



Building Performance Institute, Inc.  
BPI Certifications

# Healthy Home Evaluator (HHE) Certification Scheme Handbook



## **Notice**

A person considering certification as a Healthy Home Evaluator should understand the scope of the certification and the requirements to become certified.

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

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

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## **Acknowledgements**

The Building Performance Institute, Inc. would like to thank the Green & Healthy Homes Initiative, the Interstate Renewable Energy Council, other industry partners and all of the dedicated professionals who have participated in the development of this document.

## **Disclaimer**

Eligibility standards, exam content, exam standards, fees, and guidelines are subject to change. BPI will keep the most up-to-date version of this document posted at [www.bpi.org/pros](http://www.bpi.org/pros). Prior to participating in any available service through BPI, check to ensure that you have based your decision to proceed on the most up-to-date information available. BPI reserves the right to modify documents prior to accepting any application.

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# 1. Introduction to BPI

The Building Performance Institute, Inc. (BPI) is North America's premier developer of technical standards and professional credentials for residential energy efficiency upgrade work. BPI develops standards using an open, transparent, consensus-based process built on sound building science. From these standards, we develop professional credentials for individuals, accreditation for contracting companies and rigorous quality assurance services that raise the bar in home performance contracting. BPI is approved by the American National Standards Institute (ANSI) as an accredited developer of American National Standards and as a certifying body for personnel credentials under ANSI/ISO/IEC: 17024.

BPI is headquartered in the Saratoga Technology + Energy Park (STEP) in Malta, New York, and is supported by organizations around the globe. BPI was founded in 1993 by a group of building tradesman, product manufacturers, and public program professionals. Their vision was to create a resource for independent, third-party verification of worker skills in the weatherization industry and building trades. In 1996, the first certifications were issued for weatherization auditors and installation personnel. Since that time, BPI has expanded its capabilities to serve not only the weatherization industry, but also the growing building performance contracting industry from both a residential and multifamily buildings perspective.

As an independent, not-for-profit organization, we help create sustainable, green-collar jobs in local communities – jobs that cannot be exported – while helping to improve the comfort, health, safety, durability and energy efficiency of America's existing houses.

BPI develops, maintains and provides oversight of building performance certification schemes for individuals, and administers certification scheme committees to develop the schemes. This work includes conducting quality assurance surveillance of the testing process through the BPI Test Center network. BPI, through certification scheme committees, makes determinations regarding the withdrawal of certifications and requirements for certification renewal.

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's certification programs are operated in accordance with Title VI, of the Civil Rights Act of 1964, that states no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. BPI accepts and awards individual and organizational credentials regardless of membership status in any organization, association, program or group. BPI has no members and is not a membership organization.

## 2. BPI Certification Schemes

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

The certification schemes are developed and then reviewed on an on-going basis by scheme committees made up of subject matter experts – individuals with 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 handbook is for candidates who are involved in the diagnostics of existing residential buildings. For a full listing of certifications, see the [www.bpi.org/pros](http://www.bpi.org/pros) website.

To be certified by BPI, the candidate is not required by BPI to undergo any specific training, whether that would be on-site job training or classroom training; however, training is recommended. BPI does not approve any training programs. It is up to the individual to decide what training they want to take and where to take it, as it is solely their decision.

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 Healthy Home Evaluator Certification**

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

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

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

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

### **4. Multiple Choice Exams**

For this certification, a multiple choice test will be administered in order to ensure competency in the critical tasks defined by BPI.

The multiple choice exam is comprised of fifty (50) questions that cover knowledge and skills and will be timed at one hour and 30 minutes (1 ½ hrs). will be allowed for the timed test. The multiple choice exam consists of multiple versions, each determined to have its own minimum passing score through

psychometric analysis and the Modified Angoff standard-setting procedure. The results page during the online exam session will indicate whether a candidate was successful or not based on the version they were administered.

This exam is a closed-book exam.

Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited. Theft or attempted theft of exam items is punishable to the fullest extent of the law.

Candidates will be observed at all times by a BPI Test Center Proctor while taking the exam. This includes direct observation by the examiner as well as audio and video recording of the examination. Any participation in irregular behavior during the exam may result in the invalidation of the results of the exam, termination of a candidate's status, civil liability, criminal prosecution, or other appropriate sanctions.

## **5. Examination Security**

Examinations are highly confidential materials. Any attempts to willfully compromise the integrity of the examination, the examination 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.

## **6. Exam Retake Policy**

Once an exam is completed, candidates must wait a minimum of one hundred sixty-eight (168) hours [seven (7) twenty-four (24) hour days] before a retake exam may be attempted.

## 7. Functions and Tasks

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

### I. Principles of a Healthy Home (i.e., Keep it Healthy)

- A. Understanding of the key components to keeping a home healthy by maintaining an environment and structure that is:
  - i. Dry
  - ii. Clean
  - iii. Pest-free
  - iv. Safe
  - v. Contaminant-free
  - vi. Ventilated
  - vii. Maintained
  - viii. Energy-efficient

### II. Data Collection

- A. Environmental history taking (considering both persons and home; e.g., behavioral, health literacy, language and readability)
- B. Qualitative and quantitative assessment
  1. Qualitative assessment (e.g., visual, sensory, semi-quantitative)
    - a. Knowledge of building and surroundings (including structure)
    - b. Knowledge of mechanical equipment/systems
    - c. Knowledge of condition and locations of appliances
    - d. Knowledge of general room assessment, such as:
      - i. Air-flow and circulation
      - ii. Allergens and dust
      - iii. Moisture control
      - iv. Chemical exposure
      - v. Safety and injury prevention
      - vi. Safety data sheet
  2. Quantitative assessment
    - a. Measurement
      - i. Air-flow / Envelope
        - a) Knowledge of the application of limited pressure mapping/series leakage
        - b) Exposure pathway assessment
        - c) Knowledge of duct leakage diagnostics
        - d) Knowledge of limited HVAC system flow
      - ii. Moisture control
        - a) Knowledge of indoor RH
        - b) Knowledge of moisture mapping
        - c) Knowledge of conditions for microbial colonization/moisture level
    - b. Basic concepts and principles related to environmental sampling (e.g., VOC, formaldehyde, radon)
      - i. Knowledge of basic sampling techniques, such as:
        - a) Chemical
        - b) Biological

- c) Particle
      - ii. Specific contaminants (e.g., radon)
      - iii. Knowledge of regulatory overview
- C. Knowledge of At-Risk Populations (e.g., children, seniors, mobility, mental health)
- D. Knowledge of specific contaminants and environmental situations
  - 1. Lead-based Paint
    - a. General Knowledge Areas
      - i. age of house
      - ii. condition of the lead paint
      - iii. children in the house
      - iv. general understanding of the health implication
      - v. health questionnaire
      - vi. understand own state rules and regulations
      - vii. concentrate on children 5 and under
      - viii. knowing when to do a certified lead assessment
      - ix. EPA – Renovate Right Form
  - 2. Dampness and Mold Growth
    - a. General Knowledge Areas
      - i. sources of dampness – bulk, occupant, etc.
      - ii. visual inspection
      - iii. psychometrics
      - iv. vulnerable populations
      - v. sources
      - vi. pathways (internal /external)
      - vii. strength risk
      - viii. interview of occupants with asthma
      - ix. can detect odors of dampness
      - x. Relative humidity measurements
      - xi. surface moisture meter
      - xii. fan flow on exhaust
      - xiii. confirm ducting terminates outside
      - xiv. dryer venting or terminates to outside
  - 3. Asbestos and MMF Fibers
    - a. General Knowledge Areas
      - i. understand the difference between friable and non-friable
      - ii. what are the common HVAC building materials where we find asbestos
      - iii. health aspects of asbestos
      - iv. remodeling concerns
      - v. visual awareness of what asbestos components are in the home when doing the inspection
      - vi. good resource information available – EPA
      - vii. remind inspectors to not call items asbestos until it is tested/confirmed
      - viii. asbestos containing material that is prescribed
  - 4. Carbon Monoxide
    - a. General Knowledge Areas
      - i. low level exposure health effects, low levels can exist in the home without the alarm going off (75ppm)
      - ii. they do make detectors that will detect low levels
      - iii. knowledge of CO standards action levels
      - iv. sources of CO
      - v. placement of detectors
  - 5. Fire hazards



- a. General Knowledge Areas
  - i. improper storage of soiled materials
  - ii. improper venting materials
  - iii. unprotected wires
  - iv. dryer lint build up
  - v. improper storage of combustibles
  - vi. fire escape plan (review with the family or provide)
  - vii. smoking in bed/candles
  - viii. hot plates
  - ix. Kerosene heater
  - x. overloaded circuits
  - xi. improper chimney cleaning/creosol
  - xii. smoke detectors – existing/operational/location ungrounded electrical outlets
  - xiii. knob and tube
- 6. Explosion
  - a. General Knowledge Areas
    - i. evaluator look for compressed gas cylinders
    - ii. oxygen tanks
    - iii. limited access to fuels/chemicals
- 7. Structural Issues
  - a. General Knowledge Areas
    - i. unsafe stairs
    - ii. stair well
    - iii. additions to homes/poorly constructed
    - iv. decks
    - v. porches
    - vi. assessment of foundation condition/chimney
    - vii. knowledge of when to call in a professional assessment
    - viii. improper or poor renovation work (general awareness)
    - ix. interview process
    - x. knowledge of code issues
    - xi. assess exterior components for obvious damage including roofs, flashing, siding and guttering, ceiling, flooring and walls – structural sound
- 8. Trips and Falls
  - a. General Knowledge Areas
    - i. evaluate the condition of the stairs and hand rails – present and stable
    - ii. proper lighting
    - iii. consistent rise/run
    - iv. broke treads
    - v. disconnected runners
    - vi. knowledge of specific codes
    - vii. information on ways to ensure windows are safe from falls given current occupancy – determined during interview
    - viii. drowning potential
    - ix. grab bars present
    - x. lighting needs
    - xi. foot grips present
- 9. Electrical Hazards
  - a. General Knowledge Areas
    - i. extension cord wiring
    - ii. open splices

- iii. sliced wiring outside junction boxes
  - iv. knob and tube wiring
  - v. visual ID
  - vi. overhead wiring and line height
  - vii. entrance cable clearance
  - viii. GFCI where appropriate – trip GFCI with tester
  - ix. knowledge of when full electrical inspection necessary
10. Excess Cold
- a. General Knowledge Areas
    - i. house able to keep acceptable heating and cooling
    - ii. health aspects of areas too hot or cold
11. Hot surfaces, etc.
- a. General Knowledge Areas
    - i. setting DHW temp to proper temp to avoid burns
    - ii. hot plates/stove top/ wood stoves / steam radiators, pellet stoves, etc. within reach by a child,
    - iii. measurement of DHW temp at tap
    - iv. bath tub temp
12. Domestic Hygiene, Pests, etc.
- a. General Knowledge Areas
    - i. components of IPM (3 components)
    - ii. eliminate gaps
    - iii. cracks
    - iv. openings
    - v. eliminate harborage sites
    - vi. eliminate food/water sources
    - vii. use of traps and gels and monitoring stations
    - viii. least toxic control methods
    - ix. HEPA rated vacuum – use of and industry knowledge
    - x. green cleaning choices
    - xi. signs of pests and knowledge of health aspects
    - xii. indoor dust
    - xiii. issues with plumbing and pipes – usage
13. Radiation (Radon)
- a. General Knowledge Areas
    - i. education of radon health risks and entry methods, provide informational pieces, Awareness and education piece on awareness and testing options
    - ii. WX work may limit radon entry – or make worse
    - iii. other sources of radon – natural stone countertops
    - iv. emphasis on health affects # 2 lung cancer – combined with smoking
14. VOC
- a. General Knowledge Areas
    - i. focus on education on VOC hazards and prevention – can be extremely expensive to test for
    - ii. materials brought in by homeowner, materials for work being performed, encapsulation techniques, health effects are very individualized
15. Biocides
- a. General Knowledge Areas
    - i. education and awareness on poisons and pesticides on indoor environment
    - ii. exist/stored/used in homes

- iii. less toxic solutions – fertilizers, cleaning products, health effects are very individualized
- iv. potential to become entrapped in carpets, etc.
- v. vulnerable populations- children and developmental issues
- vi. asthma triggers
- vii. issues with plumbing and pipes – usage

#### 16. Lighting

- a. General Knowledge Areas
  - i. benefits of natural lighting
  - ii. security benefits for property
  - iii. safety aspects for sufficient task lighting, knowledge of key areas – trip and fall areas, kitchen lighting, existing lighting functionality, hazards of toxins and disposal safety

#### 17. Food Safety

- a. General Knowledge Areas
  - i. ensure appliances are working properly
  - ii. fridge and freezer temps – must measure
  - iii. proper food disposal and kitchen hygiene
  - iv. clean prep surfaces

#### 18. Crowding and Space

- a. General Knowledge Areas
  - i. signs of over population
  - ii. health effects of crowded spaces/trip fall/increased risk for sickness
  - iii. clutter prevents proper cleaning
  - iv. occupying rooms not intended for use

#### 19. Entry by Intruders

- a. General Knowledge Areas
  - i. doors and windows lock properly
  - ii. secure jambs and sashes
  - iii. potential for basement entry – failing doors/windows
  - iv. exterior lighting levels

#### 20. Noise

- a. General Knowledge Areas
  - i. stress levels created by elevated noise levels and associated health affects

### III. Analysis and Interpretation

- A. Knowledge of using analysis tools and resources
- B. Knowledge of interpreting quantitative and qualitative assessment findings related to evidence-based practice (e.g., radon, moisture level)
- C. Knowledge of evaluating quantitative and qualitative assessment results that do not have evidence-based practice

### IV. Recommendations and/or Scope of Work

- A. Knowledge of identifying recommendations/interventions based on analysis of assessment findings
- B. Knowledge of assisting clients in prioritizing recommended measures based on specific findings
- C. Knowledge of developing scopes of work
- D. Knowledge of making referrals

### V. Communication and Client Education

- A. Knowledge of written client communication

- B. Knowledge of non-specific language, sensitivity to client needs (e.g., healthy home literacy, housing maintenance literacy, psychosocial factors)
- C. Knowledge of external communication (e.g., communicating with partners, referrals, subcontractors)
- D. Knowledge of justification and persuasion
- E. Knowledge of communicating with at-risk populations

#### VI. Personal Safety, Insurance, and Liability

- A. Knowledge of personal protective equipment (PPE)
- B. Knowledge of occupant protection
- C. Knowledge of health advice vs. healthy home advice
- D. Knowledge of scope of services
- E. Knowledge of liability principles
- F. Knowledge of regulations that related to healthy home assessment
- G. Knowledge of in-home physical and environmental hazards

### Healthy Home Evaluator Blueprint

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

## 8. Standards of Reference

All BPI exams are based on a mixture of industry practices, axiomatic<sup>1</sup> concepts, and major standards of references. No singular source exists that could touch upon every aspect for what is considered testable. Conversely, there is no limit to the potential useful material found in print and online.

Please refer to the standards list found online at [www.bpi.org/hhe](http://www.bpi.org/hhe).

## 9. Preparing for Certification

- Download the latest version of this handbook from [www.bpi.org/pros](http://www.bpi.org/pros).
- Read all information contained in this handbook in its entirety.
- Refer to the Functions and Tasks contained in this handbook to be sure that you understand and are capable of performing the tasks required of this certification.

<sup>1</sup> An axiomatic concept is something implicit that requires no proof or explanation (e.g. – the sum of 2 and 2 is 4, or gravity states that if you drop something, it will fall to a lower level).

## 9.1 Prerequisites

All items below are required prior to taking the written certification exam:

- **Must hold a current BPI Building Analyst Professional, BPI Energy Auditor, or BPI Quality Control Inspector Certification and the certification must remain current in order for the Healthy Home Evaluator certification to remain current.**

## 9.2 Special Testing Accommodations

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

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

## 9.3 Proof of Identity

Candidates must show photo identification prior to taking the exam. *Please note that photo ID cannot be expired.* Be sure to register with the exact same name that will be presented as identification at the exam location or you will not be allowed to take the exam.

Examples of acceptable forms of photo ID are:

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

## 9.4 Certification Fees

BPI's recommended list price for the exam is \$200.00

## 9.5 Scheduling

To schedule this exam, please contact a BPI Test Center using the Locator tool on the website.

# 10. Granting

The certification prerequisites must be met as well as successful scores on the multiple choice and practical examinations to receive certification.

## 10.1 Notification of Test Results and Certification

When test results are processed the candidate is automatically notified by email that their test results are ready to view. To view the test results the candidate must log in to the Candidate Portal.

When the individual has achieved certification, an automatic email is sent to the candidate stating that certification has been awarded. Once this notification is sent a temporary certificate can be downloaded and printed from the Candidate Portal. BPI will also provide the individual with a packet containing a congratulatory letter on achieving certification, a certificate of certification and a photo identification card. These certification packets typically arrive three weeks after exam is received by BPI although times may vary.

The certificate and the photo identification card shall expire in three years from the date of last qualifying exam.

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

- name of the certified candidate
- candidates' identification 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 six (6) attempts to pass the multiple choice exam in a one-year time period.

### **10.3 Confidentiality of Information**

BPI and BPI Test Centers shall adhere to all policies and procedures regarding candidate confidentiality and shall not release any information regarding any candidate or certified professional without obtaining prior written permission. Forms for this purpose are provided as part of the application. This disclosure form is intended to assist BPI and the BPI Test Center to protect your information.

## **11. Maintaining Your Certification**

The Healthy Home Evaluator certification is valid for three years as long as one of the prerequisite certifications is maintained.

If a candidate's prerequisite certification expires during the period of the HHE certification, the HHE will be deactivated until the prerequisite certification is achieved. Once the prerequisite certification is achieved the HHE will resume with its original expiration date.

While there are no annual fees to maintain your certification you will be subject to surveillance as outlined in this document.

## **12. Recertification**

The certified Healthy Home Evaluator will be required to renew their certification every three years. The candidate will receive an email notification at 120, 90, 60 and 30 days reminding them their certification will expire. Candidates will be allowed to start the recertification process six (6) months prior to expiration. If recertification is completed more than six (6) months in advance the expiration date will change to the date of last exam.

Recertification is obtained by taking the written exam.

As part of the recertification process BPI will review the certified Healthy Home Evaluator's file for any open complaints.

The recertification requirements for certified Healthy Home Evaluators must be completed prior to re-issuance of the certification. Should there be any open complaints at the time of expiration BPI will not award recertification.

The certification of the individual shall be withdrawn or revoked due to the certified person's negligent refusal to follow the certification scheme requirements.

## **13. Surveillance**

Surveillance of the certified person is established to ensure compliance to the Policies and Procedures for which the certification was granted. The certification of the individual shall be withdrawn or revoked

due to certified person's negligent refusal to follow the certification scheme requirements or failure to take appropriate corrective action as dictated by BPI.

## 14. File Review

The certification department shall conduct a file review of certified persons that have complaints filed against them.

The review of the certified person's file activities includes confirmation that any complaints against the certified person have been resolved.

## 15. Corrective / Preventative Action

The corrective / preventative action shall include one of the following:

**Level One:** This corrective action shall be taken when the infraction is minor in nature. A written warning shall be sent to the certified person about the infraction along with the required corrective action. This written warning shall become part of the record in the person's file.

**Level Two:** This corrective action shall be taken when the infraction requiring proof of corrective action. A written warning is sent to the certified person about the infraction. The person is required to submit proof of correction in writing that the infraction has been corrected. The warning and the written response will become part of the record in the person's file.

## 16. Withdrawal of Certification

Should the certified Healthy Home Evaluator not maintain certification or not submit requested proof of corrective action 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 Healthy Home Evaluator's record and provide a written statement in regards to steps that will be taken in order for the certification to 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.

Reasons for withdrawal of a Healthy Home Evaluator's certification by BPI include, but are not limited to:

- Failure of the multiple choice exam upon recertification.
- Expiration of one of the prerequisite certifications.
- Failure to take steps to submit requested proof of corrective action.

BPI shall be notified immediately if a certified individual may not be able to or is no longer able to fulfill the requirements of the certification.

## 17. Appeal Procedure

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

### Appeal Process for Exam Review

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

1. A request for review must be made within thirty (30) business days from the date of the exam results. The request for review should be made, in writing, through the BPI website, or sent via registered mail, or email, to the Manager of Certifications Operations at BPI.

From the BPI website ([www.bpi.org/pros](http://www.bpi.org/pros)), under “Contact Us” select the Complaint Form and choose Exam Grade Appeal from the dropdown menu.

To send via registered mail, send requests for review to:

Building Performance Institute, Inc.  
Attn: Appeals  
107 Hermes Road, Suite 210  
Malta, NY 12020

To send via email, send requests to: [complaints@bpi.org](mailto:complaints@bpi.org)

2. The request for review must specifically state the reasons why the candidate believes the initial decision should be modified or overturned and provide information on the issue, or provide a specific reference where required procedures have not been followed.
3. The review will be carried out by the Quality Assurance (QA) Department. Review results will be forwarded to the Director of Certification Operations, who will provide a decision, in writing, within thirty (30) business days of receiving the written determination of the reviewer.
4. If the Director of Certification Operations concludes that the actions taken are valid, the candidate will be notified of the decision, in writing. The candidate will receive a letter by email, courier or registered mail. The candidate is deemed to have received the notice of the written review decision seven (7) business days after the notice is sent.

### **Appeal Process for Suspension of Certification**

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

5. A request for review must be made within thirty (30) business days of the notice of suspension or withdrawal of certification from the date of the exam results. The request for review must be made, in writing, through the BPI website, as noted above, or sent via registered mail or email to BPI at the addresses listed above.
6. The request for review must specifically state the reasons why the candidate believes the initial decision should be modified or overturned, and provide new information on the issue or provide a specific reference where required procedures have not been followed.
7. The review will be carried out by the QA Department. The QA Department will forward the results to the Director of Operations, with a request to provide a decision, in writing, within thirty (30) business days of receiving the written request for review.
8. If the Director of Operations concludes that the actions taken are valid, the candidate will be notified of the conclusion, in writing. The candidate will receive a letter by email, courier or registered mail. The candidate is deemed to have received the notice of the written review decision seven (7) business days after the notice is sent.

## **18. Complaints**

If you would like to file a complaint concerning any aspect of the certification or testing process, work performed by other BPI certified individuals, or any other BPI related concerns, please use the complaint form in the sub menu under ‘Contact Us’ on the top of the page at [www.bpi.org/pros](http://www.bpi.org/pros) or email [complaints@bpi.org](mailto:complaints@bpi.org). All complaints must be submitted in writing.



# Appendix A – Code of Conduct

## 1. Code of Conduct

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

1. An irregular event in connection with an examination, including (but not limited to) copying examination materials, causing a disruption in the testing area, and failure to abide by reasonable test administration rules;
2. Taking the exam for any purpose other than that of becoming certified in the technical area referenced in the title of the exam;
3. Disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting any portion of the exam in any form or by any means, verbal, written, electronic or mechanical, without the prior expressed written permission;
4. Providing fraudulent or misleading information;
5. Failure to pay fees when due;
6. Unauthorized possession or misuse of certifications;
7. Misrepresentation of certification status;
8. Failure to provide requested information in a timely manner;
9. Impairment of professional performance because of habitual use of alcohol, drugs, or other substance, or any physical or mental condition;
10. Gross or repeated negligence or malpractice in professional work;
11. Failure to maintain a current professional credential as required by the jurisdiction in which the individual practices (this may include a license, certificate, or registration);
12. The conviction of, plea of guilty to, or plea to a felony or misdemeanor related to public safety or the building industry;
13. Disciplinary action by a licensing board related to a building industry; and
14. Other failure to maintain continuous compliance with the certification standards, policies, and procedures related to your certification.

**2. Disciplinary Actions:** The following disciplinary actions may be taken as a result of non-compliance with this Code of Conduct:

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

# Appendix B – BPI Certification Agreement

## BPI CERTIFICATION AGREEMENT

An applicant who wishes to take a BPI exam will be required to accept BPI's Candidate Certification Agreement before beginning your exam. Make sure to read and be familiar with this agreement before you take your exam

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

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

### 1. CERTIFICATION

- a. The Candidate must:
  - meet the prerequisites
  - pay the applicable exam fees;
  - accept the terms and conditions of this Agreement before completing the Exam;
  - pass the exam(s)
  - keep contact information up to date
- b. Modification to Certification Requirements. BPI's Director level staff may expand or reduce the title or scope of the desired certification or withdraw the certification.
- c. Termination. Candidate may terminate this Agreement at any time upon written notice to BPI. The Certification is valid for a period of three (3) years after the date of passing the last qualifying exam. If the candidate 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 and testing centers.

- d. No Cheating. Candidate agrees that all answers submitted in completing the Exam and are entirely their own. Candidate will neither: (i) provide nor accept improper assistance; nor (ii) use unauthorized materials in attempting to satisfy Certification Requirements.
- e. No Misconduct. Candidate agrees not to (i) falsify his or her identity or impersonate another individual; (ii) forge the Certification, Exam score reports, identification cards or any other Exam records; (iii) engage in fraudulent conduct or misrepresent him or herself as Certified when he or she has not successfully met the applicable Certification Requirements; (iv) misuse or disclose username and/or password or any other Certification identities; and/or (v) engage in any other misconduct that could be considered by BPI, in its sole discretion, as compromising the integrity, security or confidentiality of the Exam or the Certification.
- f. No Disclosure. Candidate understands and agrees that the Exam is BPI's confidential and proprietary information. Candidate 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 agrees not to request any other individual to disclose the Exam or any part thereof to the Candidate.
- g. 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

- h. Candidate understands and agrees that, if for any reason and at its sole discretion, BPI believes the Candidate 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 any further participation in the Exam, cancel a passed Exam result, remove the Candidate's certified status and any other rights previously conferred on the Candidate by BPI, and to permanently bar Candidate from any further participation in BPI's Certification.

#### 4. WITHDRAWAL OF CERTIFICATION

- i. Should the certified individual not maintain or not continue to prove their competence for this certification to the satisfaction of BPI, the certification will be withdrawn. In the event the certification is withdrawn, the BPI certification operations manager will review the certified individual's record and provide a written statement in regards to steps that will be taken in order for the certification to be reinstated.

Reasons for withdrawal of an individual's certification by BPI include, but are not limited to:

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

#### 5. REPRESENTATIONS AND WARRANTIES

- j. By the Candidate. Candidate represents and warrants that: (i) Candidate will refrain from any conduct that may harm the goodwill and reputation of BPI or its products and (ii) Candidate shall not make any representation, warranty or promise on behalf of or binding upon BPI and (iii) Candidate shall not make claims regarding certification outside of the intended scope of the appropriate certification.
- k. Candidate agrees to not use the certificate in a manner that is misleading or unwarranted.

#### 6. INDEMNIFICATION

- l. Candidate 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, (ii) Candidate's use or misuse of the Certification and/or the Logo; (iv) Candidate's use or misuse of BPI' confidential information; and/or (v) Candidate's breach of any obligations or warranties under this Agreement.

#### 7. LIMITATION OF LIABILITY

- m. 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

- n. By signing this Agreement, Candidate agrees to all terms and conditions herein
- o. 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.
- p. 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 of the confidentiality undertaking in the Candidate Certification Agreement, BPI may automatically and without notice withdraw Candidate's Certification. Further, BPI is entitled to pursuing any other available remedy for unauthorized disclosure or for breach of the confidentiality undertaking in said Agreement.

# Appendix C – Candidates with Special Testing Accommodations

## Candidates with Special Testing Accommodations

The Americans with Disabilities (ADA) Act provides comprehensive civil rights protection for qualified individuals with disabilities. An individual with a disability is a person who: (1) has a physical impairment or a mental impairment that substantially limits a major life activity, (2) has a record of such impairment, or (3) is regarded as having such an impairment.

The ADA does not specifically name all of the impairments that are covered. If you have a disability, you have the right to inquire and receive information about testing accommodations.

“Testing Accommodation” means an adjustment to or modification of the standard testing conditions that eases the impact of the applicant’s disability on the examination process without altering the nature of the exam.

As an applicant claiming a disability that requires testing accommodations, the applicant must properly complete the Special Testing Accommodation form. The burden of proof is on the applicant to establish the existence of a disability protected the Americans with Disabilities Act, as well as to establish the need for testing accommodations. Each application is evaluated on a case by case basis.

Qualified individuals with disabilities are required to request accommodations every time they plan to take the examination. 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 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 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](#)
- [Provider Application for Special Testing Accommodations](#)
- Clinical evaluation on official letterhead (letter or detailed report)

*If the links above, do not work please navigate to [www.bpi.org/pros](http://www.bpi.org/pros) and select ‘Application’s under the Documents tab at the top of the page.*

Please submit the forms at least 2 weeks in advance of your scheduled exam.

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

# Appendix D – Language Barrier Testing Accommodations

## Language Barrier Testing Accommodations

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

BPI Standard Testing Accommodations for candidates with a language barrier.

### **Written Examinations:**

Exam times will be doubled.

### **Practical Examinations:**

Exam times will be doubled.

- [Candidate Application for Language Barrier Testing Accommodations](#)

*If the link above does not work please navigate to [www.bpi.org/pros](http://www.bpi.org/pros) and select 'Applications' under the Documents tab at the top of the page*

Please submit the form at least 2 weeks in advance of your scheduled exam.

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