Quality Control Inspector - Pilot
Certification Scheme Handbook for Pilot Exams
Notice

A person, who is considering becoming certified as a quality control inspector, needs to know what the scope of the certification is and what the requirements to become certified are.

This certification scheme handbook outlines the knowledge, skills and abilities needed for candidates to be certified as a quality control inspector.

Information in this handbook represents the policies at the date of publication for BPI/NREL Quality Control Inspector certification. Information in this Handbook supersedes information contained in any previous published documents.

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Acknowledgements
The Building Performance Institute, Inc. would like to thank those who support the BPI national expansion and all of the dedicated professionals who have participated in the development of this document.

Disclaimer
Eligibility standards, exam content, exam standards, fees, and guidelines are subject to change. BPI will keep the most up-to-date version of this document posted at www.bpi.org. 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

Building Performance Institute, Inc (BPI) is the recognized global leader, supporting the development of a highly professional building performance industry through individual and organizational credentialing and a rigorous quality assurance program. BPI offers the following:

- Certification of individuals in evaluation, mechanical, envelope and multi-family designations
- Accreditation of organizations committed to using a quality management system
- Quality assurance to verify conformance and provide feedback
- The development of organizations capable of providing localized delivery of BPI services
- Open, transparent, consensus developed national technical standards based on sound building science

BPI, in corporation with the building performance industry stakeholders, are able to establish a professional performance bar at an appropriate level that ensures the consistent delivery of exceptional building performance service to those entrusting the BPI brand.

Headquarter in the Saratoga Technology + Energy Park (STEP) in Malta, New York, with additional offices in Washington, DC and Emeryville, CA. BPI is now supported by organizations around the globe. BPI originated in 1993 by a group of building tradesman, product manufactures, and a number of 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 perspective.

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.

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.

2. Outline of the Quality Control Inspector Certification

This pilot certification scheme handbook outlines the knowledge, skills and abilities requirements for energy auditors.

The scope of this certification scheme is; 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 SMEs considered to be experts in the field created the Quality Control Inspector Job Task Analysis.

This document is intended to include all of the tasks of 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 persons must comply with applicable federal, state and local laws and regulations governing the profession.

3. **Multiple Choice Exams - Pilot**

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

The multiple choice exam is comprised of one hundred (100) questions to cover knowledge and skills and will be timed at 2 hours.

The passing mark for the multiple choice examination will be determined by a Cut Score Study conducted after the pilot period ends. Candidates who take the pilot exams will be contacted with the results of the exam after the cut score study has been completed. No exam results will be given before this time.

This exam is a closed-book exam.

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

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

4. **Practicum (Field) Evaluation (Abilities) - Pilot**

A practical evaluation to determine the candidates’ abilities has been developed by BPI in order to ensure competency in the critical tasks defined by BPI. This will provide documented evidence that the candidates have the appropriate abilities.

The practicum evaluation exam is constructed where candidates are requested to perform a task. The candidates are provided direction and given the proper tools and equipment to undertake completing the task. Their abilities are then evaluated based on a predetermined set of criteria.

The candidates will follow the instructions outlined in the abilities section of the functions and tasks outlined in this document.

The time length for the practicum evaluation for abilities may vary in length due to pilot conditions.

This exam is open-book.
The practicum evaluation will be administered at various locations across the United States as determined by the locations of the various BPI Test Centers.

5. **Job Task Analysis**

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

Knowledge - shown on written or verbal test  
Skill - shown on written test, diagram, or interactive tool  
Ability - demonstrated on prop or in house

<table>
<thead>
<tr>
<th>DOMAIN 1: Conducting Quality Checks-In-Process Visual/Sensory Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Task 1: Verify Worker Compliance with Safety Rules</strong></td>
</tr>
<tr>
<td><strong>Ability to:</strong></td>
</tr>
<tr>
<td>• Walk around the job site</td>
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<tr>
<td>• Observe the workers</td>
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<tr>
<td>• Observe the site conditions</td>
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<tr>
<td>• Interview the crew chief</td>
</tr>
<tr>
<td>• Work in confined spaces</td>
</tr>
<tr>
<td><strong>Knowledge of:</strong></td>
</tr>
<tr>
<td>• Basic construction knowledge</td>
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<tr>
<td>• Codes and standards adopted by the local jurisdiction</td>
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<tr>
<td>• Federal Regulations (OSHA, EPA, etc)</td>
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<tr>
<td>• First aid</td>
</tr>
<tr>
<td>• Interview techniques</td>
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<tr>
<td><strong>Skill in:</strong></td>
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<tr>
<td>• Communication</td>
</tr>
<tr>
<td>• Observation techniques</td>
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<tr>
<td><strong>Task 2: Assure Worker Professionalism</strong></td>
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<tr>
<td><strong>Ability to:</strong></td>
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<tr>
<td>• Conduct client interviews</td>
</tr>
<tr>
<td>• Evaluate the job site (trash, cleanliness, etc)</td>
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<tr>
<td>• Verify that workers are familiar with their employer’s code of conduct</td>
</tr>
<tr>
<td>• Observe the behavior of the workers</td>
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<tr>
<td><strong>Knowledge of:</strong></td>
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<tr>
<td>• Awareness of the employers’ requirements</td>
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<tr>
<td>• Knowledge of positive reinforcement techniques</td>
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<tr>
<td><strong>Skill in:</strong></td>
</tr>
<tr>
<td>• Communication</td>
</tr>
<tr>
<td>• Observation</td>
</tr>
<tr>
<td>• Remaining tactful</td>
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<tr>
<td><strong>Task 3: Address Work Problems</strong></td>
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<tr>
<td><strong>Ability to:</strong></td>
</tr>
<tr>
<td>• Review the work against the work plan</td>
</tr>
<tr>
<td>• Observe worker skills</td>
</tr>
<tr>
<td>• Check materials being installed (proper materials and quality of materials)</td>
</tr>
<tr>
<td>• Observe sequencing of the components being installed</td>
</tr>
<tr>
<td>• Verify the condition and capacity of the equipment</td>
</tr>
<tr>
<td>• Determine need to conduct diagnostic tests</td>
</tr>
</tbody>
</table>
- Conduct diagnostic tests
- Document process issues and missed opportunities for change orders
- Revise work orders
- Redirect retrofit work
- Discuss issues with the crew chief
- Demonstrate proper methods to installers
- Discuss missed opportunities with the auditor

**Knowledge of:**
- Basic building science
- Codes and standards adopted by the local jurisdiction
- Building materials
- Construction tools and use
- Construction work practices
- Documentation procedures
- Installation methods
- Standards and specifications
- Test protocols
- Various diagnostic tests

**Skill in:**
- Communication
- Being diplomatic
- Observation
- Training

**Task 4: Evaluate client satisfaction regarding the in-process work**

**Ability to:**
- Interview the client
- Observe client behavior (is the client uncomfortable, are the workers affecting the client, etc)
- Document findings
- Communicate findings to the crew chief or other responsible parties

**Knowledge of:**
- Interview techniques

**Skill in:**
- Communication
- Observation

**DOMAIN 2: Conducting Quality Checks-Post-Work Visual/Sensory Inspections**

**Task 1: Review Client File and the Work Scope**

**Ability to:**
- Review the audit
- Review the work order
- Review the invoices or job completion report
- Review diagnostic test results
- Interpret invoices
- Interpret work order
- Reconcile audit to work order to invoice

**Knowledge of:**
- Program or project requirements
- Diagnostic procedures
- The audit process
### Task 2: Perform an Exterior and Interior Visual/Sensory Inspection

**Ability to:**
- Perform exterior and interior walk around
- Compare observations of exterior/interior to the client file (work order, audit, invoices, etc)
- Verify installed components
- Note any anomalies or potentially missed opportunities or audit discrepancies
- Identify damage done by contractors/workers
- Document non-conformance or exceptional work with camera
- Identify additional building specific diagnostic tests

**Knowledge of:**
- Audit process
- Basic building science
- Building materials
- Codes and standards adopted by the local jurisdiction
- Construction work practices
- Installation methods
- Standards and specifications
- Test protocols
- Various diagnostic tests

**Skill in:**
- Analytical thinking
- Basic math
- Basic tool use
- Observation
- Organization

### Task 3: Evaluate Client Satisfaction

**Ability to:**
- Conduct client specific interview (behavior changes, client education, comfort, satisfaction)
- Conduct program specific interview (worker performance, process, scheduling, value, opportunities for improvement)
- Observe client behavior (thermostat settings, attire, manual weather stripping, windows open, etc)
- Document client feedback
- Take corrective actions (as necessary)

**Knowledge of:**
- Manufacturer’s specifications
- Client education
- Installed components

**Skill in:**
- Communication
- Listening
- Mediation
- Observation
- Remaining tactful

### Task 4: Determine Pass/Fail of the Work

**Ability to:**
- Review results of visual/sensory inspection
- Review results of diagnostic tests
- Make a pass/fail determination
• Obtain client sign-off if passed
• Report inspection approval if passed
• Identify work problems if failed
• Generate a punch list if failed

Knowledge of:
• Basic building science
• Diagnostic thresholds
• Codes and standards adopted by the local jurisdiction
• Standards and specifications

Skill in:
• Making decisions
• Being accuracy
• Analytical thinking
• Attention to detail
• Remaining tactful

DOMAIN 3: Conducting Quality Checks-Post-Work Diagnostic Inspections

Task 1: Conduct Health and Safety Tests

Ability to:
• Perform combustion tests (heating systems, domestic water heater, ovens, stoves, fireplaces, etc)
• Perform ventilation system tests
• Conduct moisture evaluations
• Conduct electrical safety tests

Knowledge of:
• Codes and standards adopted by the local jurisdiction
• Combustion safety protocols
• First aid
• Heating systems
• Moisture issues
• Safety issues

Skill in:
• Analytical thinking

Task 2: Conduct Diagnostic Tests

Ability to:
• Perform blower door tests
• Perform pressure pan test
• Conduct zone tests
• Perform fan flow tests
• Perform infrared scans
• Perform duct leakage tests
• Perform refrigerant tests
• Conduct appliance tests
• Conduct domestic water heater temperature tests
• Record the results of all tests

Knowledge of:
• Basic building science
• Diagnostic testing protocols
• Manufacturer’s specifications
**Task 3: Identify Work Problems**

**Ability to:**
- Review the results of all tests
- Compare results against field guide notes
- Compare results against pre-test data
- Compare results against work plan projections
- Identify missed opportunities
- Determine deficiencies
- Target deficiencies for corrective actions
- Generate a punch list
- Interpret data
- Make decisions
- Read a flowchart

**Knowledge of:**
- Basic building science
- Field guides
- Codes and standards adopted by the local jurisdiction
- Standards and specifications
- Testing protocols

**Skill in:**
- Analytical thinking
- Communication

**DOMAIN 4: Ensuring Worker Professionalism**

### Task 1: Perform Spot Checks

**Ability to:**
- Visit in-process job sites
- Conduct random sampling of job site documents
- Conduct random sampling of worker credentials
- Observe the workers
- Interview the client
- Interview trade workers on the job
- Interview others at the job site
- Ability to observe without interfering

**Knowledge of:**
- Credentialing requirements for workers
- Professional behavior and code of conduct
- Program and agency guidelines
- Required documentation

**Skill in:**
- Attention to detail
- Communication
- Listening
- Observation
- Remaining tactful

**Task 2: Provide Feedback Regarding Professionalism**

**Ability to:**
• Document incidences of lack of professionalism
• Document positive incidence of professionalism
• Communicate with crew chief or appropriate party regarding professionalism incidences
• Assure client of corrective measures
• Assist in training workers

Knowledge of:
• Professional behavior and code of conduct
• Required documentation

Skill in:
• Remaining tactful
• Communication

### DOMAIN 5: Ensuring Program or Project Compliance

#### Task 1: Maintain Professional Credentials

**Ability to:**
• Continue education and training
• Maintain professional license and/or certifications
• Maintain memberships in professional organizations (REPA, ACI, Energy Outwest, NARI, etc)
• Participate in industry activities (JTAs, etc)

**Knowledge of:**
• Licensure and certification requirements

#### Task 2: Confirm the Allocation of Public/Private Funds

**Ability to:**
• Review work orders
• Flag instances where work completed doesn’t match funding requirements
• Guard against cost overruns
• Report disallowed costs

**Knowledge of:**
• Scopes of work
• Allowable activities under funding sources
• Maximum allowable caps on funding sources

**Skill in:**
• Analytical thinking
• Attention to detail

#### Task 3: Evaluate Installed Measures Against the Field Guide, Standard Work Specifications and State/Local Codes

**Ability to:**
• Compare work completed with the accepted practices
• Identify work that does not meet accepted practices
• Determine if problem is a material problem or a work problem
• Suggest program change recommendations
• Recommend education for auditors and installers
• Ability to identify gaps in training
• Ability to write a report

**Knowledge of:**
• Basic building science
• Codes and standards adopted by the local jurisdiction
• Industry standards
• Program requirements
• Training curriculum


### Task 4: Close out the project

**Ability to:**
- Ensure all punch-list items have been completed
- Assemble all required documentation paperwork (certificates, photos, etc)
- Confirm all required signatures were obtained
- Prepare completion reports (checklists, required agency reports, etc)
- Submit authorization for payments/reimbursements/invoices

**Knowledge of:**
- Agency/company processes
- Program requirements
- Required paperwork
- Required signatures

### Task 5: Maintain Files and Records

**Ability to:**
- Maintain job logs and notes in the files
- Maintain photos in the files
- Maintain information on any anomalies on the job
- Maintain information on any ongoing complaints
- Maintain documentation from program monitoring (federal, utility, etc)

**Knowledge of:**
- Legal responsibilities
- Program requirements
- Recordkeeping best practices

### Quality Control Inspector Exam Blueprint (written)

#### Duties and Tasks

<table>
<thead>
<tr>
<th>Duties and Tasks</th>
<th>Conducting Quality Checks – In-process Visual/Sensory Inspections</th>
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<tbody>
<tr>
<td><strong>A</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Verify worker compliance with safety rules</td>
</tr>
<tr>
<td>2</td>
<td>Assure worker professionalism</td>
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<tr>
<td>3</td>
<td>Address Work Problems</td>
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<tr>
<td>4</td>
<td>Evaluate client satisfaction regarding the in-process work</td>
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<table>
<thead>
<tr>
<th>Conducting Quality Checks – Post-Work Visual/Sensory Inspections</th>
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<tr>
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<td>1</td>
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<td>2</td>
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<tr>
<td>3</td>
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</tbody>
</table>
D  Ensuring Worker Professionalism
1  Perform spot checks
2  Provide feedback regarding professionalism

E  Ensuring Program or Project Compliance
1  Maintain professional credentials
2  Confirm the allocation of public/private funds
3  Evaluate installed measures against the field guide, SWS and state/local codes
4  Close out the project
5  Maintain files and records

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### Energy Auditor Exam Blueprint (field)

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<tr>
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<th>Conducting Quality Checks – Post-Work Visual/Sensory Inspections</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Review client file and the work scope</td>
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<tr>
<td>2</td>
<td>Perform an exterior and interior visual/sensory inspection</td>
</tr>
<tr>
<td>3</td>
<td>Evaluate client satisfaction</td>
</tr>
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<td>4</td>
<td>Determine pass/fail of the work</td>
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<tr>
<th>C</th>
<th>Conducting Quality Checks – Post-Work Diagnostic Inspections</th>
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<tbody>
<tr>
<td>1</td>
<td>Conduct health and safety tests</td>
</tr>
<tr>
<td>2</td>
<td>Conduct diagnostic tests</td>
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<tr>
<td>3</td>
<td>Identify work problems</td>
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<th>Ensuring Program or Project Compliance</th>
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<tr>
<td>3</td>
<td>Evaluate installed measures against the field guide, SWS and state/local codes</td>
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<td>4</td>
<td>Close out the project</td>
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<tr>
<td>5</td>
<td>Maintain files and records</td>
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</tbody>
</table>

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5. Preparing for Certification

Refer to the Knowledge, Skills, and Abilities contained in this handbook to be sure that you understand and are capable of performing the critical tasks required of certified installers. Obtain any reference materials required for the multiple choice or practicum tests and study these references well in advance of taking the examination.

6.1 Prerequisites

All items below are required prior to taking the written and/or field certification exams:

- Education: GED/high school diploma or equivalent education from another country
- You must obtain a minimum of **40 points** from any combination of activities below:
  - Industry inspector specific experience (site visits, inspections, diagnostics, etc); **maximum of 20 points**
    - 10 points for 1,000 hours
  - Other industry specific experience (crew leader / energy auditor) minimum 2,000 hours in either activity
5 points for crew leader
10 points for energy auditor completing a minimum of 15 audits (proof required)
- Building experience (framing, roofing, drywall, siding, etc); maximum of 10 points
  - 5 points for each 1,500 hours
- Training from industry specific training center (training whose content can be matched against and lines up with the content of the job task analysis for the certification); maximum of 10 points
  - 5 points for every 40 hours
- Industry certifications (RESNET, BPI, NATE, EPA) other certifications considered through application; maximum of 10 points
  - 5 points per certification

6.2 Certification Fees
The fees for the pilot exams are:
$250.00 for written
$500.00 for field
Candidates take this examination through BPI Test Centers. Test Center fees and dates the exams are available vary from Test Center to Test Center. BPI does not set these prices or times nor does BPI collect the examination fees.

6.3 Scheduling
To schedule this exam please contact one of BPI's Test Centers. When attempting certification through a Test Center contact the Test Center for Test Center fees and scheduling details of examinations. To locate a Test Center please go to our website (www.bpi.org) and select Training Organizations under the Locator tab.

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

Examples of acceptable forms of photo ID are:
- driver's license
- passport
- military identification
- employee identification card

6.6 Special Testing Accommodations
Candidates in need of special testing accommodations, such as a language barrier, or arrangements for persons with disabilities, should contact BPI as soon as possible. It is highly recommend that you submit your request for accommodation at least 30 days prior to your preferred exam date.

6. Granting
The certification prerequisites must be met as well as successful scores on the multiple choice and practical examinations to receive certification. No exam results or certifications will be awarded until after the pilot closes and the cut score has been set. Candidates will be contacted with their results.

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

7. Comments

Submit any comments regarding the pilot exams or processes to pilot@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 – 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.

This Code of Ethics for 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 inspectors to earn fair compensation for their services. BPI’s goal is to promote the professionalism of inspectors’ work products and thereby to enhance their quality.

<table>
<thead>
<tr>
<th>I. Avoiding Conflicts of Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
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<td>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.</td>
</tr>
<tr>
<td>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.</td>
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<tr>
<th>II. Professionalism and Integrity</th>
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<tbody>
<tr>
<td>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.</td>
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<tr>
<td>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.</td>
</tr>
<tr>
<td>C. Inspectors shall be objective in their reports and not knowingly overstate or understated the significance of their findings.</td>
</tr>
<tr>
<td>D. Inspectors shall commit to neutrality and objectivity while conducting an inspection</td>
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</table>
and in making any recommendations.

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<tr>
<th>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.</th>
</tr>
</thead>
</table>

### 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. |
Appendix C – BPI Certification Agreement

BPI/NREL Quality Control Inspector applicants 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

   • The Candidate must:
     • 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

   • Modification to Certification Requirements. The Certification Management Board (CMB) may expand or reduce the title or scope of the desired certification or withdraw the certification.

   • 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 and relevant provisions of the Quality Control Inspector certification scheme required by BPI and/or its Testing Centers.

   • 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.

   • 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.
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.

No Misuse of the Exam. Candidate agrees not to copy, publish, offer to sell, sell, publicly perform or display, distribute in any way or otherwise transfer, modify, make derivative works thereof, reverse engineer, decompile, disassemble or translate the Exam or part thereof.

3. BPI ACTION FOR NON-COMPLIANCE

Candidate 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. WITHDRAWL OF CERTIFICATION

Should the certified installer not maintain or not continue to prove his competence for this certification to the satisfaction of BPI, the certification will be withdrawn. In the event the certification is withdrawn, the BPI certification manager will review the certified installer’s record and provide a written statement in regards to steps that will be taken in order for the certification to be reinstated. Upon withdrawal Candidate will discontinue all claims to certification containing any reference to the certification or certification body and shall return any certificates issued by the certification body in relation to the withdrawn certification.

Reasons for withdrawal of an installer’s certification by BPI include, but are not limited to:
1. Failure of the oral test instrument.
2. Failure of practicum evaluation.
3. Verification of a complaint by building owner or the owner’s representative for failure to meet installation requirements and then not correcting the deficiency.
4. Failure to take steps to correct improper installation practices.

5. REPRESENTATIONS AND WARRANTIES

By the Candidate. Candidate represents and warrants that:
1. Candidate will refrain from any conduct that may harm the goodwill and reputation of BPI or its products.
2. Candidate shall not make any representation, statement, warranty or promise on behalf of or binding upon BPI.
3. Candidate shall not make claims regarding certification outside of the intended scope of the RBE-WHALCI certification.
4. Candidate agrees to not use the certificate in a manner that is misleading or unwarranted.

6. INDEMNIFICATION
• 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 affiliates, officers, employees or assigns, in connection with: (i) any personal injury, property damage or other claims which are caused, directly or indirectly by any negligent act, omission, illegal or willful misconduct by the Candidate, (ii) Candidate’s use or misuse of the Certification and/or the Logo; (iv) Candidate’s use or misuse of BPI’ confidential information; and/or (v) Candidate’s breach of any obligations or warranties under this Agreement.

7. LIMITATION OF LIABILITY

• 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

• By signing this Agreement, Candidate agrees to all terms and conditions herein

• 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.

• 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.

Please select one of the following and sign and date the document

☐ I agree and accept the terms and conditions of this agreement

☐ I DO NOT agree (you will not be permitted to take the exam(s))

Name (print):___________________________________

Signature:_________________________ Date:_____________________

Revised 04/04/2012
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