



BPI Multifamily Certifications

CERTIFICATION SCHEME HANDBOOK



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Acknowledgements

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Disclaimer

BPI will keep the most up to date version of this document posted at 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 a rigorous quality assurance program 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. Introduction to BPI Multifamily Certifications

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

This document explains the requirements and outlines the knowledge areas needed for the BPI Multifamily certifications. It provides important information about the BPI certification process, including detailed information about the certification exams. BPI certification exams are open to any individuals,

including: BPI GoldStar Contractors that employ certified professionals, BPI test centers that offer exams, weatherization programs and others who can demonstrate their proficiency on the certification exams.

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

3. General Requirements for BPI Multifamily Certification

3.1 Certification Eligibility

BPI certification programs are operated in accordance with Title VI, of the *Civil Rights Act of 1964*. BPI is not a membership organization.

BPI strongly recommends that a candidate seek training and have some experience in the building performance industry before attempting any BPI certification designations. BPI does not require that its online exams are taken before field exams; however, both online and field exams must be passed prior to earning any BPI certification.

3.2 Steps for BPI Multifamily Certification

1. Review this *BPI Multifamily Policies and Procedures* document thoroughly.
2. Review the [BPI Knowledge Areas for Multifamily Certification Designations](#) and the [BPI National Standards](#) for the Multifamily Certification designation being considered.
3. Determine if training is required prior to attempting certification.
4. Download the latest application from www.bpi.org/pros under “Documents” then “Applications”

While BPI does not require training prior to attempting certification, candidates seeking training may refer to Training on the BPI website (www.bpi.org/pros), where you can locate an independent training organization in your area. BPI does not directly perform any training services. Individuals completing training typically perform better on BPI exams.

5. Schedule your exam(s):
 - a. Candidates who are attempting to earn a BPI Multifamily Building Analyst (MFBA) certification should register for the 75 question online written exam and the 50 question picture based practical exam.
 - b. Candidates who are attempting to earn a BPI Multifamily Building Operator (MFBO) certification should register for the 75 question online written exam and field exam.
5. Complete the applicable exams successfully, with an overall score of 65 percent or higher on the written and practical.

3.3 What Certified Professionals Receive Upon Becoming BPI Certified

Each BPI Certified Professional will receive:

- Photo identification badge with identification number
- Certificate for each certification earned
- BPI certified uniform patches with supporting regalia, indicating each certification awarded and each certification earned
- Access to a digital version of the BPI logo – contact certification@bpi.org to request the logo

Note: See the [BPI Brand Protection and Logo Use Policies and Procedures](#) for details about the proper use of the BPI brand and logo.

4. Certification Time Limits and Expiration

4.1 Time Limits for Completing Certification

BPI permits twelve (12) months to complete the certification process from the time a candidate takes the first exam. Candidates who do not complete the certification process within one year must retake the appropriate exam(s).

4.2 Certification Expiration

Multifamily certifications are valid for three (3) years. BPI requires candidates to retest every three (3) years in order to retain certification.

5. Renewing Multifamily Certifications

5.1 Individuals Whose Certifications Have Expired

1. Schedule your exam(s) through your local [BPI Test Center](#).
2. Complete the applicable exams successfully, with an overall score of 65 percent or higher on the applicable online, field exams, and practical exam. .

Note: *Any unsuccessful result of a recertification ends the active certification. When recertification is unsuccessful, candidates must take the field exam and online exam again, as if they were a first time candidate.*

5.2 Individuals Who Maintain Continuous Certification

BPI's new certification renewal policy recognizes the work experience of BPI certified professionals. The new policy eliminates field exam requirements and the Multifamily Building Analyst (MFBA) 50 question practical exam in certain circumstances according to verified work experience. This change will benefit those professionals who maintain continuous certification and remain active in home performance roles.

5.3 Certification Renewal Window

Certifications are valid for three (3) years.

If you don't take your exams prior to your expiration date, you must begin the certification process again and retake your online and field exams.

5.4 Certification Renewal Reminder

As a courtesy, BPI sends out reminder notices, via email, to candidates when their certifications are close to expiring. Three to four (3-4) months prior to the date of their expiration, notices are issued – at 120, 90, 60 and 30 day intervals. *It is your responsibility to recertify before the expiration date.*

6. Exam Specifications, Ability Levels and Technical Resources

It is the candidate's responsibility to prepare for, and understand, the technical material that may be examined on the BPI Multifamily Certification exams. BPI staff and its test center representatives may provide general guidance on the format and general subject areas of exams, but will never disclose specific information, including exam questions, that might compromise the integrity of the exam or the certification credentialing process. Candidates should familiarize themselves with the exam specifications provided. Candidates should become very familiar with the knowledge areas for each certification. See the [BPI Knowledge Areas for Multifamily Certification Designations](#) for more information. The [BPI National Standards](#) are another important resource for certification preparation. Before applying for or attempting

any of the BPI certification exams, each candidate is strongly encouraged to review these documents thoroughly.

7. Standards of Reference

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

Multifamily Building Analyst

- Multifamily Building Analyst Professional

Multifamily Building Operator (Multifamily Energy Efficient Building Operator)

- Multifamily Energy Efficient Building Operator

8. Scheduling and Cancellations

8.1 Scheduling of Exams

BPI recommends that candidates allow up to *eight weeks* for scheduling of their exams. When scheduling through BPI, we recommend that you allow up to eight weeks from the time you call BPI.

Exams may be scheduled by directly contacting BPI or a BPI test center, via www.bpi.org/pros.

All exams scheduled are subject to cancellation and/or rescheduling fees. Test dates arranged through BPI must be guaranteed by credit card or another form of pre-payment.

8.2 Cancellation or Rescheduling of Exams

In the event of a rescheduled or cancelled appointment, the following fees, under Cancellations and Rescheduling below, apply:

Note: *Circumstances out of the control of the candidate will be evaluated on a case-by-case basis.*

8.3 Cancellations

Fourteen (14) calendar days or more prior to date:	No fee
Thirteen (13) calendar days to 72 hours prior to date:	25% of exam fees
Less than 72 hours prior to date:	50% of exam fees

8.4 Weather/Travel Conditions

BPI recognizes the possibility of adverse weather conditions or travel conditions that may impact the scheduled testing sessions. In such instances, BPI will accommodate the candidate(s) as much as possible. If the situation results in a postponement, the candidate or the organization will not be held responsible for rescheduling fees, and a rescheduled date will be determined. BPI will not hold field exams if the conditions result in an unsafe work environment or unsafe travel conditions.

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.

9. Exam Fees and Time Limits

9.1 Online/Field Exam Fees

Fees for online exams provided by BPI are detailed in a separate fee schedule. When scheduling through BPI, these fees must be paid in advance. Contact BPI at 1-877-274-1274 to pay using a major credit card or remit a check payable to BPI.

BPI Test Center fees for exams may vary from test center to test center. BPI does not set these prices. When attempting certification through a BPI Test Center, consult your test center for the applicable fees.

Note: *When scheduled through BPI, payment for exam services is due in full at the time of scheduling. Results will not be given until payment is received by BPI or payment arrangements have been made.*

9.2 Exam Time Limits

The written exam time limits are:

- Two-hour time limit for 75 question exams [for Multifamily Building Analyst (MFBA) and Multifamily Energy Efficient Building Operator (MFBO)]

The field exam time limits are:

- Two-hour time limit for field exam [Multifamily Energy Efficient Building Operator (MFBO) only]

Online picture based practical exam:

- One and one half hour [Multifamily Building Analyst (MFBA) only]

10. Exam References – Open Book/Closed Book

All BPI online exams are knowledge-based exams and are closed book, with the exception of an unmarked set of [BPI National Standards](#). Any formulas, charts, graphs, tables or other materials needed for testing candidates will be provided.

You may use electronic devices to access reference material only; however, no interpersonal communication is allowed.

10.1 Field Exams

All BPI field exams are open book and any reference material is allowed. Digital reference material may be used, but no outside communication is permitted.

10.2 Online Exams

Candidates are only allowed to bring standards or scientific calculators to the online or field exam. Cell phones, pagers and Personal Digital Assistants (PDAs) are not permitted during the online exam.

11. Exam Scoring, Retesting and Reviews

11.1 Exam Scoring

All BPI exam results are determined by BPI. Candidates will typically receive their results four to six weeks after completing the exam, provided that all necessary paperwork has been remitted and requirements have been met. Candidates may call BPI to determine if they have passed; however, specific scores and detailed results will not be provided via telephone, fax or email.

11.2 Retesting upon an Exam Failure

Any exam may be attempted six (6) times within twelve (12) months. If, after the sixth (6th) attempt, the

candidate does not pass, they must wait for the anniversary date of the first exam (candidates must wait one full year from the time they take an exam).

If an exam is unsuccessful, 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.

If, in the process of retesting, twelve (12) months elapse, you must reapply as a new candidate. All fees will be in accordance with fee schedules.

Note: *Any unsuccessful result of a recertification ends the active certification. When recertification is unsuccessful, candidates must take the field exam and online exam again, as if they were a first time candidate.*

11.3 Exam Review Request

BPI will honor hand scoring requests made by individuals who question exam results. BPI will honor requests for in-person online exam reviews. Upon request, the candidate, at his or her own expense and at a mutually acceptable time, may travel to BPI to review an exam question(s) that is challenged. The individual may not see their answer or the correct answer for the question. The individual may not record via any means the questions or the answers. BPI will make any final determinations as to the questions validity using any method it deems appropriate and will adjust scores for the candidate(s) that are positively affected, but will not adjust scores for those candidates that are negatively affected.

12. Candidate Specific Information

12.1 Notice of Contact Information Changes

If a BPI certified professional has changed his or her contact information, he or she must notify BPI within 30 days. Failure to communicate this information may result in missing important correspondence and could be grounds for suspension of a certification credential. All contact information changes may be sent, via email, to certification@bpi.org, by fax to 518-899-1622, or by calling 1-877-274-1274.

12.2 Candidate Photographs

Candidates who do not have photographs taken at the exam sessions may submit a photograph to BPI directly, via email, to certification@bpi.org. Individual certification credentials will not be issued until the photographs are received.

13. Exam Security and Disciplinary Policies

13.1 Exam Security

Exams are highly confidential materials. Any attempts to willfully compromise the integrity of the exam, the exam process or the certification process will 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.

13.2 Disciplinary Actions

Standards of conduct, such as ethical standards and policies and procedures for disciplinary action, are established and approved by BPI. Grounds for suspension or revocation of certification credentials will include, but not be limited to:

- Termination as a result of the period of certification that expires without renewal
- Evidence of falsification of any information on any documents
- Evidence of intentional misrepresentation in respect to the certification held

- Willful violation of the BPI certification policies and procedures
- Willful brand or logo use policy violations that are determined to be false and misleading
- Conviction, incarceration or indictment by legal authorities

14. Confidentiality of Information

BPI and BPI test centers will adhere to all policies and procedures regarding candidate confidentiality and will not release any information regarding any candidate or certified professional without obtaining prior online 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.

14. Appeals

14.1 Appeal Procedure

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), 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.
107 Hermes Road, Suite 210
Malta, NY 12020

To send via email, send requests to: complaints@bpi.org

2. The request for review must specifically state the reasons why the candidate believes the initial decision should be modified or overturned and provide information on the issue, or 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 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 or Withdrawal 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.

15. 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, under 'Contact Us' at the top of the page at www.bpi.org/pros.

All complaints must be submitted in writing to complaints@bpi.org.

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

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

- i. 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's 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 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 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.

Appendix E – BPI Certification Exam Development and Maintenance Process

Below is a brief overview of the process that BPI uses to develop and maintain its certification credentials.

Identify Job Designations

- Define testing audience
- Define test candidates expected competency level
- Define test purpose
- Define the job designation criteria
- Draft preliminary test specifications

Conduct a Job Task Analysis

- Identify and document requirements to perform the job designation
- Compile into a Testable Knowledge List

Establish the Test Areas to be Covered and Method of Exam

- Review the draft test specification and make adjustments based on the Testable Knowledge List feedback
- Determine the percentage of knowledge and skills to be tested through online exams, field performance exam or other testing methods

Item Development

- Conduct test item writing sessions
- Perform a technical, psychometric and language review of each test item

Test Construction and Validation

- Conduct pre-tests of exams
- Perform a statistical analysis
- Adjust the test scoring parameters based on pre-tests

Test Implementation

- Full-scale test availability

Ongoing Job Designation and Test Maintenance

- Statistical performance review
- Ongoing test item analysis, review, development and strengthening as industry changes
- Periodic job task analysis reviewed every 5-7 years
- Update the Testable Knowledge List every 5-7 years

All exams are to be conducted using official proctor scripts. The test items are reviewed by an open, transparent, consensus based procedure. Every reasonable attempt is made to ensure that the exams and the test items are psychometrically and statistically valid and referenced to appropriate technical standards. This ensures the BPI certification exams are highly credible and defensible.

Questions regarding this process should be emailed to certdev@bpi.org.

Appendix F – Continuing Education Units (CEUs)

Continuing education is an integral aspect of BPI's certifications. Continuing education permits BPI certified professionals to keep up with a quickly changing industry and bypass certain aspects of the recertification process. Continuing education improves a certified professional's knowledge and ability to properly diagnose a home and recommend improvements.

Requirements

BPI's continuing education requirements are as follows:

- *Attendance must be verifiable*
- *All continuing education accomplishments must be documented and submitted to BPI*

To view the policy and requirements for CEUs please refer to the [BPI CEU Policy](#).

For details, see [Submit your CEUs](#) for credit and any questions please email ceus@bpi.org.

Terms and Definitions

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

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

BPI Continuing Education – 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.

BPI Curriculum Resources – Formal building science based instruction that has been proven to have pertinent elements in its curriculum that aligns with the BPI Testable Knowledge List and BPI National Standards.

BPI GoldStar Contractor – A contracting company or organization providing home performance services to customers, that commits to quality management systems, business practices and technical operations necessary to ensure the consistent delivery of building performance services in conformance to BPI Standards.

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

BPI Proctor – An individual qualified by BPI to administer online exams and or field exams on behalf of a BPI test center.

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

BPI Quality Assurance Provider – An independent, third-party entity qualified by BPI to deliver quality assurance services.

BPI Test Center – An organization with appropriate staff and other resources that is qualified by BPI to proctor exams and mentor contractors for the expanding national network of building performance industry professionals.

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

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

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

Quality Improvement – Changes in the quality management system when an alteration to one or more of the processes is necessary, as is indicated by ongoing feedback.

Quality Management System – The set of policies and procedures an organization commits to follow to ensure the delivery of quality building performance contracting services, which includes, but is not limited to, quality planning, quality control, quality assurance and quality improvement.

Quality Planning – The preparatory actions organizations undergo to determine the impact that their decisions and actions will have on their quality management system.