



Quality Control Inspector

CERTIFICATION SCHEME HANDBOOK



Notice

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

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

Information in this scheme handbook represents the policies at the date of publication for the BPI Quality Control Inspector certification. The information in this scheme handbook supersedes information contained in any previously published documents.

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Acknowledgements

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Disclaimer

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

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1. About BPI

Founded in 1993, the Building Performance Institute (BPI) is the nation's premier certification and standard-setting organization for home performance professionals. BPI is accredited by the American National Standards Institute, Inc. (ANSI) as a developer of American National Standards. BPI is also accredited as a certifying body for personnel credentials by the ANSI National Accreditation Board (ANAB). BPI develops the technical standards for home energy audits and for energy efficiency, health, and safety improvements. From these standards, BPI develops rigorous online and field exams resulting in one of BPI's 14 professional certifications. BPI understands the importance of impartiality in carrying out its certification activities, manages conflict of interest, and ensures the objectivity of its certification activities.

BPI also offers three programs ([BPI GoldStar Contractor](#) for companies, [Rating Program](#) for raters, and [BPI Product Listing](#) for manufacturers) and three certificates ([Building Science Principles](#), [Healthy Housing Principles](#), [Site Supervisor](#)). BPI Certified Professionals hold over 12,000 active certifications supported by over 100 BPI Test Centers and 250 Proctors nationwide. BPI has BPI Goldstar Contractors across the country.

BPI is a 501(c)3 corporation registered in the state of New York. The corporation was incorporated on January 18, 1996, and the corporation number is 14-1789014. The objective of the corporation is to provide credentialing for individuals and corporations involved in the residential retrofit industry. BPI is headquartered in Saratoga Springs, NY.

2. BPI Certification Schemes

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

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

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

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

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

For individuals to become BPI Quality Control Inspector (QCI) certified, successful completion of a multiple-choice exam to confirm the candidate's knowledge and skills is required.

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

The requirements for this certification will be reviewed every five years and modified as required by the scheme committee with input from the residential retrofit industry. Modifications to the certification scheme will be made by BPI on the basis of the non-compliance cases, feedback from industry and technical changes to materials, components, systems, building codes or other relevant items.

3. Outline of the Quality Control Inspector Certification

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

This scheme defines the scope of the QCI certification as the following: a quality control inspector is a residential energy-efficiency professional who ensures the completion, appropriateness, and quality of energy upgrade work by conducting a methodological audit/inspection of the building, performing safety and diagnostic tests, and observing the work. A committee of subject matter experts (SMEs) considered to be experts in the field created the Quality Control Inspector Job Task Analysis (JTA).

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

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

4. Preparing for the QCI Exam

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

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

4.1 Prerequisites

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

- Candidates must hold an active BPI Energy Auditor Certification in order to sit for the QCI exam; you do not need to fill out a separate application to sit for the QCI online exam.

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

4.2 Special Testing Accommodations

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

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

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

4.3 Proof of Identity

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

Examples of acceptable forms of photo ID are:

- driver's license
- state issued photo ID
- passport
- military identification
- employee identification card

4.4 Certification Fees and Scheduling

BPI certification exams are provided through BPI Test Centers. Please reach out to a local BPI Test Center for fees and scheduling details of exams, as they will vary from Test Center to Test Center. To locate a BPI Test Center, please go to the BPI website (www.bpi.org) and select **Locator** from the top of the page.

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

5. Multiple-choice Exams

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

The multiple-choice exam is comprised of 50 questions to cover knowledge and skills and will be timed at two hours and 30 minutes (2 ½ hours). 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.

The passing score for both Form A and Form B is 70%.

This exam is a closed-book exam with the exception of BPI Standards and the Standard Work Specifications (SWS), which are available online via the testing site at the time of the exam (no marked copies of the standards will be permitted during the multiple-choice exam). Any paper used to take notes (scrap paper) may not leave the testing environment. All papers must be handed to the proctor to be destroyed.

Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is strictly prohibited. Theft or attempted theft of exam items is punishable to the fullest extent of the law. Candidates will be observed at all times by a BPI approved Proctor while taking the exam. This includes direct observation by the BPI approved Proctor as well as audio and video recording of the exam. Participation in irregular behavior during the exam may result in the invalidation of the results of the exam, termination of status, civil liability, criminal prosecution, or other appropriate sanctions.

6. Job Task Analysis

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

- Knowledge, typically shown on online or verbal exam
- Skill, typically shown on online exam, diagram, or interactive tool
- Ability, typically demonstrated on diagram, interactive tool, prop, or in house

DOMAIN 1: In-Process Evaluation	
<i>Task 1: Verify Worker Compliance with Safety Regulations</i>	
Ability to:	
•	Evaluate the work practices for compliance with safety regulations
•	Evaluate the job site for compliance with safety regulations
•	Document observations
Knowledge of:	
•	Basic construction techniques and practices
•	Codes and standards adopted by the authority having jurisdiction
•	Safety regulations (e.g., Occupational Safety and Health Administrations (OSHA), Environmental Protection Agency (EPA))
•	Information contained in a Safety Data Sheet (SDS)
<i>Task 2: Evaluate in-process work quality</i>	
Ability to:	
•	Compare the work performed to the work plan
•	Determine if correct materials are being installed
•	Verify the condition and capacity of the tools and equipment (e.g., calibration dates, blowing machine pressure)
•	Determine needed diagnostic tests
•	Document potential missed opportunities
•	Evaluate job site management and scheduling (e.g., sequencing, material and equipment staging)

Knowledge of:	
•	Basic building science
•	Codes and standards adopted by the authority having jurisdiction
•	Building materials
•	Construction work practices
•	Installation methods
•	Standards and specifications
•	Test protocols
Task 3: Verify on-site documentation	
Ability to:	
•	Determine if required documentation is present on the job site (e.g., work order, permits, Safety Data Sheet [SDS], installation specifications)
•	Determine which job site worker credentials are necessary (e.g., licenses, certifications)
Knowledge of:	
•	Documentation procedures
•	Credentialing requirements for workers
•	Program and agency guidelines
•	Required job site documents
DOMAIN 2: Post-work Evaluation	
Task 1: Verify installed measures and initial assessment details	
Ability to:	
•	Determine which diagnostic tests are needed (e.g., health, safety, air leakage)
•	Visually inspect installed measures
•	Confirm housing characteristics used for initial assessment (e.g., insulation levels, heating equipment, square footage)
•	Identify potential missed opportunities
Knowledge of:	
•	Building science
•	Codes and standards adopted by the authority having jurisdiction
•	Standards and specifications
•	Testing protocols
Task 2: Evaluate installed measures for compliance with standards	
Ability to:	
•	Compare results of sensory inspection to expected outcomes
•	Determine code or program compliance of installed measures (e.g., insulation certificate, installation standards)
•	Determine if installed measures meet job specifications
•	Determine if a problem is a material problem or a work problem
•	Compare inspection results to previous test data
•	Compare inspection results to work plan projections
•	List actions necessary to bring installed measures up to compliance (i.e., punch list)
•	Interpret diagnostic test results
•	Verify pressure and thermal boundary alignment
Knowledge of:	
•	Building science
•	Codes and standards adopted by the authority having jurisdiction
•	Industry standards
•	Program requirements

DOMAIN 3: Project Compliance and Completion	
Task 1: Confirm whether policy requirements have been satisfied	
Ability to:	
•	Identify questionable costs
•	Determine accuracy of initial building evaluation (e.g., software modeling inputs, existing equipment)
•	Identify omissions or inappropriate measures in the work scope
•	Ensure that all punch-list items have been completed
•	Prepare completion reports (e.g., checklists, required reports, recommended training)
Knowledge of:	
•	Policy requirements
•	Basic heat load principles
•	How inputs affect installed measures

7. Quality Control Inspector Exam Blueprint (written)

Domain and Tasks	% Exam
DOMAIN I: In-Process Evaluation	48.6%
Task 1: Verify worker compliance with safety regulations	18.2%
Task 2: Evaluate in-process work quality	16.8%
Task 3: Verify on-site documentation	13.5%
DOMAIN II: Post-Work Evaluation	36.4%
Task 1: Verify installed measures and initial assessment details	18.7%
Task 2: Evaluate installed measures for compliance with standards	17.8%
DOMAIN III: Project Compliance and Completion	15.0%
Task 1: Confirm whether policy requirements have been satisfied	15.0%

Note: Percentages were rounded to the nearest tenth of a percent.

8. 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.

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).

- ANSI – American National Standards Institute
 - ANSI / ACCA Standard 5 – Heating, Ventilation and Air Conditioning (HVAC) Quality Installation Specification
 - ANSI / NFPA 70– National Electrical Code
 - ANSI / ASHRAE Standard 111 – Measurement, Testing, Adjusting, and Balancing of Building HVAC Systems
- ASHRAE – American Society of Heating, Refrigerating and Air-Conditioning Engineers
 - ASHRAE 62.1 – Ventilation for Acceptable Indoor Air Quality
 - ASHRAE 62.2 – Ventilation and Acceptable Indoor Air Quality in Low-Rise Residential Buildings
 - ASHRAE 90.1 – Energy Standard for Buildings Except Low-Rise Residential Buildings
 - ASHRAE 90.2 – Energy-Efficient Design of Low-Rise Residential Buildings
- ASTM – ASTM International
 - ASTM E84 – Standard Test Method for Surface Burning Characteristics of Building Materials
 - ASTM E1186 – Standard Practices for Air Leakage Site Detection in Building Envelopes and Air Barrier Systems
- BPI – Building Performance Institute
 - ANSI/BPI-1100-T-2014 Home Energy Auditing Standard
 - ANSI/BPI-1200-S-2017 Standard Practice for Basic Analysis of Buildings
- NFPA – National Fire Protection Association
 - NFPA 31 – Standard for the Installation of Oil-Burning Equipment
 - NFPA 54 – National Fuel Gas Code
 - NFPA 70 – National Electrical Code
 - NFPA 275 – Standard Method of Fire Tests for the Evaluation of Thermal Barriers
- OSHA – U.S Occupational Safety and Health Administration
 - OSHA 1926 – Safety and Health Regulations for Construction
- Standard Work Specification (SWS) - <https://sws.nrel.gov/>

9. Exam Security

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

10. Granting

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

10.1 Notification of Exam Results and Certification

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

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

The certificate will expire three years from the date of initial certification.

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

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

10.2 Time Limits for Completing Certification

BPI permits 12 months to complete the certification process from the time a candidate takes the first exam. Candidates may challenge the QCI online exam up to six times in a one-year period. The one-year period begins after the first unsuccessful attempt of the exam, after which time a candidate will have five more attempts to successfully challenge that particular exam.

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

10.3 Extensions

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

10.4 Confidentiality of Information

BPI and BPI Test Centers shall adhere to all policies and procedures regarding candidate confidentiality and shall not release any information regarding any candidate or Certified Professional 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 the candidate's or Certified Professional's information.

11. Quality Control Inspector Certification Renewal

BPI Certified Professionals who hold the Quality Control Inspector certification will be required to renew their certification every three years.

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

To be eligible for certification renewal, BPI certified Quality Control Inspectors:

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

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

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

***By completing certification renewal, all BPI certified Quality Control Inspectors are re-attesting to the Code of Ethics located in the Quality Control Inspector scheme handbook (Appendix B).**

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

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

***Any attempt at recertification that is unsuccessful will end the current certification and all CEUs previously earned will become invalid for that designation. (e.g. if an attempt at the QCI online exam for recertification is unsuccessful, that will end the current QCI certification immediately, and any CEUs earned toward that QCI certification will become invalid, thus requiring the QCI online exam.)**

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

12. Surveillance

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

13. File Review

The Certification Department will conduct a file review of Certified Professionals that have complaints filed against them. The review of the Certified Professional's file activities includes confirmation that any complaints against the Certified Professional have been resolved.

14. Corrective / Preventative Action

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

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

the required corrective action. The written warning shall become part of the Certified Professional's record.

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

15. Withdrawal of Certification

Should the BPI certified Quality Control Inspector not maintain certification by not being able to fulfill the obligation of the certification due to illness, disability, change of profession, etc., the certification will be withdrawn at the request of the Certified Professional. BPI must be notified immediately if a Certified Professional may not be able to, or is no longer able to, fulfill the requirements of the certification.

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

- Failure to meet certification renewal criteria as outlined in Section 11
- Failure to take steps to submit the requested information of a corrective action as outlined in Section 14
- Failure to follow the BPI Quality Control Inspector Code of Ethics and/or Code of Conduct
- Failure to follow BPI Standards that align with the certification's JTA's, when applicable

In the event the BPI Quality Control Inspector certification is withdrawn; the BPI Manager of Client Relations will review the Certified Professional's record and send confirmation of the withdrawal within 30 days and provide a written statement in regard to steps that must be taken if the candidate requests the certification be reinstated.

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

16. Appeal Procedure

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

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

Appeal Process for Exam Review

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

1. A request for review must be made within 30 days from the date of the exam. The request for review may be made in the following manner:
 - a. Submit the Exam Grade Appeal Form via the [BPI website](#):
Go to www.bpi.org and hover over **About Us** at the top of the page, select **Contact Us**. Enter your information and choose **Exam Grade Appeal** from the **Category** dropdown box.
 - b. Send a letter via registered mail to:
Building Performance Institute, Inc.
Attn: Appeals
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
 - c. Send an email to Appeals@bpi.org
2. The request for review must specifically state the reasons why the candidate believes the initial decision should be modified or overturned and provide information on the issue; or include a specific reference where required procedures were not followed.
3. The review will be carried out by the Quality Assurance (QA) Department. Review results will be forwarded to the Director, who will provide the decision to the candidate, via email, within forty-five (45) days of receiving the request for appeal.

Appeal Process for Suspension of Certification

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

1. A request for review must be made within 30 days from the date of the suspension or withdrawal of certification. The request for review may be made in the following manner:
 - a. Submit the Complaint Form via the [BPI website](#):
Go to www.bpi.org and hover over **About Us** at the top of the page, select **Contact Us**. Enter your information and choose **Complaint Form** from the **Category** dropdown box.
 - b. Send a letter via registered mail to:
Building Performance Institute, Inc.
Attn: Appeals
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
 - c. Send an email to Appeals@bpi.org
2. The request for review must specifically state the reasons why the Certified Professional believes the initial decision should be modified or overturned and provide new information on the issue; or include a specific reference where required procedures were not followed.

3. The review will be carried out by the Quality Assurance (QA) Department. Review results will be forwarded to the Director, who will provide the decision to the candidate, via email, within forty-five (45) days of receiving the request for appeal.

17. Complaints

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

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

Complaints Process

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

1. A complaint must be made within 30 days from the date that the situation occurred. The request for review may be made in the following manner:
 - a. Submit the Complaint Form via the [BPI website](#):
Go to www.bpi.org and hover over **About Us** at the top of the page, select **Contact Us**. Enter your information and choose **Complaint Form** from the **Category** dropdown box.
 - b. Send a letter via registered mail to:
Building Performance Institute, Inc.
Attn: Complaints
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
 - c. Send an email to Complaints@bpi.org
2. The request for review must provide specific details for the complaint and any type of documented information that pertains to the situation.
3. The review will be carried out on a case by case basis by the Quality Assurance (QA) Department. Review results will be forwarded to the Director, who will provide the decision to the complainant, via email, within 30 – 40 days of receiving the complaint.

18. Secondary and Tertiary Appeal Procedures

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

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

4. An appeal must be made within 30 days from the date that the initial outcome of the original complaint or appeal occurred. The request for review may be made in the following manner:
 - a. Submit the Complaint Form via the BPI website:

Go to www.bpi.org and select **About Us** at the top of the page, then **Contact Us**. Enter your information and choose **Complaint Form** from the **Category** dropdown box.

- b. Send a letter via registered mail to:
Building Performance Institute, Inc.
Attn: Complaints
63 Putnam Street, Suite 202
Saratoga Springs, NY 12866
 - c. Send an email to Complaints@bpi.org
5. The request for review must provide specific details for the appeal and any type of documented information that pertains to the situation.
 6. The review will be carried out on a case-by-case basis by the Compliance Department. Review results will be forwarded to the appropriate BPI staff, who will provide the decision to the complainant, via email, within 30 – 40 days of receiving the complaint.

Decisions made about a tertiary appeal are final.

19. Comments

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

Appendix A – Code of Conduct

By obtaining the Quality Control Inspector Certification, you are agreeing to the terms and conditions of BPI's Code of Conduct.

Code of Conduct

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

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

Disciplinary Actions

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

The Building Performance Institute, Inc. (BPI) is committed to promoting the highest level of professionalism, integrity, and ability available in the residential contracting certification industry. By obtaining the Quality Control Inspector Certification, you are agreeing to the terms and conditions of BPI's Code of Ethics.

This Code of Ethics for Quality Control Inspectors is designed to foster trust and mutual respect among individuals working in the industry as well as the public at large; it is intended to increase the esteem of the credentials and of the individuals who have earned them. This Code does not discourage healthy competition within the industry. BPI considers industry relationships critical to the industry's success. This Code is also not intended to limit the ability of Quality Control Inspectors to earn fair compensation for their services. BPI's goal is to promote the professionalism of Quality Control Inspectors' work products and thereby to enhance their quality.

I. Avoiding Conflicts of Interest
A. Inspectors shall not participate in professional activities involving a conflict of interest. A conflict of interest occurs when an inspector is inappropriately motivated by any financial, personal, or professional incentive other than the production of a professional report that clearly, completely, and usefully reflects the conditions observed during the audit.
B. Inspectors shall avoid, whenever possible, even the appearance of a conflict of interest and shall disclose all potentially questionable associations and relationships in advance to any stakeholder with a legitimate right to be informed of them.
C. Inspectors shall not inspect work performed by organizations under arrangements whereby any compensation or future referrals to the inspector depend on or are influenced by the findings of the report. Compensation includes direct and indirect remuneration as well as substantial gifts and favors.
D. Only third-party inspections shall be represented as certified inspections. A certified inspection is one performed by a true third party. A true third party is an individual having no association with the homeowner/client and no association with the organization that performed the work.
E. Inspectors shall not accept any form of compensation for recommending products or services to clients or other parties having an interest in the inspected work.
F. When asked for professional recommendations, inspectors shall direct the client to the official sources for up-to-date lists of Certified Professionals and accredited contracting companies before making any personal referrals. Personal referrals and recommendations are acceptable provided that they do not violate any article within this Code of Ethics.
II. Professionalism and Integrity
A. Inspectors shall comply with all safety-related regulations, warnings, and instructions set forth by local, state, or federal organizations and other recognized safety organizations.
B. Inspectors shall report to all appropriate parties any safety and security concerns directly related to the work that has been performed as well as all other safety and security concerns otherwise observed during the inspection. Inspectors shall report any additional safety and security concerns to the client.
C. Inspectors shall be objective in their reports and not knowingly overstate or understate the significance of their findings.

D. Inspectors shall commit to neutrality and objectivity while conducting an inspection and in making any recommendations.
E. Inspectors shall perform work and report findings based on genuine conviction using diagnostic testing and visual inspection within their areas of education, training, and expertise.
III. Representation of the Inspector Profession and Self-Representation
A. Inspectors shall neither misrepresent nor knowingly deceive others concerning their experience and capabilities.
B. Inspectors shall neither misrepresent nor misuse their certification.
C. Inspectors shall not engage in any conduct that is detrimental to the reputation or the best interests of the Quality Control Inspector Certification, the profession, or the industry as a whole.
D. Inspectors shall act professionally at all times and in the best interests of the client and employer.
E. Inspectors shall not willfully damage, or by negligence or indifference allow to be damaged, any property belonging to clients or employers. Inspectors shall take reasonable means to protect the owner's health, safety, property, and possessions and also to prevent the undue loss, theft, waste, and dissipation of the owner's funds, resources, and supplies.
F. Inspectors shall not betray the trust that property owners and employers have placed in them by inviting them to work in their homes and businesses.
IV. Maintaining Confidentiality
A. Inspectors shall not discuss or disclose to third parties any confidential information about properties, employers, and clients, unless required by court order to do so. Confidential information is defined here as names, addresses, phone numbers, financial data, personal details, vulnerabilities, defects, measurements, diagrams, blueprints, photographs, recordings, electronic versions, and other descriptions or representations that only the employers or clients have a right and a need to know about and disseminate.
B. Inspectors shall not, without permission, disclose private, confidential information about any client or employer for the use or interests of any third parties whose services and opinions have not been explicitly requested by the client or employer. Inspectors may discreetly discuss their own work and working conditions with their family and associates, but not in any way that violates the privacy of the employers, clients, and relevant family members.
C. Inspectors shall not disclose to others the findings of work performed for a client without prior authorization from the client, unless required by court order to make such disclosure.
V. Disciplinary Actions and Appeal
A. Violation of any article of this Code of Ethics could result in disciplinary actions including the revocation of the inspector's certification.
B. Inspectors have the right to appeal any disciplinary decisions to the certifying body.

Appendix C – BPI Certification Agreement

BPI Certification Agreement

Quality Control Inspector applicants will be required to accept the BPI Certification Agreement before beginning the exam. Make sure to read and be familiar with this agreement before you take your exam.

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

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

1. CERTIFICATION

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

2. COMPLIANCE WITH TESTING REGULATIONS

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

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

- g. No Misuse of the Exam. Candidate or certified individual agrees not to copy, publish, offer to sell, sell, publicly perform or display, distribute in any way or otherwise transfer, modify, make derivative works thereof, reverse engineer, decompile, disassemble or translate the Exam or part thereof.
3. BPI ACTION FOR NON-COMPLIANCE
- h. Candidate or certified individual understands and agrees that, if for any reason and at its sole discretion, BPI believes the candidate or certified individual violated the terms of this agreement or the criteria against which the competence of a person is evaluated in accordance with the scheme of the certification. BPI has the right to deny candidate or certified individual any further participation in the Exam, cancel a passed Exam result, remove the candidate or certified individual's certified status and any other rights previously conferred on the candidate by BPI, and to permanently bar candidate or certified individual from any further participation in BPI's Certification.
4. WITHDRAWAL OF CERTIFICATION
- i. Should the certified individual not maintain or not continue to prove their competence for this certification to the satisfaction of BPI, the certification will be withdrawn. In the event the certification is withdrawn, the BPI certification operations manager will review the certified individual's record and provide a written statement in regard to steps that will be taken in order for the certification to be reinstated.

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

- Failure of the multiple-choice test instrument.
 - Failure of field evaluation.
 - Verification of a complaint by building owner or the owner's representative for failure to meet installation requirements and then not correcting the deficiency.
 - Failure to take steps to correct improper practices.
- j. If the certified individual may not be able or is no longer able to fulfill the requirements of the certification the certified individual must notify BPI immediately and surrender all certification documents, such as BPI ID Card and BPI Certificate to BPI, and cease using any logo or marketing materials.
5. REPRESENTATIONS AND WARRANTIES
- k. By the candidate or certified individual. Candidate or certified individual represents and warrants that: (i) Candidate or certified individual will refrain from any conduct that may harm the goodwill and reputation of BPI or its products and (ii) Candidate or certified individual shall not make any representation, warranty or promise on behalf of or binding upon BPI and (iii) Candidate or certified individual shall not make claims regarding certification outside of the intended scope of the appropriate certification.
- l. Candidate or certified individual agrees to not use the certificate in a manner that is misleading or unwarranted.
6. INDEMNIFICATION
- m. Candidate or certified individual agrees to indemnify, defend and hold BPI harmless against any losses, liabilities, damages, claims and expenses (including attorneys' fees and court costs) arising out of any claims or suits, whatever their nature and however arising, in whole or in part, which may be brought or made against BPI, or its Test Centers, officers, employees or assigns, in connection with: (i) any personal injury, property damage or other claims which are caused, directly or indirectly by any negligent act, omission, illegal or willful misconduct by the candidate or certified individual, (ii) Candidate or certified individual's use or misuse of the Certification and/or the Logo; (iv) Candidate or certified individual's use or misuse of BPI' confidential information; and/or (v) Candidate or certified individual's breach of any obligations or warranties under this Agreement.
7. LIMITATION OF LIABILITY
- n. Damages. BPI shall not be liable for any indirect, incidental, special, punitive, or consequential damages or any loss of profits, revenue, or data. BPI's liability for direct damages, whether in contract, tort or otherwise, shall be limited to the fees paid to BPI under this Agreement.
8. CONFIDENTIALITY UNDERTAKING
- o. By signing this Agreement, candidate or certified individual agrees to all terms and conditions herein
- p. Candidate agrees (i) to hold Confidential Information in confidence and take all reasonable precautions to protect it, (ii) not to, directly or indirectly, use Confidential Information at any time during the certification procedure, the performance of the Exam and thereafter, and (iii) not to, directly or indirectly, disclose, publish, reproduce or transmit any Confidential Information completely or in part to any third party, in any form, including but not limited to verbal, written, electronic or any other means for any purpose without the prior express written permission of BPI.

- q. BPI retains all rights, title and interest in and to all information, content and data contained in the Exam and all copyrights, patent rights, trademark rights and other proprietary rights thereto provided by BPI under the certification procedure and Exam.

Upon any breach by the candidate or certified individual of the confidentiality undertaking in the BPI Certification Agreement, BPI may automatically and without notice withdraw candidate's Certification. Further, BPI is entitled to pursuing any other available remedy for unauthorized disclosure or for breach of the confidentiality undertaking in said Agreement.

Appendix D – Candidates with Special Testing Accommodations

Candidates with Special Testing Accommodations

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

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

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

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

Qualified individuals with disabilities are required to request accommodations every time they plan to take the exam. It is in the candidate’s best interests to provide recent and appropriate documentation, which clearly defines the extent and impact of the impairment(s) upon current levels of academic and physical functioning.

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

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

- [Candidate Application for Special Testing Accommodations](#), or go to www.bpi.org
- [Provider Application for Special Testing Accommodations](#), or go to www.bpi.org
- Clinical evaluation on official letterhead (letter or detailed report)

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

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

Appendix E – Language Barrier Testing Accommodations

Language Barrier Testing Accommodations

If you have difficulty in comprehending the language of the exam, you have the right to inquire in advance of testing whether any accommodations may be available to you. BPI shall allow the candidate, at his or her expense, to have an interpreter present at either online or field 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.

Online Exams:

Exam times will be doubled.

Field Exams:

Exam times will be doubled.

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

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

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

Appendix E – BPI Parental or Guardian Consent and Waiver of Liability Form for Candidates Under the Age of 18



See Reverse for Waiver and Release of Liability, Assumption of Risk Agreement and Parental Consent and Indemnity Agreement

By initialing here, I (or parent/guardian if under 18 years of age) understand this is a two-sided document which contains important information on the reverse of this form and requires my signature on the final page _____ (Initial here).

BY SIGNING, YOU ARE AGREEING TO THE TERMS AND CONDITIONS OF THIS WAIVER AND RELEASE OF LIABILITY. CANDIDATE MAY TAKE THE EXAM ONLY IF CANDIDATE AND PARENT/GUARDIAN AGREES TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF CANDIDATE AND PARENT/GUARDIAN DO 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.

Dear Parent or Guardian:

We appreciate your child’s interest in learning building science and preparing for employment in the residential energy efficiency industry. BPI Professionals perform diagnostics, repairs, and install improvements on homes that translate into energy savings, improved comfort, and more durable homes. While every precaution is taken to ensure a safe exam experience for candidates, existing homes do present certain dangers. BPI and the BPI Test Center delivering this exam rely on mature, responsible professional proctors to deliver exams, however there are certain hazards inherent in the exam process. Accordingly, it is our policy to require the execution of this Consent Waiver of Liability Form by a parent or guardian of candidates under the age of 18. Please be aware that the laws of your state may prohibit persons under the age of 21 from obtaining employment in certain construction related fields.

Please acknowledge your consent and agreement to the following by signing below:

I am the parent and/or legal guardian of _____, who is _____ years old,
full name of candidate age
 and he/she has my permission to participate in the BPI exam process.

On behalf of said minor, I hereby release BPI, the BPI Test Center, their officers, agents, employees, volunteers, owner(s), administrators, directors, officers, trainers, and employees from and against any liability, damages, expenses, or injury including medical expenses and/or property damage cause or sustained by said minor or third parties while engaging in or as a result of the exam process. I further agree to personally indemnify BPI, the BPI Test Center, their officers, agents, employees, volunteers, owner(s), administrators, directors, officers, trainers, and employees from and against any liability, damages, expenses, illness, or injury including medical expenses and/or property damage cause or sustained by said minor or third parties while engaging in or as a result of the exam process.

Waiver and Release, Assumption of Risk and Parental Consent and Indemnity Agreement

In consideration of my being allowed to participate in BPI exam activities, I agree:

1. I understand the nature of BPI exam activities for the certification for which I have applied, and I am aware of my training, experience, and capabilities, and believe I am qualified to participate in such activity.
2. I further acknowledge that I am aware the activities will be conducted in facilities that may contain unsafe or potentially hazardous conditions, including but not limited to:
 - Electric and combustion appliances, including ducting, venting, wiring, and other conditions, and components which may be in unsafe condition
 - Mold, lead paint, asbestos, and other hazardous or toxic chemicals
 - Improperly installed or faulty electrical wiring
 - Structures which may be in unsafe condition

- Dangerous combustion gases, including carbon monoxide, and dangerously hot or combustible materials, which may be in unsafe condition
- 3. I understand that I will be required to use electrical or battery-powered equipment and tools.
- 4. I understand I may be required to climb on or walk in, on, or around walls, floors, yards, attics, and cellars of buildings that may be in unsafe condition.
- 5. I further agree and warrant that if I believe conditions to be unsafe, I will immediately discontinue participation in the activity.
- 6. I understand the exam will be videotaped for quality assurance purposes, but may not be reviewed by the candidate, parent, or trainer.
- 7. **I fully understand** that:
 - a. Exam activities involve risks and dangers of **serious bodily injury, including permanent disability, paralysis, and death** (“Risk”).
 - b. These risk and dangers may be caused by me or the actions or inactions of others participating in the activity, the condition in which the activity takes place, or the **negligence of the “releasees” named below**.
 - c. There may be other risk and social and economic losses either known to me or not readily foreseeable at this time; and **I fully accept and assume all such risks and all responsibility for losses, cost, and damages** incurred as a result of my participation in these activities.

I HEREBY RELEASE , DISCHARGE, COVENANT NOT TO SUE, AND AGREE TO INDEMNIFY AND SAVE HOLD HARMLESS BPI, THE BPI TEST CENTER, THEIR OFFICERS, AGENTS, EMPLOYEES, VOLUNTEERS, OWNER(S), ADMINISTRATORS, DIRECTORS, OFFICERS, TRAINERS, AND EMPLOYEES (EACH CONSIDERED ONE OF THE “RELEASEES” HEREIN) FROM ALL LIABILITY, CLAIMS, DEMANDS, LOSSES, OR DAMAGES ON MY ACCOUNT CAUSED OR ALLEGED TO BE CAUSED IN WHOLE OR IN PART BY CANDIDATE, BY THE NEGLIGENCE OF THE “RELEASEES” OR OTHERWISE, INCLUDING NEGLIGENT RESCUE OPERATIONS, AND FURTHER AGREE THAT IF, DESPITE THIS RELEASE, I, OR ANYONE ON MY BEHALF MAKES A CLAIM AGAINST ANY OF THE “RELEASEES” NAMED ABOVE, I WILL INDEMNIFY, SAVE AND HOLD HARMLESS EACH OF THE RELEASEES FROM ANY LITIGATION EXPENSES, ATTORNEY FEES, LOSS OF LIABILITY, DAMAGE OR COST THAT MAY INCUR AS THE RESULT OF ANY SUCH CLAIM.

Consent and Release of Parent or Guardian

I am the parent or guardian of the child applying to take the BPI exam for certification. My child is fit for participation in these exam activities, and I consent to my child’s participation. **I have read and understand the application and this waiver and release.** In consideration of allowing my child to participate, I consent to it and agree that **its terms shall likewise bind me, my child, my heirs, legal representative, and assignees. I hereby release and shall defend, indemnify and hold harmless the releasees from every claim and any liability** that I or my child may allege against the releasees (including reasonable attorney’s fees or cost) as a direct or indirect result of injury to me or my child because of my child’s participation in the event, **whether caused by the negligence of the releasees** or others. **I promise not to sue releasees** on my behalf or on behalf of my child regarding any claims arising from my child’s participation in any BPI exam activities.

- I agree and accept the terms and conditions of this agreement
- I do not agree (you will not be permitted to take the exams)

*****CAUTION*****

Read above carefully before signing. This document releases all liability of the releasees, and you may wish to seek legal counsel before signing.

Printed Name of Candidate for BPI Certification

Signature of Participant or Parent/Guardian

Date

Date

Terms and Definitions

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

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

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

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

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

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

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

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

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

Evaluation – Process that assesses a person's fulfillment of the requirements of the scheme, leading to a decision on certification.

Exam – Mechanism that is part of the evaluation, which measures a candidate's competence by one or more means such as online, oral, practical and observational.

Essential Learnings – Comprehensive list of Quality Control Inspector functions and tasks as determined by a job task analysis.

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

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

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

Recertification – Process of confirming conformity with current certification requirements.

Scheme Committee – Group of people chosen by the certification body to provide input, recommendations, guidance and review of a certification scheme.

Surveillance – Periodic monitoring during the period of certification of a certified person's performance to ensure continued compliance with the certification scheme.

Test Center – An organization with a legal agreement between itself and BPI; authorized to give BPI certification exams.