 agrees to comply with all testing regulations required by BPI and/or its Test Centers.

- A. 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.
- B. 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.
- C. 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.

D. No Misuse of the Exam. Candidate 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

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

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 regard 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:

- I. Failure of the multiple-choice exam
- II. Failure of field evaluation
- III. Verification of a complaint by building owner or the owner's representative for failure to meet installation requirements and then not correcting the deficiency
- IV. Failure to take steps to correct improper practices.

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

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.

Candidate or certified individual agrees to not use the certificate in a manner that is misleading or unwarranted.

6. INDEMNIFICATION

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

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

A. By signing this Agreement, Candidate or certified individual agrees to all terms and conditions herein

B. 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.

C. 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 BPI 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.

By earning a BPI credential, I consent to give BPI permission to respond to consumer public queries about my certification status and make available, via a search tool on www.bpi.org, the following information: Full Name, City/State, Certification Number, Expiration Dates, and Designations earned.

I understand that BPI may, at its discretion, post or remove the consumer public information on www.bpi.org. BPI is not authorized to post or disseminate any other information beyond that stated, such as employer, home address, or telephone number without my express permission.

The consumer public authorization shall remain in effect as long as BPI maintains records about certification. The special authorization shall remain in effect until BPI receives and acknowledges written notification withdrawing the authorization. The special authorization is completely voluntary and may be withdrawn. BPI does not condition award of your certification on receiving this special authorization. However, some programs may require release of this information in order to process or receive incentives, or for participation in their programs. This is not a BPI requirement.

Credential holders who change their address or employment are responsible for notifying BPI of these changes and verifying the changes have been updated after notice.

The proctor for your field exam may be subject to a Quality Assurance visit by either a BPI staff member onsite or a video recorded exam session to ensure BPI policies and ANSI/ISO requirements are met and testing remains equitable. This evaluation is of the proctor, not the test taker, and will not interfere with your exam. BPI conducts these visits to the benefit of both the test taker and the proctor.

Consent to Use Name and Likeness in Videotapes for Proctor Training Purposes

I grant the Building Performance Institute, Inc. (“BPI”), its agents and representatives’ permission to videotape me, audio record my conversations and take photographs of me in connection with BPI’s written and field testing (the “Content”).

- I understand and agree that I will not be paid for any use of my first name, the Content, or for any of the rights granted in this document.
- I waive any right to inspect or approve the use of the content or the use of my first name now or at any time in the future.
- I acknowledge that BPI may, in its sole discretion, choose to not use, or discontinue its use of, the content or my first name now or at any time in the future.
- I am eighteen (18) years of age or older. I am not subject to any restrictions, contractual or otherwise, that would prohibit me from agreeing to the terms or preclude BPI from exercising the rights and privileges I have granted to them.

TESTING ACCOMODATIONS

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.

BPI provides accommodation for individuals with disabilities, or language barrier, ensuring equal opportunity.

1. **Contact BPI directly:** Reach out to customer service to ask about specific testing accommodation. Extended time, a quiet space, or other adjustments may be made depending on your needs.
2. **Request in advance:** BPI requires testing accommodation to be approved ahead of time, so reach out to BPI prior to scheduling your exam.
3. **Provide necessary documentation:** In some cases, you may need to provide documentation about your disability or specific requirements from a medical or psychological professional.

STANDARDS OF CONDUCT

By obtaining A Building Performance Institute certification, you agree to the terms and conditions of BPI’s Standards of Conduct.

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

1. An irregular event in connection with an exam, including (but not limited to) copying exam materials, causing a disruption in the testing area, and failure to abide by reasonable exam administration rules;
2. Taking the exam for any purpose other than that of becoming certified in the technical area referenced in the title of the exam;
3. Disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting anyportion of the exam in any form or by any means, verbal, written, electronic or mechanical, without the prior express 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 Standard 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 E – 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 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 exam. It is in the candidate’s best interests to provide recent and appropriate documentation, which clearly defines the extent and impact of the impairment(s) upon current levels of academic and physical functioning.

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

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

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

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

Once these forms have been reviewed, the applicant will receive notifications from BPI. If approved, you must bring the approval notice with you to the BPI Test Center.

Appendix F – Language Support Testing Accommodations

Language Support 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 written or field exam. The interpreter must complete the Interpreter Conflict of Interest and Disclosure Form, which must be submitted by the candidate, along with their Language Support Accommodation application and pre-approved by BPI.

BPI Standard Testing Accommodations for candidates needing language support.

Written Exams:

Exam times will be doubled.

Field Exams:

Exam times will be doubled.

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

Please submit the form at least thirty (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 G – Continuing Education Units (CEUs) for Quality Control Inspector Certification

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.

Any CEUs that are submitted must align with the BPI Standards and the BPI Testing Knowledge Lists available at www.bpi.org.

BPI CEU Providers are existing BPI Test Centers or other organizations who provide relevant continuing education and submit their courses to BPI for review for BPI 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. CEUs that have been pre-approved by BPI will be uploaded to the CEU portal by the CEU Provider. Certified Professionals may also upload relevant training for CEU credit in their CEU portal.

Certified professionals may obtain CEUs and apply them towards their certification(s) as described in the [BPI Certification Renewal Policy](#), as an option to bypass **most online exams** at the time of recertification and **does not apply to the field exam component** of certification renewal. Active CEU values apply to a certified professional'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 not mandatory. Please refer to the [BPI Certification Renewal Policy](#) for all options available.

BPI Certified Professionals that are self-reporting relevant CEUs for certification renewal must submit proof of attendance (certificate of completion that includes attendee name, course name, date and training organization name) 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 certified professional's recertification. If you attended a BPI preapproved class that is not shown in your candidate account, please contact the CEU Provider directly. Proof of attendance for BPI preapproved courses must be submitted by the CEU Provider. The certified professional is responsible for ensuring that all CEU submissions are credited in their individual BPI candidate account, as there are no extensions given for certification renewal.

Only CEUs earned during the active five-year certification cycle will qualify toward bypassing written testing. Specifically, for the EA Certification, CEUs have expiration dates of five years from the date they were earned (i.e., date of training, date an article was read, date of presentation).

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

CEU Categories

Activities and Definitions

Activity	CEU Hours Max	Proof
Technical Conferences	20 CEUs per certification cycle	Proof of attendance or completion of learning event (e.g., Certificate)
Synchronous Training	20 CEUs per certification cycle	Proof of attendance or completion of learning event (e.g., Certificate)
Asynchronous Training	20 CEUs per certification cycle	Proof of attendance or completion of learning event (e.g., Certificate)
Trainer/Instructor	20 CEUs per certification cycle	Course syllabus, listing in conference program, etc.

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

Technical Conferences: Learning events with content that aligns with the competency requirements; knowledge listed in the JTA will be granted CEU credit(s).

Synchronous Training: Student and trainer are interacting in real time, and content aligns with competency requirements; knowledge listed in the JTA will be granted CEU credit(s).

Asynchronous Training: Student and trainer (content) are not interacting in real time, and content aligns with competency requirements; knowledge listed in the JTA will be granted CEU credit(s). This includes self-directed learning.

Trainer/Instructor: Credits can be received by an individual who is instructing/teaching any training course that aligns with competency requirements and knowledge listed in the JTA; will be granted CEU credit(s).

Quality Assurance

BPI will perform random quality assurance audits on continuing education units submitted by certified professionals. At its discretion, BPI reserves the right to change the status, revoke or withdraw any certification or CEU submitted based on any form of noncompliance found during a routine audit. Upon a quality assurance audit, CEUs submitted could have a status change (from approved to not approved, etc.) or the number of CEUs could be changed which could affect recertification. Certified professionals are responsible for checking their candidate account to make sure they have enough relevant CEUs.

Contact Information

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

Terms and Definitions

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

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

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

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

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

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

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

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

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 written, oral, practical and observational.

Essential Learnings – Comprehensive list of Energy Auditor functions and tasks as determined by a job task analysis.

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

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

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.