

NABCEP®

Raising Standards. Promoting Confidence.

Certification Handbook

Updated January 2018



PV Installation
Professional



PV Technical Sales
Professional



Solar Heating
Installer



Small Wind
Installer



Photovoltaic



Solar Heating

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Applications for all NABCEP Certifications are available at:

my.nabcep.org

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Statement of Nondiscrimination Policy

The North American Board of Certified Energy Practitioners (NABCEP) is dedicated to the principles of equal opportunity and equal access to its programs and services. NABCEP does not discriminate against any individual on the basis of religion, gender, ethnic background, nationality, disability, sexual orientation, or other reason prohibited by law. NABCEP grants certification without regard to an Applicant's membership or non-membership in any organization, association or other group.

Disclaimer Statement:

- NABCEP is a non-profit certification organization for professionals in the field of renewable energy.
- NABCEP issues voluntary certification credentials to those qualified professionals who satisfy eligibility requirements established by the Board of Directors.
- NABCEP certification is not a professional license issued by a government agency, and does not authorize a Certified Professional to practice.
- NABCEP Certified Professionals must comply with all legal requirements related to practice, including licensing laws.

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1. Introduction

The North American Board of Certified Energy Practitioners (NABCEP®) offers voluntary personnel certification for professionals in the renewable energy industry. NABCEP's certifications include: NABCEP PV Installation Professional® (PVIP), NABCEP Solar Heating Installer® (SHI), NABCEP PV Technical Sales Professional® (PVTS), NABCEP PV System Inspector™ (PVSI), NABCEP Solar Heating System Inspector™ (SHSI), and three (3) PV Specialist Certifications: PV Design Specialist™ (PVDS), PV Installer Specialist™ (PVIS) and PV Commissioning & Maintenance Specialist™ (PVCMS). Individuals seeking these certifications must meet the requirements established by the NABCEP Board of Directors, agree to a Code of Ethics, pay all required fees, and pass an examination. NABCEP Certified Professionals (Certificants) must complete continuing education and experience requirements, and pay a recertification fee, to maintain certification during each three-year certification period. This *Certification Handbook* contains information about NABCEP's certification programs. It provides guidance and policies for applying, achieving, and maintaining a personnel certification from NABCEP.

Incorporated in 2002, the mission of NABCEP is to work with and support the renewable energy and energy efficiency industries, professionals, and stakeholders to develop and implement quality credentialing and certification programs for practitioners. Practitioners who choose to become certified must demonstrate their competence in the field and their commitment to upholding high standards of ethical and professional practice.

NABCEP is a nationally recognized credentialing body formed to set competency standards for professional practitioners in the fields of renewable energy and energy efficiency. NABCEP follows best practices of the certification industry in the development and operation of all of its certification programs. The NABCEP PV Installation Professional Certification has been accredited to the rigorous international ANSI/ISO/IEC 17024 standard for personnel certification bodies since 2007, and the NABCEP Solar Heating Installer Certification became accredited in 2013.

Benefits of voluntary certification for renewable energy professionals:

- Promotes the status and credibility of renewable energy practices
- Improves consumer confidence in renewable energy technologies
- Promotes worker safety and skill
- Advances uniform professional standards by holding Certificants to a Code of Ethics
- Commits Certificants to continued professional development through maintenance of the credential

To create additional value for its certifications, NABCEP has developed many strategic partnerships with businesses and organizations that work with renewable energy companies and professions to provide benefits to NABCEP Certificants.

Benefits to NABCEP Certificants include a continually growing list of discounts, including:

- Registration at industry conferences such as Intersolar NA and Solar Power International
- NABCEP Career Center Listings
- Business and specialty insurance
- Loan service fees for solar installation financing
- Solar equipment costs
- And many more

See the NABCEP website for up-to-date [Benefits of Certification](#).

NABCEP is committed to providing a certification program of quality and integrity for the professionals and public consumers it is designed to serve. In addition to guiding candidates for certification through the application, examination and maintenance procedures for each Certification, this Handbook contains policies regarding candidate rights and the integrity of the NABCEP credential.

Each Applicant should read this *Handbook* thoroughly in preparation for applying for certification. This *Handbook* covers the entire application, examination, certification, and recertification processes.

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2. Overview

2.1 Purpose

Certification—*a procedure by which an independent third-party gives written assurance that a professional conforms to specified standards, usually by holding professionals in a particular field to a set of requirements including a written examination. As a result of meeting the requirements and passing the exam, professionals receive a certificate, which they can display publicly to witness their proficiency.*

Certification assures the public, employers and practitioners that a certified professional possesses the skills and knowledge necessary to competently carry out the work processes of a specific field as outlined in the relevant Job Task Analysis (JTA), and that they are committed to continued professional training and education as well as adherence to ethical practices. First-time qualified, approved candidates must choose whether they want to take their NABCEP Exam in Paper & Pencil format at one of our nationwide testing locations (available only twice a year, once in the Spring and once in the Fall), or via our Computer-Based Testing Network, Castle Worldwide, Inc. (Castle). Once a candidate chooses a format for their exam, they will not be permitted to change their testing format. (All re-takes of exams are given via CBT only.)

2.2 myNABCEP Platform

MyNABCEP is NABCEP’s web-based platform for managing the NABCEP Associate and Professional Certification Programs. Each applicant, candidate, and credential holder must have an account on myNABCEP in order to apply for, manage, and maintain their credential(s). myNABCEP is accessed at <https://my.nabcep.org> from any web browser. While it may work on some mobile browsers, it is not optimized for mobile devices.

Accounts are created and accessed using an email address as the unique identifier for each individual. Emails used must be unique to the individual. The First and Last Name associated with each account must match the individual’s government issued photo identification. NABCEP certifications are only issued under an individual’s legal name, and the name must match the photo identification in order to be admitted to any exam administration.

IMPORTANT: All NABCEP notifications are sent via email from myNABCEP using mynabcep@nabcep.org. Applicants should add mynabcep@nabcep.org and any addresses sent from @nabcep.org to their “safe senders” list or firewall. This will help assure successful delivery of important certification related communications from NABCEP. Additionally, candidates who will be taking a computer-based examination are strongly encouraged to also add testing@castleworldwide.com to their “safe sender” list, as this is the address from which important scheduling information is sent.

2.3 Certification Timeline

2.3.1 Paper & Pencil Exam Administration

Application Deadline*	Ten (10) weeks and one (1) day (71 days) prior to each Examination
Notification of eligibility	Within three (3) weeks after the Application Deadline
Exam Scheduling Deadline*	Six (6) weeks and one (1) day (43 days) prior to Examination
Receive Exam Admission Slip via Email	No less than two (2) weeks prior to examination
Examination*	Twice Annually (Spring & Fall)
Candidate Notification Candidates are sent notification of exam results via US Postal Service	Approximately eight (8) weeks after exam date
Certificates Awarded Certificates are sent via US Postal Service and new Certificants are listed on the Certified Locator Directory on www.nabcep.org	Approximately eight (8) weeks after notification of results

*See NABCEP’s website [Calendar](#) for exact deadline dates pertaining to upcoming administrations of the examination.

2.3.2 Computer-Based Testing Exam Administration

Candidates may choose a time and location to take their Exam by computer through our Computer-Based Testing (CBT) network, Castle Worldwide, Inc. There are no application or scheduling deadlines for CBT exams. A candidate may schedule a CBT Exam upon our acceptance of their qualifications for testing. Approved candidates will receive a Notice-to-Schedule (NTS) email from Castle with instructions on how to select a location, date and time for their exam. CBT Candidates are subject to Castle Worldwide's cancellation and rescheduling policies. All Candidates must submit scheduling requests to Castle Worldwide at least four (4) business days prior to the date the Candidate wishes to take or reschedule their exam. The reschedule request must be submitted through Castle's online scheduling system. A rescheduling fee will apply and must be paid online at the time of the request.

2.3.3 Live Online Proctoring Exam Administration

NABCEP PV and Solar Heating System Inspector exams are offered via Live Online Proctoring (LOP) only. A candidate may schedule an LOP Exam upon NABCEP's acceptance of their application for testing. Approved candidates will receive a Notice-to-Schedule (NTS) email from Castle with instructions on how to select a date and time for their exam. LOP Candidates are subject to Castle Worldwide's cancellation and rescheduling policies. All Candidates must submit scheduling requests to Castle Worldwide at least four (4) business days prior to the date the Candidate wishes to take or reschedule their exam. The reschedule request must be submitted through Castle's online scheduling system. A rescheduling fee will apply and must be paid online at the time of the request.

2.4 Certification Period

Certification is valid for three (3) years from the date of issuance. Certificants must meet the requirements for recertification (see Section 19) by the end of each three-year period in order to be eligible to renew their certification. Certificants may perpetually repeat the recertification process every three years for as long as they continue to meet the established requirements for continuing education and practice. NABCEP shall regularly review and update standards and requirements as needed.

2.5 Fees

For NABCEP's Fees Schedule, please see our website, www.nabcep.org/fees.

All fees are subject to change without notice and are non-refundable and non-transferable, except as may be allowed by procedures contained in this Handbook.

Fees are payable to the North American Board of Certified Energy Practitioners (NABCEP) via credit card, check or money order.



3. NABCEP PV Installation Professional® (PVIP) Certification Requirements

The NABCEP PV Installation Professional Certification is a voluntary certification that provides a set of national standards by which PV Installation Professionals with skills and experience can distinguish themselves from their competition. Certification provides a measure of protection to the public by giving them a credential for judging the competency of practitioners. It is not intended to prevent qualified individuals from servicing or installing PV systems or to replace state license requirements.

3.1 Eligibility Requirements

To become certified and maintain certification, the Applicant must:

- Be at least 18 years of age
- Meet prerequisites of related experience and education as outlined below
- Complete an application form documenting all requirements
- Sign and agree to uphold the NABCEP Code of Ethics
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once certified, complete continuing education and experience requirements, submit a recertification application, and pay a recertification fee, within the three (3) year recertification timeframe

3.2 Experience Requirements

All systems submitted with the application must meet the following minimum criteria:

- The Applicant shall have performed in a decision-making role (DMR), which had a material impact on the quality and serviceability of the PV installation. This may include individuals employed as lead installers, system designers, project managers, site managers, Foreman, Electricians, System Engineers, and quality assurance / commissioning agents. Due to the variety of decision-making roles that may be involved with any particular system installation, more than one person may qualify for each system; however, each Applicant must document their specific role and level of responsibility for each installation.
- Installations must have been completed within the two (2) calendar years prior to the application submission date.
- All installations must be complete, have a permit and a final approved inspection.
- All systems must have a minimum rating of 1 kW DC (STC).

3.3 Qualifying for the Examination

NABCEP recognizes that professionals in the field of renewable energy and energy-efficient technologies receive their training and work experiences in a variety of ways. NABCEP Staff will review each application to determine compliance with eligibility criteria.

To qualify to sit for the NABCEP PV Installation Professional (PVIP) Certification Examination, **every** Applicant, regardless of background, education or experience, will need to document:

- Completion of a minimum of 10 hours of OSHA Outreach Training Program for the Construction Industry training (or provincial equivalent); **AND**
- Completion of at least 58 hours of advanced training as defined in Section 3.5.2 below
(**NOTE:** These hours of training do not need to be in addition to apprenticeship or degree coursework if the requirements of Section 3.5.2 were met within the curriculum and time-frame); **AND**
- Completion of installations equaling at least 6 Project Credits

Projects Credits are as follows:

System size of 1 – 999kW = **2 Project Credits**

System size of 1MW and up = **3 Project Credits**

3.4 Documenting Experience

For each completed PV system, an Applicant must submit documentation that summarizes system information, document approval by a governing body, and verifies their decision-making role. NABCEP reserves the right to contact system owners/operators, permitting authorities, employers, and sub-contractors to verify the Applicant's work experience and decision-making authority.

3.4.1 System Summary

To document experience as a PV Installation Professional, Applicants are asked to provide a concise description of the system and the work performed, including:

- System location
- Date system completed
- System info (PV array size, number of inverters and total cumulative inverter capacity)
- Name and phone number of installation contractor
- Name and phone number of contractor listed on the permit or inspection
- Name and phone number of Applicant's supervisor
- Description of work performed by the Applicant

3.4.2 Documenting System Installation

To document the system completion date and that the system was installed according to applicable codes, an Applicant must submit a copy of Electrical and/or Building Permit(s) and Final Inspection Report(s) issued by the local Authority Having Jurisdiction (AHJ) for each system submitted*. **In jurisdictions where permits and inspection reports are not issued, the Applicant may submit an inspection report written by an independent qualified electrician recognized by the AHJ, an independent certified electrical inspector or a NABCEP Certified PV System Inspector (PVSII)**.** Inspections may not be completed by the Applicant, Installation Contractor or customer.

**Note: NABCEP cannot accept site plans, drawings and/or permit applications in lieu of the actual approved permits and/or final approved inspections.*

***To locate a NABCEP Certified PV System Inspector, please go to www.nabcep.org/certified-installer-locator.*

3.4.3 Documenting Decision-Making Role

If the Applicant was named on the permit/inspection document(s), no additional documentation is needed to verify they held a decision-making role that had material impact on the installation. If the Applicant was not named on the permit/inspection document(s) but held a decision-making role during the design, project management, installation, and/or commissioning/quality assurance process, the Applicant must submit one of the following:

- A physically signed letter on company letterhead from the person, or a member of senior management from the company, who is named on the permit/inspection document(s). The letter must include the addresses of the installations listed in the Applicant's application and clearly explain the role(s) and decision-making authority the Applicant held for the system design, project management, installation, and/or commissioning/ quality assurance process for the system installation; **OR**

- Design plans and/or line drawings identifying the Applicant as being responsible for the drawing or review of the design; **OR**
- A commissioning or quality assurance report which identifies the Applicant as being responsible for the system commissioning or quality assurance process.

3.4.4 Additional Information and Documentation

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify information listed in the application. The NABCEP Application Review Committee decides Applicant eligibility based on application information and documentation submitted in support of the application.

3.5 Training Requirements

3.5.1 OSHA 10 Training

All Applicants must show proof of completion of a minimum of 10 hours of the Occupational Safety and Health Administration (OSHA) Outreach Training Program for the **Construction Industry**, or provincial equivalent. To find an OSHA class, visit: www.osha.gov/dte/outreach/courses.html.

3.5.2 PV Training

PV training must meet the following criteria to be accepted in an application:

- All training must have been completed within the five (5) calendar years prior to the submission of the application.
- All training must have a formal training format, with a teacher-learner structure. This implies a connection between a learner and a learning source. Acceptable training can include web-based training in which the student is separated from faculty and other students but where the learner receives feedback and the student's progress is monitored. All hour requirements are based on "contact hours" between the teacher and the learner.
- A minimum of **fifty-eight (58) prescribed hours** of advanced training is required for each candidate.

Forty (40) hours must with an accredited institution and cover "advanced" PV installation and practices as outlined in the NABCEP PV Installation Professional Job Task Analysis (PVIP JTA). "Advanced" is defined as a course which provides instruction beyond the "basic," "fundamental," or "introductory" PV Installation principles and practices. Courses should be designed for the Professional who is prepared to maintain a decision-making role in the design, project management, installation, and/or commissioning & maintenance of a system. Advanced PV training must be offered by one of the following education providers:

- Institutions accredited by an agency recognized by the federal Department of Education, or Canadian equivalent (Accredited Universities, Colleges, Community Colleges, etc.) (<http://ope.ed.gov/accreditation/search.aspx>)
- U.S. Department of Labor Registered Apprenticeship Training Programs (www.doleta.gov/oa/)

- U.S. Department of Veteran Affairs approved WEAMS Institute (<http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do>)
- Interstate Renewable Energy Council (IREC) Accredited Training Providers for the NABCEP PV Installation Professional Job Task Analysis (<http://www.irecusa.org/credentialing/credential-holders/>)
- American National Standards Institute (ANSI)/IREC 14732 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/ANRECDirectory.asp?menuID=229>) or ANSI/ASTM 2659 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/CAPDirectory.asp?menuID=212>) that are based on the NABCEP PV Installation Professional Job Task Analysis
- Training institutions approved by State Contractor Licensing Boards or Canadian Provincial equivalents
- State or Provincial Department of Education or equivalent licensed Vocational / Technical training programs

NOTE: Courses offered by private training organizations or businesses that are not accredited or otherwise recognized by a third-party as described above, **will not** be accepted for the minimum of 40 hours of advanced PV installation and design training.

Eighteen (18) hours may be obtained from non-accredited, non-certified sources such as:

- Courses covering electrical, fire or building codes relevant to the installation of PV systems
- Associate Level coursework through a Registered NABCEP Associate Provider **AND** a passing score on the NABCEP PV Associate (PVA) Exam.
Note: Introductory/Fundamental/Entry Level courses leading to the NABCEP Associate Exam do not qualify for the minimum 40 hours of advanced PV installation and design.
- Additional OSHA or equivalent workplace safety courses above and beyond the required OSHA 10-hour course
- Training programs and courses registered with NABCEP for Continuing Education Credits for the PVIP recertification
- Any other coursework that addresses topics included in the PVIP JTA, such as courses taught by a non-accredited training organization

3.6 Documenting Training

To document training, the Applicant must submit a **certificate of completion** or a **transcript** for each completed advanced training program or course used to meet the minimum training requirements. All certificates of completion and transcripts must clearly state that the course covered subject matter directly relates to advanced PV installation or the National Electric Code (NEC). If the subject matter of the course is not clearly stated in the title, then the Applicant must provide a course outline or syllabus and a signed letter on letterhead from the training provider or instructor which details how many hours were spent covering the PVIP JTA or relevant codes.

3.7 PV Installation Professional Recertification Requirements

Certificants may submit their Recertification Application during the third year of their current certification. Certificants are required to log in to their account to complete and submit a recertification application electronically for review. Certificants will need to log in at my.nabcep.org and enter their user name and password. Once logged in, there will be a gray box on the right-hand side of the screen that says “Recertification / Renewals.” Certificants will need to click on the link in the gray box corresponding to their certification and begin the recertification application. (Please do **not** click under “Existing Application.”)

NABCEP Certified PV Installation Professionals must satisfy the following requirements in order to recertify:

18 hours of continuing education broken down into three sections:

- **6 hours** specific to Electric (NEC) Codes
- **6 hours** specific to the PVIP JTA
- **6 hours** PV Technical or Non-Technical of which 2 hours must be Building and/or Fire Codes

A list of NABCEP registered courses may be found on the [Continuing Education](#) section on the website.

The Certified PVIP must document they had a decision-making role on the installation of completed projects equaling at least **6 project credits** over the course of their three-year certification period.

Projects Credits are as follows:

System size of 1 – 999kW = **2 Project Credits**

System size of 1MW and up = **3 Project Credits**

For each installation, certificants must upload a permit, final approved inspection and verification of a decision-making role (as described in Section 3.4.3 above).

*For further information on Recertification, please visit our [website](#) or see **Section 19** of this Handbook.*



4. NABCEP PV Design Specialist™ (PVDS) Certification Requirements

The NABCEP PV Design Specialist Certification is a voluntary certification that provides a set of national standards by which PV Design Specialist with skills and experience can distinguish themselves from their competition. Certification provides a measure of protection to the public by giving them a credential for judging the competency of practitioners. It is not intended to prevent qualified individuals from designing PV systems or to replace state license requirements.

4.1 Eligibility Requirements

To become certified and maintain certification, the Applicant must:

- Be at least 18 years of age
- Meet prerequisites of related experience and/or education as outlined below
- Complete an application form documenting all requirements
- Sign and agree to uphold the NABCEP Code of Ethics
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once certified, complete continuing education and experience requirements, submit a recertification application, and pay a recertification fee, within the three (3) year recertification timeframe

4.2 Experience Requirements

All systems submitted with the application must meet the following minimum criteria:

- The Applicant must have designed and drawn the plans for the installations with their name and/or initials on the drawing.
- Designs/drawings must have been completed within the two (2) calendar years prior to the application submission date.
- All system must have a minimum rating of 1 kW DC (STC).

4.3 Qualifying for the Examination

NABCEP recognizes that professionals in the field of renewable energy and energy efficient technologies receive their training and work experiences in a variety of ways. NABCEP Staff will review each application to determine compliance with eligibility criteria.

To qualify to sit for the NABCEP PV Design Specialist (PVDS) Certification Examination, **every** Applicant, regardless of background, education or experience, will need to document:

- Completion of a minimum of 10 hours of OSHA Outreach Training Program for the Construction Industry training (or provincial equivalent); **AND**
- Completion of 24 hours of advanced training as defined in Section 4.5.2 below
(**NOTE:** These hours of training do not need to be in addition to apprenticeship or degree coursework if the requirements of Section 4.5.2 were met within the curriculum and timeframe); **AND**
- Completion of designs for installations equaling at least 12 Project Credits

Projects Credits are as follows:

System size of 1 – 999kW = **2 Project Credits**

System size of 1MW and up = **3 Project Credits**

4.4 Documenting Experience

For each PV system design, an Applicant must submit the design/drawing/plan set (Design) the Applicant designed, documentation that summarizes system information, and documentation of approval by a governing body. NABCEP reserves the right to contact system owners/operators, permitting authorities, employers, and sub-contractors to verify the Applicant's work experience and decision-making authority. Contact information for the supervisor (or customer) must be provided.

4.4.1 System Summary

To document experience as a PVDS, Applicants are asked to provide information of the system, including:

- System location
- Date project completed
- PV array size of system
- Name and phone number of project installation contractor
- Name and phone number of contractor listed on the permit or inspection
- Name and phone number of Applicant's supervisor/manager

4.4.2 Design Documentation

All Design and related proprietary information will be treated as confidential. Applicants must submit completed Designs with the Applicant's name or initials listed on the Design as "Designed by" or "Drawn by."

All Designs in the application must be from completed installations unless they were approved by a governing body.

Designs must include the following information:

- System location
- Contractor name and phone number
- Applicant's name listed under "Designed by" or "Drawn by"
- System size in kW
- Modules used (model number, quantity & rated output)
- Inverters used (model number, quantity & rated output)
- Maximum string size (if string inverters)
- Maximum branch size (if micro inverters)
- Plot Plan
- Single Line
- Structural details showing racking type & mounting

4.4.3 Permits and Inspection Records

If the PV system was installed, the applicant must submit electrical or building permits and final approved inspection records. To document the system completion date and that the system was installed according to applicable codes, an Applicant must submit a copy of Electrical and/or Building Permit(s) and Final Inspection Report(s) issued by the Local Authority Having Jurisdiction (AHJ) for each system submitted*. **In jurisdictions where permits and inspection reports are not issued, the Applicant may submit an inspection report written by an independent qualified electrician recognized by the AHJ, an independent certified electrical inspector or a NABCEP Certified PV System Inspector (PVSI)**.** Inspections may not be completed by the Applicant, Installation Contractor or customer.

**Note: NABCEP cannot accept site plans, drawings and/or permit applications in lieu of the actual approved permits and/or final approved inspections.*

***To locate a NABCEP Certified PV System Inspector, please go to www.nabcep.org/certified-installer-locator.*

4.4.4 Contractor, Employer or Customer Letters

If the design of an installation system has been sold but not installed, the applicant must submit a signed letter on letterhead from the contractor, employer, or customer stating that they are satisfied with the design of the PV system and the reason why the system was not completed. Emails will **not** be accepted in lieu of the letter.

4.4.5 Additional Information and Documentation

When completing the application, Applicants will be asked to describe the scope of work they were responsible for on each design. NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify information listed in the application. The NABCEP Application Review Committee decides Applicant eligibility based on application information and documentation submitted in support of the application.

4.5 Training Requirements

4.5.1 OSHA 10 Training

All Applicants must show proof of completion of a minimum of 10 hours of the Occupational Safety and Health Administration (OSHA) Outreach Training Program for the **Construction Industry**, or provincial equivalent. To find an OSHA class, visit: www.osha.gov/dte/outreach/courses.html.

4.5.2 PV Design Training

PV Design training must meet the following criteria to be accepted in an application:

- All training was completed in the five (5) calendar years prior to the submission of the application.
- All training must have a formal training format, with a teacher-learner structure. This implies a connection between a learner and a learning source. This can include web-based training in which the student is separated from faculty and other students but where the learner receives feedback and the student's progress is monitored. All hour requirements are based on "contact hours" between the teacher and the learner.
- A minimum of **twenty-four (24) prescribed hours** of advanced training is required. Each candidate must have:
 - **18 hours** of advanced PV design principles and practices as outlined in the NABCEP PV Design Specialist Job Task Analysis (PVDS JTA). Course(s) must have been taken with an accredited institution.
 - **6 hours** of the National Electric Code (NEC).

"Advanced" is defined as a course which provides instruction beyond the "basic," "fundamental," or "introductory" PV Installation design principles and practices. Courses should be designed for the Professional who is prepared to maintain a decision-making role in the installation, design or service of a PV system. This advanced PV training must be offered by one of the following education providers:

- Institutions accredited by an agency recognized by the federal Department of Education, or Canadian equivalent (Accredited Universities, Colleges, Community Colleges, etc.) (<http://ope.ed.gov/accreditation/search.aspx>)
- U.S. Department of Labor Registered Apprenticeship Training Programs (www.doleta.gov/oa/)
- U.S. Department of Veteran Affairs approved WEAMS Institute (<http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do>)
- Interstate Renewable Energy Council (IREC) Accredited Training Providers for the NABCEP PV Installation Professional Job Task Analysis (<http://www.irecusa.org/credentialing/credential-holders/>)
- American National Standards Institute (ANSI)/IREC 14732 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/ANRECdirectory.asp?menuID=229>) or ANSI/ASTM 2659 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/CAPdirectory.asp?menuID=212>) that are based on the NABCEP PV Installation Professional Job Task Analysis
- Training institutions approved by State Contractor Licensing Boards or Canadian Provincial equivalents
- State or Provincial Department of Education or equivalent licensed Vocational / Technical training programs

NOTE: Courses offered by private training organizations or businesses that are not accredited or otherwise recognized by a third-party as described above, **will not** be accepted.

4.6 Documenting Training

To document training, the Applicant must submit a **certificate of completion** or a **transcript** for each completed training program or course used to meet the minimum training requirements. All certificates of completion and transcripts must clearly state that the course covered subject matter directly relates to advanced PV Design or the National Electric Code (NEC). If the subject matter of the course is not clearly stated in the title, then the Applicant must provide a course outline or syllabus and a signed letter on letterhead from the training provider or instructor which details how many hours were spent covering the PVDS JTA or relevant codes.

4.7 PV Design Specialist Recertification Requirements

Certificants may submit their Recertification Application during the third year of their current certification. Certificants are required to log in to their account to complete and submit a recertification application electronically for review. Certificants will need to log in at my.nabcep.org and enter their user name and password. Once logged in, there will be a gray box on the right-hand side of the screen that says “Recertification / Renewals.” Certificants will need to click on the link in the gray box corresponding to their certification and begin the recertification application. (Please do **not** click under “Existing Application.”)

NABCEP Certified PV Design Specialists must satisfy the following requirements in order to recertify:

18 hours of continuing education broken down into three sections:

- **6 hours** specific to Electric (NEC) Codes
 - **6 hours** specific to the PVDS JTA
 - **6 hours** PV Technical or Non-Technical of which 2 hours must be Building and/or Fire Codes
- A list of NABCEP registered courses may be found on the [Continuing Education](#) section on the [website](#).

The Certified PVDS must document their drawings for completed projects equaling at least **6 project credits** over the course of their three-year certification period.

Projects Credits are as follows:

System size of 1 – 999kW = **2 Project Credits**

System size of 1MW and up = **3 Project Credits**

For each project, certificants must upload their Design along with a permit and final approved inspection (as described in Section 4.4.5 above).

*For further information on Recertification, please visit our [website](#) or see **Section 19** of this Handbook.*



5. NABCEP PV Installer Specialist™ (PVIS) Certification Requirements

The NABCEP PV Installer Specialist Certification is a voluntary certification that provides a set of national standards by which PV Installer Specialist with skills and experience can distinguish themselves from their competition. Certification provides a measure of protection to the public by giving them a credential for judging the competency of practitioners. It is not intended to prevent qualified individuals from servicing or installing PV systems or to replace state license requirements.

5.1 Eligibility Requirements

To become certified and maintain certification, the Applicant must:

- Be at least 18 years of age
- Meet prerequisites of related experience and/or education as outlined below
- Complete an application form documenting all requirements
- Sign and agree to uphold the NABCEP Code of Ethics
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once certified, complete continuing education and experience requirements, submit a recertification application, and pay a recertification fee, within the three (3) year recertification timeframe

5.2 Experience Requirements

All systems submitted with the application must meet the following minimum criteria:

- The Applicant shall have performed in a decision-making role, which had material impact on the installation. PVIS Applicants must have a high level of competency with all aspects of PV installation including DC and AC PV system conductors, and grounding and bonding systems.
- Installation must have been completed within the two (2) calendar years prior to the application submission date.
- All system must have a minimum rating of 1 kW DC (STC).

5.3 Qualifying for the Examination

NABCEP recognizes that professionals in the field of renewable energy and energy efficient technologies receive their training and work experiences in a variety of ways. NABCEP Staff will review each application to determine compliance with eligibility criteria.

To qualify to sit for the NABCEP PV Installer Specialist (PVIS) Certification Examination, **every** Applicant, regardless of background, education or experience, will need to document:

- Completion of a minimum of 10 hours of OSHA Outreach Training Program for the Construction Industry training (or provincial equivalent); **AND**
- Completion of 24 hours of advanced training as defined in Section 5.7.2 below
(**NOTE:** These hours of training do not need to be in addition to apprenticeship or degree coursework if the requirements of Section 5.7.2 were met within the curriculum and timeframe); **AND**
- Completion of installations with a decision-making role equaling at least 6 Project Credits
Projects Credits are as follows:
 - System size of 1 – 999kW = **2 Project Credits**
 - System size of 1MW and up = **3 Project Credits**

5.4 Documenting Experience

For each completed PV system, an Applicant must submit documentation that summarizes system information, documents approval by a governing body, and verifies their decision-making role. NABCEP reserves the right to contact system owners/operators, permitting authorities, employers, and sub-contractors to verify the Applicant's work experience and decision-making authority. Contact information for the supervisor (or customer) of each system must be provided.

5.4.1 System Summary

To document experience as a PVIS, Applicants are asked to provide a concise description of the system, including:

- System location
- Date system completed
- System info (PV array size, number of inverters and total cumulative inverter capacity)
- Name and phone number of installation contractor

- Name and phone number of contractor listed on the permit or inspection
- Name and phone number of Applicant's supervisor/manager

5.5 Documenting System Installation

To document the system completion date and the system was installed according to applicable codes, an Applicant must submit a copy of **Electrical and/or Building Permit(s) and Final Inspection Report(s)** issued by the Local Authority Having Jurisdiction (AHJ) for each system submitted*. **In jurisdictions where permits and inspection reports are not issued, the Applicant may submit an inspection report written by an independent qualified electrician recognized by the AHJ, an independent certified electrical inspector or a NABCEP Certified PV System Inspector (PVSI)**.** Inspections may not be completed by the Applicant, Installation Contractor or customer.

**Note: NABCEP cannot accept site plans, drawings and/or permit applications in lieu of the actual approved permits and/or final approved inspections.*

***To locate a NABCEP Certified PV System Inspector, please go to www.nabcep.org/certified-installer-locator.*

5.6 Documenting Decision-Making Role

To document an Applicant's decision-making role during installation, the Applicant must submit a physically signed letter on company letterhead from their supervisor/manager. The letter must include the addresses of the job locations listed in the Applicant's application and clearly explain the role(s) and the decision-making authority the Applicant held for the system installation.

5.6.1 Additional Information and Documentation

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify information listed in the application. The NABCEP Application Review Committee decides Applicant eligibility based on application information and documentation submitted in support of the application.

5.7 Training Requirements

5.7.1 OSHA 10 Training

All Applicants must show proof of completion of a minimum of 10 hours of the Occupational Safety and Health Administration (OSHA) Outreach Training Program for the **Construction Industry**, or provincial equivalent. To find an OSHA class, visit: www.osha.gov/dte/outreach/courses.html.

5.7.2 PV Installation Training

PV Installation training must meet the following criteria to be accepted:

- All training was completed in the five (5) calendar years prior to the submission of the application.

- All training must have a formal training format, with a teacher-learner structure. This implies a connection between a learner and a learning source. This can include web-based training in which the student is separated from faculty and other students but where the learner receives feedback and the student's progress is monitored. All hour requirements are based on "contact hours" between the teacher and the learner.
- A minimum of **twenty-four (24) prescribed hours** of advanced training is required. Each candidate must have:
 - **18 hours** of advanced PV installation principles and practices as outlined in the NABCEP PV Installer Specialist Job Task Analysis (PVIS JTA). Course(s) must have been taken with an accredited institution.
 - **6 hours** of the National Electric Code (NEC)

"Advanced" is defined as a course which provides instruction beyond the "basic," "fundamental," or "introductory" PV Installation principles and practices. Courses should be designed for the Professional who is prepared to maintain a decision-making role in the installation, design or service of a PV system. This advanced PV training must be offered by one of the following education providers:

- Institutions accredited by an agency recognized by the federal Department of Education, or Canadian equivalent (Accredited Universities, Colleges, Community Colleges, etc.) (<http://ope.ed.gov/accreditation/search.aspx>)
- U.S. Department of Labor Registered Apprenticeship Training Programs (www.doleta.gov/oa/)
- U.S. Department of Veteran Affairs approved WEAMS Institute (<http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do>)
- Interstate Renewable Energy Council (IREC) Accredited Training Providers for the NABCEP PV Installation Professional Job Task Analysis (<http://www.irecusa.org/credentialing/credential-holders/>)
- American National Standards Institute (ANSI)/IREC 14732 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/ANRECDirectory.asp?menuID=229>) or ANSI/ASTM 2659 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/CAPDirectory.asp?menuID=212>) that are based on the NABCEP PV Installation Professional Job Task Analysis
- Training institutions approved by State Contractor Licensing Boards or Canadian Provincial equivalents
- State or Provincial Department of Education or equivalent licensed Vocational / Technical training programs

NOTE: Courses offered by private training organizations or businesses that are not accredited or otherwise recognized by a third-party as described above, **will not** be accepted.

5.8 Documenting Training

To document training, the Applicant must submit a **certificate of completion** or a **transcript** for each completed training program or course used to meet the minimum training requirements. All certificates of completion and transcripts must clearly state that the course covered subject matter directly relates to advanced PV Installation or the National Electric Code (NEC). If the subject matter of the course is not clearly stated in the title, then the Applicant must provide a course outline or syllabus and a signed letter on letterhead from the training provider or instructor which details how many hours were spent covering the PVIS JTA or relevant codes.

5.9 PV Installer Specialist Recertification Requirements

Certificants may submit their Recertification Application during the third year of their current certification. Certificants are required to log in to their account to complete and submit a recertification application electronically for review. Certificants will need to log in at my.nabcep.org and enter their user name and password. Once logged in, there will be a gray box on the right-hand side of the screen that says “Recertification / Renewals.” Certificants will need to click on the link in the gray box corresponding to their certification and begin the recertification application. (Please do **not** click under “Existing Application.”)

NABCEP Certified PV Installer Specialists must satisfy the following requirements in order to recertify:

18 hours of continuing education broken down into three sections:

- **6 hours** specific to Electric (NEC) Codes
- **6 hours** specific to the PVIS JTA
- **6 hours** PV Technical or Non-Technical of which 2 hours must be Building and/or Fire Codes

A list of NABCEP registered courses may be found on the [Continuing Education](#) section on the website.

Certificants must document their decision-making role for completed installations equaling at least **3 project credits** over the course of their three-year certification period.

Projects Credits are as follows:

System size of 1 – 999kW = **2 Project Credits**

System size of 1MW and up = **3 Project Credits**

For each installation, certificants must upload a permit, final approved inspection and verification of a decision-making role (as described in Section 5.6.1 above).

*For further information on Recertification, please visit our [website](#) or see **Section 19** of this Handbook.*



6. NABCEP PV Commissioning & Maintenance Specialist™ (PVCMS) Certification Requirements

The NABCEP PV Commissioning & Maintenance Specialist Certification is a voluntary certification that provides a set of national standards by which PV Installation Professionals with skills and experience can distinguish themselves from their competition. Certification provides a measure of protection to the public by giving them a credential for judging the competency of practitioners. It is not intended to prevent qualified individuals from servicing or installing PV systems or to replace state license requirements.

6.1 Eligibility Requirements

To become certified and maintain certification, the Applicant must:

- Be at least 18 years of age
- Meet prerequisites of related experience and/or education as outlined below
- Complete an application form documenting all requirements
- Sign and agree to uphold the NABCEP Code of Ethics
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once certified, complete continuing education and experience requirements, submit a recertification application, and pay a recertification fee, within the three (3) year recertification timeframe

6.2 Experience Requirements

All systems submitted with the application must meet the following minimum criteria:

- The Applicant shall have performed at least 3 Project Credits in a decision-making role related to commissioning or maintenance. 12 Project Credits in total must be submitted. The PVCMS Certification combines operations, maintenance and commissioning tasks into one job specialty. All verification protocols and preventive and corrective maintenance operations will be assessed.
- Service to an installation must have been completed within the two (2) calendar years prior to the application submission date.
- All systems must have a minimum rating of 1 kW DC (STC).

6.3 Qualifying for the Examination

NABCEP recognizes that professionals in the field of renewable energy and energy efficient technologies receive their training and work experiences in a variety of ways. NABCEP Staff will review each application to determine compliance with eligibility criteria.

To qualify to sit for the NABCEP PV Commissioning & Maintenance Specialist (PVCMS) Certification Examination, **every** Applicant, regardless of background, education or experience, will need to document:

- Completion of a minimum of 30 hours of OSHA Outreach Training Program for the Construction Industry training (or provincial equivalent); **AND**
- Completion of 24 hours of advanced training as defined in Section 6.8.2 below
(**NOTE:** These hours of training do not need to be in addition to apprenticeship or degree coursework if the requirements of Section 6.8.2 were met within the curriculum and timeframe); **AND**
- Completion of services on installations equaling at least 12 Project Credits:

Projects Credits are as follows:

System size of 1 – 999kW = **2 Project Credits**

System size of 1MW and up = **3 Project Credits**

6.4 Documenting Experience

For each PV system, an Applicant must submit documentation that summarizes system information, documents approval by a governing body, and verifies their decision-making role. NABCEP reserves the right to contact system owners/operators, permitting authorities, employers, and sub-contractors to verify the Applicant's work experience and decision-making authority. Contact information for the supervisor (or customer) of each system must be provided.

6.5 System Summary

To document experience as a PVCMS, Applicants are asked to provide a concise description of the system and the work performed, including:

- System location
- Date system commissioned or serviced
- System info (PV array size, number of inverters and total cumulative inverter capacity)
- Name and phone number of contractor servicing the PV system
- Name and phone number of Applicant's supervisor
- Description of work performed by the Applicant

6.6 Documenting System Service

For verification of commissioning and/or maintenance of a system, Applicants must upload one of the following documents:

- Service call record or ticket
- Invoice with service information included
- Commission Report

6.7 Documenting Decision-Making Role

To document an Applicant's decision-making role during servicing, the Applicant must submit a physically signed letter on letterhead from their supervisor/manager. The letter must include the addresses of the job locations listed in the Applicant's application and clearly explain the role(s) and the decision-making authority that the Applicant held in regards to servicing the system.

6.7.1 Additional Information and Documentation

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify information listed in the application. The NABCEP Application Review Committee decides Applicant eligibility based on application information and documentation submitted in support of the application.

6.8 Training Requirements

6.8.1 OSHA 30 Training

All Applicants must show proof of completion of a minimum of **30** hours of the Occupational Safety and Health Administration (OSHA) Outreach Training Program for the **Construction Industry**, or provincial equivalent. To find an OSHA class visit: www.osha.gov/dte/outreach/courses.html.

6.8.2 PV Commissioning and Maintenance Training

PV Commissioning and Maintenance training must meet the following criteria:

- All training was completed in the five (5) calendar years prior to the submission of the application.

- All training must have a formal training format, with a teacher-learner structure. This implies a connection between a learner and a learning source. This can include web-based training in which the student is separated from faculty and other students but where the learner receives feedback and the student's progress is monitored. All hour requirements are based on "contact hours" between the teacher and the learner.
- A minimum of **twenty-four (24) prescribed hours** of advanced training is required.

Each candidate must have:

- **18 hours** of advanced PV commissioning and maintenance principles and practices as outlined in the NABCEP PV Commissioning and Maintenance Specialist Job Task Analysis (PVCMS JTA). Course(s) must have been taken with an accredited institution.
- **6 hours** of the National Electric Code (NEC)

"Advanced" is defined as a course which provides instruction beyond the "basic," "fundamental," or "introductory" PV Installation principles and practices. Courses should be designed for the Professional who is prepared to maintain a decision-making role in the installation, design or service of a PV system. This advanced PV training must be offered by one of the following education providers:

- Institutions accredited by an agency recognized by the federal Department of Education, or Canadian equivalent (Accredited Universities, Colleges, Community Colleges, etc.) (<http://ope.ed.gov/accreditation/search.aspx>)
- U.S. Department of Labor Registered Apprenticeship Training Programs (www.doleta.gov/oa/)
- U.S. Department of Veteran Affairs approved WEAMS Institute (<http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do>)
- Interstate Renewable Energy Council (IREC) Accredited Training Providers for the NABCEP PV Installation Professional Job Task Analysis (<http://www.irecusa.org/credentialing/credential-holders/>)
- American National Standards Institute (ANSI)/IREC 14732 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/ANRECDirectory.asp?menuID=229>) or ANSI/ASTM 2659 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/CAPDirectory.asp?menuID=212>) that are based on the NABCEP PV Installation Professional Job Task Analysis
- Training institutions approved by State Contractor Licensing Boards or Canadian Provincial equivalents
- State or Provincial Department of Education or equivalent licensed Vocational / Technical training programs

NOTE: Courses offered by private training organizations or businesses that are not accredited or otherwise recognized by a third-party as described above, **will not** be accepted.

6.9 Documenting Training

To document training, the Applicant must submit a **certificate of completion** or a **transcript** for each completed training program or course used to meet the minimum training requirements. All certificates of completion and transcripts must clearly state that the course covered subject matter directly relates to advanced PV Commissioning and Maintenance or the National Electric Code (NEC). If the subject matter of the course is not clearly stated in the title, then the Applicant must provide a course outline or syllabus and a signed letter on letterhead from the training provider or instructor which details how many hours were spent covering the PVCMS JTA or relevant codes.

6.10 PV Commissioning & Maintenance Specialist Recertification Requirements

Certificants may submit their Recertification Application during the third year of their current certification. Certificants are required to log in to their account to complete and submit a recertification application electronically for review. Certificants will need to log in at my.nabcep.org and enter their user name and password. Once logged in, there will be a gray box on the right-hand side of the screen that says “Recertification / Renewals.” Certificants will need to click on the link in the gray box corresponding to their certification and begin the recertification application. (Please do **not** click under “Existing Application.”)

Consistent with the terms of this policy, NABCEP Certified PV Commissioning & Maintenance Specialists must satisfy the following requirements in order to recertify:

18 hours of continuing education broken down into three sections:

- **6 hours** specific to Electric (NEC) Codes
- **6 hours** specific to the PVCMS JTA
- **6 hours** PV Technical or Non-Technical of which 2 hours must be Building and/or Fire Codes

A list of NABCEP registered courses may be found on the [Continuing Education](#) section on the website.

Certificants must document their decision-making role for completed service calls on PV systems equaling at least 3 project credits over the course of their three-year certification period.

Projects Credits are as follows:

System size of 1 – 999kW = **2 Project Credits**

System size of 1MW and up = **3 Project Credits**

For each installation, certificants must upload verification of a decision-making role (as described in Section 6.7.1 above) and one of the following documents:

- Service call record or ticket
- Invoice with service information included
- Commission Report

*For further information on Recertification, please visit our [website](#) or see **Section 19** of this Handbook.*



7. NABCEP PV Technical Sales Professional® (PVTs) Certification Requirements

The NABCEP PV Technical Sales Certification is a voluntary certification that provides a set of national standards by which PV Technical Sales Professionals with skills and experience can distinguish themselves from competitors. Certification provides a measure of protection to the public by giving a credential for judging the competency of practitioners.

7.1 *Eligibility Requirements*

To become certified and maintain certification, the Applicant must:

- Be at least 18 years of age
- Complete an application
- Sign and agree to uphold the NABCEP Code of Ethics
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once certified, complete continuing education and experience requirements, submit a recertification application, and pay a recertification fee, within the three (3) year recertification timeframe

7.2 Experience Requirements

7.2.1 Definitions

Verifiable Sales Experience—actively engaged in PV installation systems sales-related activities, including the completion of the number of PV installation system proposals required by the applicant’s Qualifying Category. (See Section 7.3 for Categories.) Sales-related activities include engaging in the sale and/or design of PV installation systems. This may include individuals employed as sales managers, site analysts, system designers, technical support personnel, business development representatives, business development managers, sales representatives, account managers, sales engineers, and project finance analysts.

For each of the proposals completed for PV systems, the following requirements apply:

- At least half (1/2) of the installations must have resulted in completed sales **AND** completed installations;
- **No more than one (1) proposal may be submitted to a relative or person residing at the applicant’s address.** This proposal must have resulted in a completed sales and installation.

7.3 Qualifying for the Examination

The NABCEP Board of Directors and PV Technical Sales Professional Technical Committee have established the following seven (7) Qualifying Categories for NABCEP PV Technical Sales Professional Certification. Applicants must satisfy the requirements of at least one (1) of the following categories to qualify for certification.

Category A

- At least sixty (60) hours of advanced training directly related to the NABCEP PV Technical Sales Professional Job Task Analysis (PVTS JTA); **AND**
- Verifiable sales experience, including the completion of at least four (4) PV installation system sales proposals within the twelve (12) month period prior to applying for the PVTS Certification; **AND**
- Achieve a passing score on the NABCEP PV Associate Examination. (**Note:** The Associate course taken for the Associate Exam may not count toward the 60 hours of required training.)

Category B

- At least thirty-two (32) hours of advanced training directly related to the NABCEP PV Technical Sales Professional Job Task Analysis; **AND**
- Verifiable sales experience, including the completion of at least eight (8) PV installation system sales proposals within the twenty-four (24) month period prior to applying for the PVTS Certification; **AND**
- Achieve a passing score on the NABCEP PV Associate Examination. (Note: The Associate course taken for the Associate Exam may not count toward the 32 hours of required training.)

Category C

- Associates Degree from an accredited educational institution in renewable energy technology or related field of study; **AND**
- Verifiable sales experience, including the completion of at least four (4) PV installation system sales proposals within the twelve (12) month period prior to applying for the PVTS Certification; **AND**
- Achieve a passing score on the NABCEP PV Associate Examination.

Category D

- Bachelor's Degree from an accredited educational institution; **AND**
- Verifiable sales experience, including the completion of at least four (4) PV installation system sales proposals within the twelve (12) month period prior to applying for the PVTS Certification.

Category E

- Currently credentialed as a NABCEP PV Installation Professional in good standing; or,
- Currently recognized by NABCEP as a NABCEP Certified PV Installation Professional Emeritus.

Category F

- Currently licensed as an electrician in the State in which the Applicant performs his/her occupational activities; **AND**
- Achieve a passing score on the NABCEP PV Associate Examination.

Category G

- Verifiable sales experience, including the completion of at least twenty (20) PV installation system sales proposals within the sixty (60) month period prior to applying for the PVTS Certification; **AND**
- At least five (5) years of documented PV installation systems sales-related experience.

7.4 Documenting Experience**7.4.1 Proposal Documentation**

All proposals and related proprietary information are treated as confidential by all NABCEP staff. For each of the Qualifying Categories requiring verifiable sales experience, an applicant must submit the identified number of sales proposals for PV installation systems, consistent with the requirements of Section 7.2. All PV installation systems claimed must be accompanied by a complete and accurate copy of the original proposal.

If the applicant's name is not identified on a proposal, the proposal **must** be accompanied by a letter from the applicant's employer or supervisor stating the applicant was the person who performed a lead role in the development of the proposal, or held a position of responsibility in reviewing and approving the proposal developed by others. **Note:** Only **one** person can claim any proposal submitted on a PVTS application. No duplicate proposals will be accepted.

Sales proposals must include ALL of the following information:

- Proposed PV system size in kW
- Evidence of a shade analysis
- The amount of kWh the PV installation system is expected to produce annually
- The revenue that the electricity generated will produce
- The total cost of the system
- Any incentive or tax benefits that may be applied to the total cost

Additional information may include the internal rate of return (IRR), payback period, cash flow over the life of the system, non-financial benefits, and any income that will be gained from renewable energy credits.

7.4.2 PV System Completed

If the PV system has been completed, an Applicant must submit a copy of **Electrical and/or Building Permit(s)** and Final Inspection Report(s) issued by the Local Authority Having Jurisdiction (AHJ) for each system submitted*. **In jurisdictions where permits and inspection reports are not issued, the Applicant may submit an inspection report written by an independent qualified electrician recognized by the AHJ, an independent certified electrical inspector or a NABCEP Certified PV System Inspector (PVSI)**.** Inspections may not be completed by the Applicant, Installation Contractor or customer.

**Note: NABCEP cannot accept site plans, drawings and/or permit applications in lieu of the actual approved permits and/or final approved inspections.*

***To locate a NABCEP Certified PV System Inspector, please go to www.nabcep.org/certified-installer-locator.*

7.4.3 PV System Incomplete

If the system has been sold but not installed, the applicant must submit a signed letter from the **customer** stating that they are satisfied with the sales process and the purchased PV installation system. If the system was proposed and NOT sold, the applicant must submit a signed letter from the prospective customer stating that they are satisfied with the sales proposal and the reason why they did not purchase the system. **Note:** Emails will not be accepted in lieu of a signed customer letter.

7.4.4 Additional Information and Documentation

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify work listed in the application. The NABCEP Application Review Committee decides Applicant eligibility based on application information and documentation submitted in support of the application.

7.5 Training Requirements

7.5.1 OSHA 10 Training

All Applicants must show proof of completion of a minimum of 10 hours of the Occupational Safety and Health Administration (OSHA) Outreach Training Program for the **Construction Industry**, or provincial equivalent. To find an OSHA class visit: www.osha.gov/dte/outreach/courses.html.

7.5.2 PV Technical Sales Training

PVTS training must meet the following criteria to be accepted in an application:

Applicants applying through Qualifying **Categories A and B** must submit documentation supporting the required hours of advanced accredited training directly related to the subjects identified in the NABCEP PV Technical Sales Professional Job Task Analysis (PVTS JTA).

- All training was completed in the five (5) calendar years prior to the submission of the application.
- All training must have a formal training format, with a teacher-learner structure. This implies a connection between a learner and a learning source. This can include web-based training in which the student is separated from faculty and other students but where the learner receives feedback and the student's progress is monitored. All hour requirements are based on "contact hours" between the teacher and the learner. "Advanced" is defined as a course which provides instruction beyond the "basic," "fundamental," or "introductory" PV Installation principles and practices. Courses should be designed for the Professional who is prepared to maintain a decision-making role in the installation, design, sale, or service of a PV system. This advanced PV training must be offered by one of the following education providers:
 - Institutions accredited by an agency recognized by the federal Department of Education, or Canadian equivalent (Accredited Universities, Colleges, Community Colleges, etc.) (<http://ope.ed.gov/accreditation/search.aspx>)
 - U.S. Department of Labor Registered Apprenticeship Training Programs (www.doleta.gov/oa/)
 - U.S. Department of Veteran Affairs approved WEAMS Institute (<http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do>)
 - Interstate Renewable Energy Council (IREC) Accredited Training Providers for the NABCEP PV Installation Professional Job Task Analysis (<http://www.irecusa.org/credentialing/credential-holders/>)
 - American National Standards Institute (ANSI)/IREC 14732 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/ANRECDirectory.asp?menuID=229>) or ANSI/ASTM 2659 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/CAPDirectory.asp?menuID=212>) that are based on the NABCEP PV Installation Professional Job Task Analysis
 - Training institutions approved by State Contractor Licensing Boards or Canadian Provincial equivalents

- State or Provincial Department of Education or equivalent licensed Vocational / Technical training programs

NOTE: Courses offered by private training organizations or businesses that are not accredited or otherwise recognized by a third-party as described above, will not be accepted.

7.6 Documenting Training

The following is a list of documents and materials that an applicant must submit with their PVTs Application:

Applicants applying under Categories A or B

- To document training, the Applicant must submit a **certificate of completion** or a **transcript** for each completed accredited training program or course used to meet the minimum training requirements. All certificates of completion and transcripts must clearly state that the course covered subject matter directly relates to the PVTs JTA. If the subject matter of the course is not clearly stated in the title, then the Applicant must provide a course outline or syllabus and a signed letter on letterhead from the training provider or instructor which details how many hours were spent covering the PVTs JTA or relevant codes. Course(s) must have been taken with an accredited institution.

Applicants applying under Categories C or D

- A copy of the official diploma or academic transcript from an accredited educational institution.

Applicants applying under Categories E or F

- Copies of the credential certificate or license indicating current, active status as a credential holder or licensee in good standing.

7.7 NABCEP PV Associate Examination Requirement

Categories A, B, C and F require an applicant to successfully pass the NABCEP PV Associate Examination, which demonstrates a basic understanding of PV system design and installation. The NABCEP PV Associate Examination is **not** a certification exam.

Training courses directly related to preparation for the NABCEP PV Associate Examination **will not** count towards the requisite training hours for Categories A and B.

For information concerning the NABCEP PV Associate Examination and for the complete list of all current, registered NABCEP Associate Providers, please visit the NABCEP website, located at <http://www.nabcep.org/associate>.

7.8 PV Technical Sales Recertification Requirements

Certificants may submit their Recertification Application during the third year of their current certification. Certificants are required to log in to their account to complete and submit a recertification application electronically for review. Certificants will need to log in at my.nabcep.org and enter their user name and password. Once logged in, there will be a gray box on the right-hand side of the screen that says “Recertification / Renewals.” Certificants will need to click on the link in the gray box corresponding to their certification and begin the recertification application. (Please do **not** click under “Existing Application.”)

NABCEP Certified PV Technical Sales must satisfy the following requirements in order to recertify:

18 hours of continuing education broken down into two sections:

- **12 hours** specific to the PVTs JTA
- **6 hours** PV Technical or Non-Technical

A list of NABCEP registered courses may be found on the [Continuing Education](#) section on the website.

The Certified PV Technical Sales Professional must be engaging in the sale of six (6) PV installation systems over the course of their three-year certification period. At least 3 of the 6 PV systems must be completed.

- For each completed installation, certificants must upload a proposal, permit and final approved inspection.
- For each incomplete installation, certificants must upload a proposal and a letter from the customer or the certificant’s employer stating the proposal was delivered and the reason why the system was not installed.

*For further information on Recertification, please visit our [website](#) or see **Section 19** of this Handbook.*



8. NABCEP PV System Inspector™ (PVSI) Certification Requirements

The NABCEP PV System Inspector Certification is a voluntary certification that provides a set of national standards by which PV System Inspector Professionals with skills and experience can distinguish themselves from competitors. Certification provides a measure of protection to the public by giving a credential for judging the competency of practitioners. It is not intended to replace state license requirements.

8.1 Eligibility Requirements

To become certified and maintain certification, the Applicant must:

- Be at least 18 years of age
- Complete an application
- Sign and agree to uphold the NABCEP Code of Ethics
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once certified, complete continuing education and experience requirements, submit a recertification application, and pay a recertification fee, within the three (3) year recertification timeframe

8.2 Qualifying for the Examination

There are no specific pre-requisites to taking a NABCEP PV System Inspector Exam. The Exams are intended to test the knowledge of someone who is familiar with PV systems. Knowledge of applicable codes and ordinances is presumed. Applicants should know how to assess the safety and operation of a system, be able to verify code compliance via interpretation of design plans and building documents, conduct on-site inspections, and report results.

Note: Candidates are eligible to take the exam for a period of six (6) months from the date their application is approved to schedule their LOP Exam. If a Candidate does not take the exam before the 6 months expire, they must complete a new application and pay the exam fee to take the exam.

8.3 PV System Inspector Recertification Requirements

Certificants may submit their Recertification Application during the third year of their current certification. Certificants are required to log in to their account to complete and submit a recertification application electronically for review. Certificants will need to log in at my.nabcep.org and enter their user name and password. Once logged in, there will be a gray box on the right-hand side of the screen that says “Recertification / Renewals.” Certificants will need to click on the link in the gray box corresponding to their certification and begin the recertification application. (Please do **not** click under “Existing Application.”)

NABCEP System Inspectors must document at least **8** contact hours of continuing education related to the National Electric Code (NEC) over the course of their 3-year certification cycle.

A list of NABCEP registered courses may be found on the [Continuing Education](#) section on the website.

As an alternative to meeting continuing education requirements, System Inspectors may schedule, and successfully complete the current NABCEP System Inspector Examination.

*For further information on recertification, please visit our [website](#) or see **Section 19** of this Handbook.*



9. NABCEP Solar Heating System Inspector™ (SHSI) Certification Requirements

The NABCEP Solar Heating System Inspector Certification is a voluntary certification that provides a set of national standards by which Solar Heating System Inspector Professionals with skills and experience can distinguish themselves from competitors. Certification provides a measure of protection to the public by giving a credential for judging the competency of practitioners. It is not intended to replace state license requirements.

9.1 Eligibility Requirements

To become certified and maintain certification, the Applicant must:

- Be at least 18 years of age
- Complete an application
- Sign and agree to uphold the NABCEP Code of Ethics
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once certified, complete continuing education and experience requirements, submit a recertification application, and pay a recertification fee, within the three (3) year recertification timeframe

9.2 Qualifying for the Examination

There are no specific pre-requisites to taking a NABCEP Solar Heating System Inspector Exam. The Exams are intended to test the knowledge of someone who is familiar with Solar Heating systems. Knowledge of applicable codes and ordinances is presumed. Applicants should know how to assess the safety and operation of a system and be able to verify code compliance via interpretation of design plans and building documents, conduct on-site inspections, and report results.

Note: Candidates are eligible to take the exam for a period of six (6) months from the date their application is approved to schedule their LOP Exam. If a Candidate does not take the exam before the 6 months expire, they must complete a new application and pay the exam fee to take the exam.

9.3 SH System Inspector Recertification Requirements

Certificants may submit their Recertification Application during the third year of their current certification. Certificants are required to log in to their account to complete and submit a recertification application electronically for review. Certificants will need to log in at my.nabcep.org and enter their user name and password. Once logged in, there will be a gray box on the right-hand side of the screen that says "Recertification / Renewals." Certificants will need to click on the link in the gray box corresponding to their certification and begin the recertification application. (Please do **not** click under "Existing Application.")

NABCEP System Inspectors must document at least **8** contact hours of continuing education related to the National Electric Code (NEC) over the course of their 3-year certification cycle.

A list of NABCEP registered courses may be found on the [Continuing Education](#) section on the website.

As an alternative to meeting continuing education requirements, System Inspectors may schedule, and successfully complete the current NABCEP System Inspector Examination.

*You can find further information on recertification of our [website](#) or in **Section 19** of this Handbook.*



10. NABCEP Solar Heating Installer® (SHI) Certification Requirements

The NABCEP Solar Heating Installer Certification is a voluntary certification that provides a set of national standards by which solar heating installers with skills and experience can distinguish themselves from their competition. Certification provides a measure of protection to the public by giving them a credential for judging the competency of practitioners. It is not intended to prevent qualified individuals from servicing or installing solar heating systems nor to replace state license requirements.

10.1 *Eligibility Requirements*

To become certified and maintain certification, the Applicant must:

- Be at least 18 years of age
- Meet prerequisites of related experience and education as outlined below
- Complete an application form documenting all requirements
- Sign and agree to uphold the NABCEP Code of Ethics
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once certified, complete continuing education and experience requirements, submit a recertification application, and pay a recertification fee, within the three (3) year recertification timeframe

10.2 Experience Requirements

One (1) year of experience must include service, repair and/or installation of two (2) solar heating systems. This year of service **MUST include a decision-making role** on the job installing two (2) solar hot water systems, in the role of foreman, supervisor, site manager, or experienced worker performing solar hot water installation without direct supervision.

10.3 Qualifying for the Examination

There are several ways that an individual may qualify to sit for the Solar Heating Installer Certification. NABCEP recognizes that professionals in the field of renewable energy and energy efficient technologies receive their training and work experiences in a variety of ways. NABCEP Staff will review each application to determine compliance with eligibility criteria.

10.3.1 Qualifying Categories

To qualify to sit for the NABCEP Solar Heating Installer Certification examination, the candidate must demonstrate that they meet at least ONE of the following requirement Categories:

Category A

A.1) Four (4) years of experience installing Solar Hot Water Systems (see Section 10.2 for definition of years of experience); **OR**

A.2) Two (2) years of experience installing Solar Pool Heating Systems in addition to completion of 16 hours of advanced training (see Sections 10.2 and 10.5 for definitions of years of experience and training)

*Note: If a candidate chooses Category A they must choose **ONE** of the two options listed above.*

Category B

Two (2) years of experience installing Solar Heating Installer Systems in addition to completion of 40 hours of advanced training (see Sections 10.2 and 10.5 for definitions of years of experience and training)

Category C

Be an existing licensed contractor in good standing in solar or construction-related areas with one (1) year of experience installing Solar Heating Installer Systems (see Section 10.2 for definition of years of experience)

Category D

Four (4) years of HVAC, mechanical, pipe-fitting or plumbing-related experience working for a licensed contractor, including one (1) year of experience installing Solar Heating systems (see Sections 10.2 and 10.5 for definition of years of experience and training)

Category E

Three (3) years of experience in a Department of Labor Registered construction trade Apprenticeship Program, including one (1) year of experience installing Solar Heating Systems (see Sections 10.2 and 10.5 for definition of years of experience and training)

Category F

Two (2) year construction related, or engineering technology, or renewable energy technology or technician degree from an accredited educational institution plus one (1) year of experience installing Solar Heating Systems (see Sections 10.2 and 10.5 for definition of years of experience and training)

Category G

Four (4) year engineering degree from an accredited educational institution, including one (1) year of experience installing Solar Heating Systems (see Sections 10.2 and 10.5 for definition of years of experience and training)

Category H

NABCEP PV Installation Professional (PVIP) Certification (see Section 3) **AND** 16 hours of advanced training (see Section 10.5), **AND** installation of at least two solar hot water systems (see Sections 10.2 and 10.5 for definition of years of experience and training). These two systems require permitting and inspection process by a permitting authority – OR – in the absence of such, an appropriate underwriter authorized to provide an inspection certificate. In regions where neither of these inspection options exists, the Executive Director or the Application Review Committee will judge experience based on supplied documentation.

10.4 Documenting Experience**10.4.1 Documenting Employment**

For the Applicant to demonstrate they have been working in the Solar Heating Installer field for the number of years required by the Qualifying Category chosen, Applicants are asked in the application to list Solar Heating-related employment in chronological order, starting with most current employment. The Applicant will need to write a job description, summarize the number and type of systems installed, and provide contact information for a supervisor.

10.4.2 Documenting Installations

In order to document the minimum 2-systems required per year of experience, Applicants are asked to list qualifying installed systems and provide a concise description of work performed at the job site, including the system size, a list of components, the level of their responsibility on the jobsite, number of full-time equivalent workers supervised, and any other pertinent information.

These two (2) systems per year of experience require permitting and inspection by an Authority Having Jurisdiction (AHJ), or in the absence of such, an appropriate underwriter authorized to provide an inspection certificate.

In regions where no inspection options exists, the Applicant may submit the following for consideration:

- A line-drawing of the system showing all components
- A bill of sale or signed contract for services
- Warranty information specific to the customer as available
- Notification of approval of rebate or other incentive
- A signed letter from the Applicant’s supervisor or employer stating that they were the lead installer of that system.
- A signed letter from the Customer attesting to the completion of the system.
- An inspection report that written by a **NABCEP Certified SH System Inspector (SHSI)**. To locate a NABCEP Certified SH System Inspector, please go to www.nabcep.org/certified-installer-locator.

10.4.3 Additional Information and Documentation

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify work listed in the application. The NABCEP Application Review Committee decides Applicant eligibility based on application information and documentation submitted in support of the application.

10.5 Training Requirements

10.5.1 Training and Education Requirements for Categories A2, B and H

Applicants applying through Qualifying **Category A2**, **Category B**, and **Category H** must submit documentation supporting the required hours of advanced accredited training directly related to the subjects identified in the NABCEP Certified PV Technical Sales Professional Job Task Analysis (PVTS JTA).

- All training was completed in the five (5) calendar years prior to the submission of the application.
- All training must have a formal training format, with a teacher-learner structure. This implies a connection between a learner and a learning source. This can include web-based training in which the student is separated from faculty and other students but where the learner receives feedback and the student’s progress is monitored. All hour requirements are based on “contact hours” between the teacher and the learner.

“Advanced” is defined as a course which provides instruction beyond the “basic,” “fundamental,” or “introductory” Solar Heating Installation principles and practices. Courses should be designed for the Professional who is prepared to maintain a decision-making role in the installation, design or service of a system. This advanced PV training must be offered by one of the following education providers:

- Institutions accredited by an agency recognized by the federal Department of Education, or Canadian equivalent (Accredited Universities, Colleges, Community Colleges, etc.) (<http://ope.ed.gov/accreditation/search.aspx>)

- U.S. Department of Labor Registered Apprenticeship Training Programs (www.doleta.gov/oa/)
- U.S. Department of Veteran Affairs approved WEAMS Institute (<http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do>)
- Interstate Renewable Energy Council (IREC) Accredited Training Providers for the NABCEP PV Installation Professional Job Task Analysis (<http://www.irecusa.org/credentialing/credential-holders/>)
- American National Standards Institute (ANSI)/IREC 14732 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/ANRECdirectory.asp?menuID=229>) or ANSI/ASTM 2659 Accredited Certificate Programs (<https://www.ansica.org/wwwversion2/outside/CAPdirectory.asp?menuID=212>) that are based on the NABCEP PV Installation Professional Job Task Analysis
- Training institutions approved by State Contractor Licensing Boards or Canadian Provincial equivalents
- State or Provincial Department of Education or equivalent licensed Vocational / Technical training programs
- NABCEP Registered Continuing Education Courses (<http://www.nabcep.org/continuing-education>)

NOTE: Courses offered by private training organizations or businesses that are not accredited or otherwise recognized by a third-party as described above, will not be accepted.

Although training is strongly encouraged, it is not a requirement for Categories A2, C, D, E, F, or G for achieving this certification. However, the exam is such that some level of training will likely be necessary for most Applicants to achieve a passing score. It is recommended that Applicants look for accredited training courses taught by certified instructors.

10.6 Documenting Training

If the Qualifying Category requires education, to document training, the Applicant must submit a **certificate of completion** or a **transcript** for each completed accredited training program or course used to meet the minimum training requirements. All certificates of completion and transcripts must clearly state that the course covered subject matter directly relates to the SHI JTA. If the subject matter of the course is not clearly stated in the title, then the Applicant must provide a course outline or syllabus and a signed letter on letterhead from the training provider or instructor which details how many hours were spent covering the SHI JTA or relevant codes. Course(s) must have been taken with an accredited institution.

10.7 Solar Heating Installer Recertification Requirements

Certificants may submit their Recertification Application during the third year of their current certification. Certificants are required to log in to their account to complete and submit a recertification application electronically for review. Certificants will need to log in at my.nabcep.org and enter their user name and password. Once logged in, there will be a gray box on the right-hand side of the screen that says “Recertification / Renewals.” Certificants will need to click on the link in the gray box corresponding to their certification and begin the recertification application. (Please do **not** click under “Existing Application.”)

NABCEP Certified Solar Heating Installers must satisfy the following requirements in order to recertify:

18 hours of continuing education broken down into three sections:

- **6 hours** specific to SHI JTA
- **6 hours** from [Primary References List](#) on the website
- **6 hours** SH Technical or Non-Technical

A list of NABCEP registered courses may be found on the [Continuing Education](#) section on the website.

Certificants must document three (3) installations in which they had a decision-making role on the project.

For each installation, certificants must upload a permit, inspection and verification of a decision-making role (as described in Section 10.4.3 above).

*For further information on Recertification, please visit our [website](#) or see **Section 19** of this Handbook.*



11. Small Wind Installer Certification Requirements

The NABCEP Board of Directors has indefinitely suspended the administration of the NABCEP Small Wind Installer Certification Examination as of September 2012. NABCEP is no longer accepting new applications for the Small Wind Installer Certification.

Existing Small Wind Installers Certificants will have their Certification remain active. Small Wind Installer Certifications will be valid and recognized as long as each Certificant continues to meet the terms of certification and recertification. These terms include: continuing practice in the field; attaining a minimum number of continuing education hours; and, submitting recertification applications on a three year cycle. Small Wind Installer Certificants will continue to be listed on the NABCEP Certificant Registry.



12. Application for Certification

12.1 Application Submission

To apply and qualify for any NABCEP certification, an Applicant must open an account on my.nabcep.org, complete an online application and submit supporting documentation that verifies they meet the minimum education and experience requirements for that certification. Applicants should keep a duplicate copy of all documents for their records. All information and documents submitted to NABCEP will not be returned.

- Applicants must complete, sign and submit an application for the specific Certification exam they wish to take. If an Applicant cannot complete an electronic application, please contact NABCEP for a hardcopy application and one will be emailed to you. An additional processing fee will be charged for all applications submitted in hardcopy, paper form. This fee is to cover the staff time for completing the online application for the Applicant utilizing the information provided in the paper application. All applications are maintained in the online system, whether originally submitted electronically or in hardcopy.
- Applicants must submit applications with the appropriate application fee. Applicants may pay by credit card through a secure website.
- It is highly recommended Applicants add mynabcep@nabcep.org and “@nabcep.org” to their safe senders list in their email accounts and/or firewall to help assure successful delivery of important certification related communications from NABCEP.

12.2 Verification of Employment and Education

In an effort to serve the public trust, NABCEP reserves the right to verify information on Applicant applications and recertification materials. Failure to report truthfully may result in the denial and/or revocation of certification.

12.3 Application Review

NABCEP staff, under the supervision and guidance of the Executive Director, review every application to verify the minimum eligibility requirements have been met by the Applicant and is properly documented. If NABCEP staff or Executive Director are unable to determine whether an Applicant meets eligibility requirements for any of its certification exams, an Application Review Committee will convene to review the application in question. The Committee is made up of three to five NABCEP-selected subject matter experts (SMEs) who have an understanding of the different types of situations and constraints encountered by practitioners in the field. Reviewers will be non-competitive industry peers with no financial or other affiliation with Applicants. Every effort will be made to ensure the objectivity of the Reviewers and they will be charged to act in a manner that is fair, consistent and justifiable.

12.4 Notification of Eligibility or Ineligibility

An Applicant applying for certification will receive notice of eligibility or ineligibility to sit for the certification examination within thirty (30) days of submission.

If the application is complete, and the Applicant has sufficiently demonstrated their compliance with the minimum eligibility requirements, they will be sent an email announcing their eligibility to take the examination. This letter will include instructions on how to schedule their exam.

If an application is deemed ineligible, the Applicant will be notified via email and informed of the reason(s) for this finding. The Applicant will be provided with three (3) opportunities to reapply to sit for the exam by correcting the application and resubmitting it for review. If the Applicant is deemed to be ineligible after a fourth review, the application will be rejected. If the application is rejected, a new application and application fee must be submitted for the Applicant to be considered for certification again. All current eligibility requirements must be met at the time of both original application submission and resubmission.

If an Applicant chooses to appeal the finding of ineligibility, they may do so in writing to the Executive Director of NABCEP within thirty (30) days of the receipt of notification of ineligibility (see Appeals Policy in Appendix II).

12.5 Refund Policy

The application fee is non-refundable.

12.6 Eligibility Period

An Applicant who has been accepted to sit for the examination (Candidate) is eligible to take the exam for a period of two (2) years from the date of application approval (except System Inspector). If a Candidate does not pass the exam during their eligibility period, they must reapply as a new Applicant by submitting a new complete application and remit another application fee to become eligible to take the examination again.

An Applicant who has been accepted to sit for the System Inspector examination (Candidate) is eligible to take the exam for a period of six (6) months from the date their application is approved to schedule their LOP Exam. If a Candidate does not take the exam before the 6 months expire, they must complete a new application and pay the exam fee to take the exam.

12.7 Property Rights

NABCEP owns all title, interest, and other proprietary rights related to all NABCEP trademarks, designations, and logos (NABCEP Marks), including NABCEP Certificates. When passing a NABCEP Examination, Certificants are awarded a NABCEP Certificate with their unique certification number, embossed with NABCEP's Corporate Seal. Certificants are required to return their Certificate to NABCEP at the end of their 3 year certification period if they fail to complete the recertification requirements detailed in **Section 19** or if their certification status changes for any reason.



13. Examination Content

Each certification examination (except System Inspector exams) consists of seventy (70) equally weighted multiple-choice questions, with four (4) choices per question. Sixty (60) of the questions are scored and ten (10) of the questions are un-scored pilot questions. The pilot questions are randomly distributed throughout the examination and are not identified. Pilot questions are utilized so NABCEP can test a question with a sample of real candidates before using it as a scored question, thus helping to ensure the examinations are fair and reliable.

The time limit for the examination is four (4) hours. Exam questions and content are based on a Job Task Analysis developed for each Certification. Please find the respective Job Task Analysis (JTA) on the [NABCEP](#) website for the relevant technology.

The System Inspector certification exams consist of forty-five (45) equally weighted multiple-choice questions, with four (4) choices per question. Forty (40) of the questions are scored and five (5) of the questions are un-scored pilot questions. The pilot questions are randomly distributed throughout the examination and are not identified. The time limit for the System Inspector examination is two (2) hours.

Job Task Analyses have been conducted to assure the content of the examination reflects the tasks and knowledge required of the practitioner. A Job Task Analysis gives a detailed description of job activities by defining the necessary knowledge, skills, and abilities required for minimally competent job performance. As part of the job analysis study, a survey was conducted comprised of industry subject matter experts (SMEs) professionals, including manufacturers, contractors, codes and standards developers, researchers and educators. The job analysis study also assures the examination content is up to date and relevant to current practice. Subject matter experts (SME's) are used to research and develop examination questions for each of the content areas on the exam. All questions undergo extensive review and editing.

In addition to the specific content areas listed under individual technology sections, knowledge and skills in the following areas are required:

- Reading and interpreting plans and specifications
- Reading and interpreting codes and standards
- Basic mathematics (addition, subtraction, multiplication, division, calculations of area and volume, fractions, decimals, percentages, calculating the sides of triangles, square roots, powers of numbers, and solving simple algebraic equations for unknown variables)

Candidates should be prepared to respond to examination questions on any of the content areas listed in the Job Task Analysis. Questions asked and content areas tested on previous examinations should not be assumed to be the only possible questions to be asked or content areas to be tested on this examination.

13.1 English as a Second Language

Renewable Energy installers in the U.S. and Canada must currently be able to speak and read English to understand system instructions and design specifications. Therefore the certification examinations are written and administered in the English language and materials will be provided only in English. Until training and hardware components begin to feature other languages in sufficient quantity to enable non-English speaking installers other language options in which they can practice competently in the renewable energy field, the application, examination, and materials will remain in English.



14. Examination Formats & Scheduling

Certification Exams may be given in three formats:

- Paper & Pencil (P&P) exam given in the spring and fall each year
- Computer-Based Testing (CBT) exam may be taken at any time after application approval
- Live Online Proctoring (LOP) exam may be taken at any time after application approval

Certification Exam	Exam Format Available	Re-take Exam Format
PV Installation Professional	CBT, P&P	CBT
PV Design Specialist	CBT	CBT
PV Installer Specialist	CBT	CBT
PV Commissioning & Maintenance	CBT	CBT
PV Technical Sales Professional	CBT*, P&P	CBT*, P&P
PV System Inspector	LOP	LOP
Solar Heating System Inspector	LOP	LOP
Solar Heating Installer	CBT*, P&P	CBT*, P&P

*CBT to be offered in 2019

Candidates taking the PV Installation Professional exam have the option to take the certification exam in P&P or CBT format for the first exam. **Upon acceptance to sit for the exam, Candidates will need to log into their account and choose the format they wish to take the exam in.** Candidates who choose P&P format will be sent an email when scheduling opens for the exam. Candidates who take an exam or LOP will receive an email from Castle Worldwide with instruction on how to schedule their exam. ***Once a candidate chooses their exam format, the format cannot be changed for that administration.*** All subsequent administrations, reschedules or retakes, must be taken via CBT, if offered.

IMPORTANT: All NABCEP notifications are sent via email from myNABCEP using mynabcep@nabcep.org. Applicants should add mynabcep@nabcep.org and any addresses sent from @nabcep.org to their “safe senders” list and/or firewall. This will help assure successful delivery of important certification related communications from NABCEP. Additionally, candidates who will be taking a computer-based examination are strongly encouraged to also add testing@castleworldwide.com to their “safe sender” list, as this is the address from which important scheduling information is sent.

14.1 Scheduling Examination Site & Time

14.1.1 Scheduling a Computer-Based Testing (CBT) Exam

Upon acceptance of an application to sit for a certification exam, Candidates may choose a time and location to take their Exam by computer (if available) through our Computer-Based Testing (CBT) network, Castle Worldwide, Inc. Accepted Candidates will receive a Notice-to-Schedule (NTS) email from Castle with instructions on how to select a location, date, and time for their exam. **Candidates have six (6) months from the date their application is approved to schedule their CBT Exam.** CBT Candidates are subject to Castle Worldwide’s cancellation and rescheduling policies. All Candidates must submit scheduling requests to Castle Worldwide at least four (4) business days prior to the date the Candidate wishes to take or reschedule their exam. The reschedule request must be submitted through Castle’s online scheduling system. A rescheduling fee will apply and must be paid online at the time of the request.

14.1.2 Scheduling a Paper & Pencil (P&P) Exam

Upon acceptance of an application to sit for a certification exam, the Candidate will receive an approval letter via the email address associated with their account. The approval letter provides information for scheduling an examination. Exam Scheduling must be completed forty-three (43) days before the examination date. Please see NABCEP’s website [Calendar](#) for exact deadline dates pertaining to upcoming administrations of the examination.

NABCEP will make every effort to accommodate a Candidate’s requested test site, but in the event that a particular test site reaches maximum capacity, seating for that particular test site will be granted on a first-come, first-paid basis as Exams are scheduled. Candidates whose requested test site is full or unavailable will be notified of other options.

Approximately three weeks prior to the exam, Candidates will receive an Authorization to Test (ATT) Letter via email, which they **must** bring with them to the exam site, along with one government-issued photo I.D. The ATT Letter will contain the date, time and location of the examination, as well as a list of what Candidates can and cannot bring to the exam.

- When accepted to sit for the Certification Exam, a Candidate must select their examination location and pay the Examination fee using the exam scheduling function of the online myNABCEP system. **Being accepted to sit for the Exam does not mean that the Candidate has been scheduled.**
- Only Candidates who have scheduled will be sent an ATT Letter with examination reporting instructions. The ATT Letter will be emailed to the address associated with the Candidate's application.

14.1.3 Scheduling a Live Online Proctor (LOP) Exam

Upon acceptance of an application to sit for System Inspector certification exam, Candidates may choose a day and time to take their Exam by computer through our Live Online Proctor (LOP) network, Castle Worldwide, Inc. Accepted Candidates will receive a Notice-to-Schedule (NTS) email from Castle with instructions on how to select a day and time for their exam. **Candidates are eligible to take the exam for a period of six (6) months from the date their application is approved to schedule their LOP Exam.** If a Candidate does not take the exam before the 6 months expire, they must complete a new application and pay another exam fee to take the exam. LOP Candidates are subject to Castle Worldwide's cancellation and rescheduling policies. All Candidates must submit scheduling requests to Castle Worldwide at least four (4) business days prior to the date the Candidate wishes to take or reschedule their exam. The reschedule request must be submitted through Castle's online scheduling system. A rescheduling fee will apply and must be paid online at the time of the request.

Computer System Requirements

Live Online Proctoring (LOP) allows Candidates to complete the examination from their own computer via an internet connection at a time and place of their choosing. Testing sessions are available 365/24/7.

The Candidate's computer must have webcam capability as well as speakers and the following system components:

- A webcam installed on the exam workstation and reliable access to the Internet. An Internet connection disruption will suspend the test session.
- A computer with 1 GB of RAM or higher
- A high-speed Internet connection (5 Mbps).
- A webcam with 640×480 video pixel resolution (a laptop camera is acceptable)
- Speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Flash player version 7 or higher
- Browser compatibility: Please see Castle Worldwide's System Requirements (<https://www.castleworldwide.com/cww/take-a-sample-test/system-requirements/>) for the latest version of compatible updates.

LOP Exam Proctors

Exam Proctors will connect with the Candidate's computer through NABCEP's testing vendor, Castle Worldwide, Inc. (Castle). The proctor will have complete access to the Candidate's computer to monitor for unauthorized activities, such as accessing other software applications, using multiple monitors, or having someone else take the examination remotely. The Candidate will also show the proctor a 360-degree view of his/her environment, including the desk, by holding and moving the webcam/laptop as directed by the proctor. The proctor will watch the Candidate on a webcam and record the video and audio, which will be stored for 15 days. When the proctor has completed the necessary steps to ensure monitoring, the Candidate will click a link to launch the examination. The proctor can terminate the examination for integrity reasons at any time.

LOP Test Taking Advice

- Read all instructions carefully.
- A Candidates should periodically check their progress and pace. The more questions answered, the better the chance of achieving a passing score.
- There is no penalty for guessing, so Candidates should answer every question. It is recommended that Candidates record an answer for each question, even if not confident in the answer. Blank answers will be counted as incorrect.
- Candidates should speak to a proctor immediately concerning any problems that occur during the examination. Proctors will not answer any questions related to the content of the examination, but may be able to assist with eliminating distractions or other issues.
- Before exam day, Candidates should ensure that they know how to log on to access the exam. To configure your system before the exam, go to: <http://castlelive.onlineproctornow.com/> then click on #2 Test My System Now.

14.2 Special Testing Accommodations

NABCEP complies with the provisions of the Americans with Disabilities Act (42 U.S.C. Section 12101, et. seq.) and with Title VII of the Civil Rights Act, as amended (42 U.S.C. Section 2000e, et. seq.).

All Candidates who desire special testing accommodations due to a disability or religious observance must make this request at the time of exam scheduling. It is the responsibility of the Candidate to provide advance notice and appropriate documentation of the disability or religious observance, along with specifications of the type of accommodations or aids that will be required, when the application form is submitted.

NABCEP will not pay any costs an individual may incur in obtaining the required diagnosis and recommendation for accommodation. However, NABCEP will pay for any reasonable accommodation(s) that are provided during the exam. NABCEP shall notify the Candidate regarding the acceptance of the request in advance of the Examination date. Appropriate arrangements and accommodation(s) shall be made for all Candidates with disabilities who file the appropriate request and include appropriate documentation, unless an accommodation changes the nature of the test. Under no conditions will an accommodation be made which changes the nature of the test.



15. Taking the Examinations

15.1 Admission to Examinations

All Candidates must show a valid government-issued photo identification that exactly matches the name on their application. The Candidate must provide one of the following valid government-issued documents bearing a picture, name, and signature to gain admission to the test site:

- Driver's license
- Photo identification card
- Passport
- Military identification card

Identification that has expired is not valid. Candidates are encouraged to confirm that their identification will not expire before scheduling an examination. Examples of non-acceptable identification include, but are not limited to: student ID, employer-issued ID, library cards, and credit cards.

Candidates who are unable to produce the required identification, or who produce an ID that is expired, will not be permitted entrance to the exam. Under these circumstances, Candidates will be considered absent and will forfeit the full exam fee and will be required to re-schedule the exam and pay all applicable re-examination fees.

It is recommended Candidates arrive at the examination site no later than thirty (30) minutes prior to the scheduled examination time. Additional time needed for procedures, payments, delays, traffic, parking, weather, etc., should be considered when arranging transportation to the examination site. Candidates who arrive after the doors are closed will not be admitted and will be considered to have missed the examination.

15.2 What is Provided at the Exam

All materials required to take the examination will be provided for each Candidate at the test site, including:

- 2017 National Electrical Code, NFPA 70 (PVIP Certification Exam only)
- Calculator - a Casio fx260 or a similar model
- Two #2 pencils (Paper & Pencil exam only)
- Scratch Paper

All materials will be returned to the Proctor at the end of the exam, where they will be inspected. No changes should be made to the National Electrical Code text or to the calculators, and under no circumstance are these items to leave the testing room at any time.

No food or drink items are allowed in the testing room. Any personal items or supplies needed during the examination must be encased in a clear plastic bag, no larger than 8.5" X 11" in size. Please be advised that due to circumstances beyond our control, examination sites may experience minor disturbances. It is recommended that Candidates who are sensitive to noise bring earplugs.

15.3 What Not to Bring to the Exam

Unauthorized supplies will be subject to removal by the Proctor at the examination site. The following items are NOT allowed in the examination room and will be confiscated during the exam and returned afterward:

- Cell phones
- Watches – a clock will be provided in the room
- Water bottles, beverages or food of any kind
- Any books or part of workbooks and materials, bound or loose-leaf notes
- Handwritten and typewritten notes
- Pull-off labels, removable tabs, paper clips, or metal clamps
- Paper, writing tablets, or notepads
- Highlighters
- Personal calculators and electronic organizers
- Cameras, tape recorders, or computers
- Pagers or electronic transmitting devices
- Canisters of mace, pepper spray, or other personal defense items
- Purses, briefcases, portfolios, fanny packs, or backpacks – a space within the testing room will be provided for Candidates to leave bags of this kind. Any personal supplies required during the examination such as inhalers, medication, extra glasses, tissues, etc. should be placed in a clear plastic bag no larger than 8.5" x 11".

15.4 Attire – What to Wear for the Exam

Candidates should dress comfortably, but appropriately, for the examination. The examination rooms are usually climate controlled. However, it is not always possible to maintain a temperature that is preferred by each Candidate. It is suggested that Candidates bring a sweater or jacket to use in the event that the temperature is cooler than individual preference.

Caps, hats or other head coverings, unless they have religious significance, are not allowed to be worn in the test room and must be placed with the other personal belongings if brought into the room.

15.5 Answer Sheets (P&P Exam only)

Candidates must follow the examination Proctor's instructions on completing the answer sheet. It is the Candidate's responsibility to correctly "bubble" in their "Candidate identification number" and "examination number." Answers must be recorded on the answer sheet provided at the examination. Answers recorded in the examination booklet or on scratch paper will NOT be scored.

It is recommended that Candidates fill in answers on the answer sheet as they complete each question rather than waiting until the end of the examination. Candidates who wait until the 15-minute time warning to transfer answers from the test booklet to the answer sheet normally do not have enough time to transfer all answers. Candidates cannot complete any answers after time is called. Candidates will only receive credit for answers completed on the answer sheet. Candidates must turn in completed answer sheets, all examination materials, and scratch paper when time is called for the exam.

15.6 Test Taking Advice

The advice offered here is presented primarily to help Candidates demonstrate the knowledge they possess and maximize their chances of passing the examination.

- Read all instructions carefully.
- Candidates should periodically check their progress and pace. The more questions answered, the better the chance of achieving a passing score.
- There is no penalty for guessing. Candidates should answer every question. It is recommended that Candidates record an answer for each question, even if not confident in the answer. Blank answers will be counted as incorrect.
- Candidates may note the questions they want to reconsider in the examination booklet and return to them later.
- Candidates should speak to a Proctor immediately concerning any problems that occur during the examination. Proctors will not answer any questions related to the content of the examination, but may be able to assist with eliminating distractions or other issues.
- Before the exam day, Candidates should ensure that they know the exact location of the examination site, the best way to get there, where parking can be found, and the actual location of the testing room.



16. Examination Administrative Policies

16.1 Rules

Castle Worldwide, Inc., the examination supervisor, and proctors are the designated agents for maintaining a secure and proper administration of the examination. On behalf of NABCEP, administrators are required to enforce the following rules for both CBT, LOP and P&P exams, where applicable.

- There will be no talking or moving around during the examination. Any irregular Candidate conduct which violates the standards of test administration, such as communicating with any other Candidate during the administration of an examination or copying answers from another Candidate during the administration of the examination, is strictly prohibited and grounds for dismissal from the examination. Examination materials will be confiscated. Any Candidate involved in such behavior will be removed from the exam room, reported to NABCEP, and may be prohibited from taking the exam again.
- If a Candidate has an emergency or needs to use the restroom, they should raise their hand. The Proctor will take the examination materials and secure them, then give the Candidate permission to leave the room. Only one Candidate at a time is permitted to leave the room.
- There will be no smoking, eating, or drinking by Candidates in the examination room.
- Personal items besides immediate necessities (which must be in plastic bags no larger than 8.5" x 11") will be stored at the front or back of the examination room, or in an adjacent room.
- The Proctor and assistants cannot answer any questions about examination items during the examination. Candidates should do the best they can on each item. Examination supervisors and proctors are NOT qualified or authorized to answer questions concerning the examination content; however, they will do their best to help with any procedural questions and address other concerns.

- If a Candidate feels there is a misprint or an error within an item, the Candidate should raise their hand. They will receive a Candidate Comment Form, which will be collected at the end of the examination.
- No examination materials, documents, or memoranda of any kind are to be taken from the examination room.
- Candidates are prohibited from writing or marking anything in any reference book or materials, and doing so is grounds for confiscation of these documents by the exam administrators.
- Due to the noise associated with gathering reference books and materials at the end of the examination, Candidates who have not completed the examination when the 15-minute time limit is announced may not be permitted to leave the test center until time is called. Candidates will be asked to remain in their seats until time is called in order to minimize the disruption to Candidates still testing.

16.2 Exam Security

Any Candidate who communicates with, or gives or receives help to others during the exam will be dismissed from the examination room. Candidates involved in such behavior will be reported to NABCEP and their exam will not be scored. Examination fees will not be refunded and the Candidate may be prohibited from taking the examination in the future.

The performance of all Candidates is monitored and may be analyzed to detect fraud. This information is reported to NABCEP. Candidates who violate security measures will not have their exam scored and may be prohibited from taking the examination pending investigation of the violation.

All exam materials, including all questions, answer booklets, and score sheets are the copyrighted property of NABCEP. Any distribution of these materials through reproduction or oral or written communication is strictly prohibited.

16.3 Late Arrivals

Candidates are encouraged to arrive at least thirty (30) minutes before the scheduled start time for the examination. All Candidates who arrive before the scheduled start time of the examination will be processed and seated for the examination. Once all Candidates are processed, the doors to the exam room will be closed to further admission and the test will begin. Candidates who arrive after the doors are closed will not be admitted and will be considered to have missed the examination. These Candidates can reapply for a subsequent examination time and pay the re-examination fee (unless a Candidate's situation meets the specific exceptions listed below and they successfully file for an exception).

16.4 Cancellation and Rescheduling Policy

16.4.1 Cancellation and Rescheduling for CBT and LOP exams

CBT and LOP Candidates are subject to Castle Worldwide's cancellation and rescheduling policies. If a Candidate is scheduled to take an examination in CBT or LOP format and cannot attend, Candidates must submit scheduling requests to Castle Worldwide at least four (4) business days prior to the date the Candidate wishes to take or reschedule their exam. The reschedule request must be submitted through Castle's online scheduling system. A rescheduling fee will apply and must be paid online at the time of the request. For information on Castle Worldwide's cancellation and rescheduling policies, please see <https://www.castleworldwide.com/cww/take-a-test/entry/north-american-board-of-certified-energy-practitioners>.

16.4.2 Cancellation and Rescheduling for Paper & Pencil exams

If a Candidate is scheduled to take an examination in Paper & Pencil format and cannot attend, they must submit an Examination Change Form to NABCEP at least thirty (30) days prior to the scheduled exam. All exam date and location changes are subject to availability. If the requested date or location has filled to capacity, a change request may have to be processed for a later date, or for the site provided as a second choice.

NO CHANGES will be made within 30 days of a scheduled exam except for the following reasons:

- A serious illness of the Candidate or an immediate family member
- Death in the immediate family
- Disabling accident
- Unscheduled air travel delay
- Court appearance or jury duty
- Unexpected military duty call-up
- Natural or man-made disasters

For any of the above-mentioned exceptions, a Candidate must submit an Examination Change Form **AND** supporting evidence in writing within four (4) days after the scheduled examination date. NABCEP reserves the right to request additional evidence to support the exception and to deny requests for exception. Candidates for whom an exception is accepted will be allowed to select a later exam date to which the fee will be applied. **The examination fee is non-refundable.** Candidates for whom a justification is found to be not acceptable will forfeit their entire exam fee and will be required to reschedule the examination and pay a re-examination fee should they wish to continue the certification process. Companies that pay for an employee's examination **may not** transfer the examination registration fee to another employee.

16.4.3 Exam Location Change for Paper & Pencil Format

Candidates who have already scheduled and paid for their exam may find they need to change the location of their scheduled examination. Candidates may change their selected exam location

up until **30 days** prior to the scheduled exam for no fee. NABCEP will attempt to accommodate location changes requested within 30 days of the scheduled examination; however, location changes cannot be guaranteed. To attempt to change the selected exam location, Candidates should contact NABCEP by email at applications@nabcep.org. An Examination Location Change Fee will be charged if a location change is able to be processed within 30 days of the exam and a new ATT letter will be sent to the Candidate.

16.5 Failure to Appear

Candidates who fail to appear for any examination will forfeit their entire exam fee and will be required to reschedule the examination and pay a re-examination fee unless they meet cancellation policy guidelines above. Appearing to the examination site late (see Section 16.3), is considered a Failure to Appear.

16.6 Comment Prior to Scoring

Following completion of the examination, Candidates may comment in writing on any questions they believe contain errors in content or on the administrative conditions of the examination. Comment forms will be available in the examination room at the conclusion of the exam, and will be collected and forwarded to the Examination Committee. If the Examination Committee judges that an item(s) should not be scored, all affected Candidates scores will be corrected accordingly.



17. Scoring and Grade Notification

17.1 *Pre-Test Exam Questions*

All NABCEP Certification Examinations may contain a number of pre-test or “pilot test” questions. These questions are NOT scored. The purpose of pre-testing questions during the administration of an examination is to gather data on the performance of these items. In order to accurately test the performance of these items, they will not be identified. Including pre-test questions on an examination is a common practice used by many national and state examination programs and is a critical step in developing additional test items and ensuring the continued reliability and validity of the examination. The time allowed for testing has been evaluated to ensure there is adequate time for completing both scored and pre-test questions.

17.2 *Scoring Procedures*

All answer sheets will be electronically scored. A statistical comparison of all responses may be performed as a quality control process to verify the accuracy of examination grades and the performance of test items. Any irregularities identified by this analysis may be considered grounds for denial of certification. Paper answer sheets are computer-scanned multiple times by NABCEP’s third-party testing services vendor to ensure accurate scoring.

17.3 *Determination of Passing Score*

The passing score of NABCEP certification examinations is set by a criterion-referenced standard-setting exercise by experts in the field under the guidance of a psychometrician. The NABCEP certification examinations are not graded “on a curve” – any Candidate who meets the entry requirements and achieves a passing score on the examination earns the certification.

Because different test forms may vary slightly in difficulty from one version to another, it is a testing industry best practice to have scores reported as scaled scores. Scaled scores are statistically derived by adjusting the raw score (the number of questions a Candidate answers correctly) by a factor that accounts for the difficulty of a particular exam format relative to other formats. Using a scaled score helps ensure that all candidates are treated fairly whether they take an exam that is slightly easier or more difficult than an exam that other candidates took. A total scaled score is used to determine pass or fail status and is reported as a scaled score ranging between 0 and 99.

17.4 Exam Scoring Time Frame

Exam score reports will be completed and mailed to the Candidate approximately eight (8) weeks following the administration of the exam. **Grade results or pass/fail status will not be given out over the telephone or by email.** All score reports will be mailed hardcopy via US Postal Mail.

17.5 Score Report

Candidates who pass the exam will receive a Welcome Packet by email with helpful information about how to benefit the most from their NABCEP Certification. A personalized Certificate, suitable for framing, will be mailed to the Certificant's address of record in the profile of their myNABCEP account. NABCEP owns all title, interest, and other proprietary rights related to all NABCEP trademarks, designations, and logos (NABCEP Marks), including NABCEP Certificates. Certificants who pass the certification exam will not receive any score information in their results letter. Upon suspension or withdrawal of a NABCEP credential, Certificants agree to discontinue the use of all claims to being a NABCEP credential holder and return any NABCEP certificates that have not yet expired.

Candidates who fail the exam will receive their scaled score for the full exam and for each major content domain. For a definition of a scaled score, see Section 17.2 for Scoring Procedures. NABCEP provides domain level scores to Candidates who do not pass the examination. NABCEP believes this information can be helpful in identifying areas where a Candidate may need more education and/or experience in order to pass the overall examination; however, it must be noted that **individual performance in each domain should be interpreted very cautiously.** Because there are fewer questions in each domain than on the overall exam, **domain-level performance is less reliable than the total scaled score.** Some domains may only have three or four questions, and it is not possible to report how difficult or easy any of these questions may have been compared to others.

When retaking the certification examination, it is important to prepare for questions in all the domains and tasks outlined in the JTA. A Candidate who neglects to study or practice tasks in the domains in which their performance was strongest could result in worse performance on those domains when taking a different version of the examination. Candidates must achieve a passing score on the full examination during a single attempt. Domain level scores may not be combined together from multiple examination attempts in order to obtain a passing score.

17.6 Score Information Made Public

The only information made public regarding the exam will be the major domains being tested, the number and type of questions, and the score required to pass the exam. The following aggregate data about scores may be released for each form of the exam: number of Applicants, number of Candidates tested, number and percentage passing the exam, number and percentage of first-time test takers passing the exam, and number of administration sites.

17.7 How to Challenge Examination Results

NABCEP engages a rigorous process to ensure that no errors occur in the scoring of Candidate answer sheets, including a review of all answer sheets for any possible marking errors, a quality control scoring audit, and a statistical analysis of all questions. Due to the accuracy of electronically-scanned scoring, **changes as a result of re-scoring are highly unlikely**. However, a Candidate may request a hand-score of their answer sheets by filling out and submitting the Hand Grade of Answer Sheet Request Form and paying a Hand Grading Fee. All such requests must be sent to NABCEP as directed in the form. For NABCEP's Fees Schedule, please see our website, www.nabcep.org.

After the hand graded score has been provided, Candidates who believe their score is inaccurate can send an official appeal to the NABCEP Executive Director within thirty (30) days of receiving their score report. (See Section 22 and the Appeals Procedure in Appendix II)

17.8 Re-Examination Information

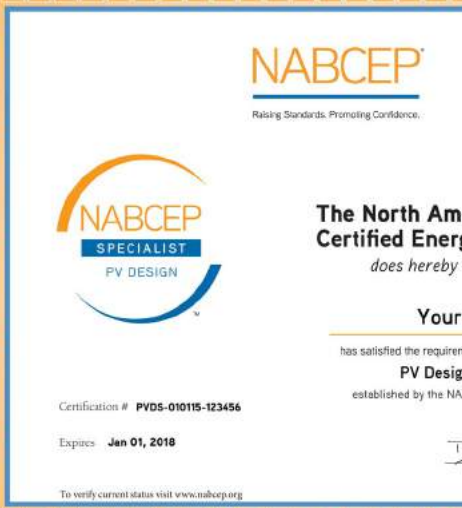
All Candidates, except System Inspectors, who fail the examination will be permitted to retake the examination during the 24-month period during which the Candidate's application is "accepted" (see Section 17.6). **If a Candidate wishes to retake the exam, they may do so ninety (90) days after their failed exam.** For each subsequent attempt, Candidates will be required to pay a re-examination fee. Candidates who fail to appear for any examination will forfeit their entire exam fee and will be required to reschedule the examination and pay a re-examination fee. All exam retakes must be taken via CBT*, whether the first exam was taken CBT or Paper & Pencil. Following this 24-month period, a Candidate failing to pass must complete a new application and re-apply for the opportunity to sit for the exam.

System Inspector candidates who do not pass their System Inspector Exam may retake the exam by submitting another application through the my.nabcep.org portal.

*CBT retake for PV Technical Sales and Solar Heating Installer Certification Exam to be offered in 2019.

17.9 Cancellation of Scores

NABCEP is responsible for the integrity of the scores they report. On rare occasions, circumstances such as a technical malfunction or Candidate misconduct may render a score invalid. NABCEP is committed to rectifying such discrepancies as expeditiously as possible. NABCEP reserves the right to cancel any examination scores if, in the sole opinion of NABCEP, there is adequate reason to question its validity. In the event of cancellation, NABCEP at its discretion may (1) offer the individual an opportunity to take the examination again at no additional fee or (2) revoke or otherwise take action with regard to the application or certification of a Candidate or Certificant deemed to be in violation of any policies or procedures of NABCEP applicable to the appropriate Certification program (see Section 17.4).



18. Certification Status

18.1 Duration of Certification

Certification is valid for three (3) years following the date of issuance. During that time, a Certificant may use the certification designation after their name to show they are certified (see Trademark and Mark Use Policy, Appendix III). Certificants will receive a certificate suitable for framing and information on maintaining the credential through the Certification Program when they are notified of their successful certification. NABCEP owns all title, interest, and other proprietary rights related to all NABCEP trademarks, designations, and logos (NABCEP Marks), including NABCEP Certificates. Upon suspension or withdrawal of a NABCEP credential, Certificants agree to discontinue the use of all claims to being a NABCEP credential holder and return any NABCEP certificates that have not yet expired.

18.2 Displaying a Certification Mark

Only people certified by NABCEP, who maintain active certification status, and are in good standing, are authorized to use a NABCEP Certification Mark. Each certified individual may use the Mark in professional advertising and informational materials, including telephone directory listings or advertisements, business cards, letterhead, brochures, signs, stationery, packages, and other similar marketing materials, consistent with the rules as explained in Appendix III, Trademark and Mark Use Policy. The Mark is personal to the certified individual and may not be transferred or assigned to any other individual, organization, business, or entity. Certificates may not be displayed for purposes other than verification of the professional's credential and should be displayed only when the certification is current and the Certificant is in good standing with NABCEP.

18.3 Replacement Certificates

In the event a certificate arrives damaged or with incorrect name spelling, Certificants should **immediately** notify NABCEP for a replacement certificate. In the event of a name change or in the case of loss, Certificants may request a replacement certificate. A Certificate Replacement Fee* will be charged for each replaced certificate except in cases where damage or typographical errors are immediately reported to NABCEP upon receipt of the certificate.

*For NABCEP's Fees Schedule, please see our website, www.nabcep.org/fees.

18.4 Misconduct

Any Certificants or Applicants for initial certification who have been determined to be involved in fraud, misrepresentation, or inappropriate behavior in the application, examination, or recertification process will be subject to disciplinary action which may result in denial or removal of their NABCEP credential.



19. Recertification

19.1 Introduction

NABCEP sponsors and administers rigorous, examination-based, professional certification programs. Certificants are granted the conditional right to use the NABCEP credential and certification mark, but must demonstrate an ongoing professional commitment to the field of given certification by satisfying the recertification requirements of each certification attained. NABCEP Recertification assures that the Certificant remains committed to continued professional training and education and adheres to the NABCEP Code of Ethics.

This policy establishes and explains the requirements which must be satisfied in order to maintain certification, and related information including the standards, guidelines, and procedures of NABCEP Recertification. Inquiries or questions concerning this policy should be directed to the NABCEP office.

19.1.1 Statement of Purposes

NABCEP Recertification is intended to: require reasonable and appropriate continuing educational and professional activities; enhance the ongoing professional development of Certificants; encourage and recognize individualized learning opportunities; and provide a standardized, objective, and straightforward process for attaining and recording professional development activities.

19.1.2 Basic Requirements for Recertification

NABCEP Certificants must document relevant work experience and at least the required number of Continuing Education (CE) contact hours over the course of their three (3) year certification cycle. A contact hour equals one sixty (60) minute clock hour of organized learning activity including interaction between learner and instructor or learner and home study materials. The number of contact hours for the course must be specified by the provider before the course is offered. Credit is not awarded for time spent on sales presentations, breaks, travel, receptions, or meals. All contact hour credits are subject to approval and confirmation by NABCEP.

As an alternative to meeting CE requirements for any certification, the Certificant may schedule, and successfully complete, the current NABCEP Certification Examination related to their NABCEP certification. A passing score on the Certification Examination is required, and the Examination must be completed prior to the end of the current Certification Period.

19.1.3 Recertification Cycle

Each recertification cycle will be a three (3) year period. The first recertification cycle begins on the date of initial certification, and expires three (3) years after that initial date of certification. The expiration date is printed on the NABCEP Certificate and is listed in each Certificant's account on myNABCEP. A new certificate, with a new expiration date will be issued upon recertification.

19.1.4 Application Time Line

Certificants may submit their Recertification Application during the third year of their current certification. Certificants, however, may log in to their myNABCEP account at any time during the recertification cycle to upload and save documents as they are received. All uploaded documents will be saved in their account until the recertification application is submitted.

Certificants are encouraged to file a Recertification Application and pay the Recertification Fee at least ninety (90) days prior to the expiration of their certification. Certificants who fail to recertify before their certification expires will be required to pay a Recertification Late Fee in addition to the Recertification Fee*.

Expired Certificants (except System Inspectors) may renew their certification at any time within the three (3) years following their certification expiration date. During this three-year period, the Certificant is **not** certified by NABCEP nor can they claim to be certified. Expired Certificants are removed from the Certified Locator directory immediately upon expiration of the certification. During this three-year "expiration period", an individual will be permitted to recertify without having to re-apply or re-exam. Once the three-year certification renewal period has ended, expired Certificants must reapply and re-exam in order to become certified again.

Individuals with expired System Inspector certifications may renew their certification up until 6 months following their credential expiration date. During this time, the System Inspector is not credentialed by NABCEP, nor may claim to be so. Expired System Inspectors are removed from the online Verification Directory immediately upon expiration of the credential. During this renewal period, an individual who meets the continuing education requirements, will be permitted to recertify without having to re-exam upon payment of a recertification fee plus a late fee. Once the 6 month extended renewal period has ended, expired System Inspectors must reapply and re-exam in order to become credentialed again.

The Certificant's expiration date will not change regardless of when in the renewal cycle the individual meets recertification requirements. Certificants renewing within the first, second, or third year of the renewal period, or prior to expiration, will all have their new expiration date set as three years from the previous expiration date.

*For NABCEP's Recertification Late Fees, please see our website, www.nabcep.org/fees.

19.1.5 Application Process

Certificants must log in to their myNABCEP account to recertify online and pay the recertification fee at my.nabcep.org. Certificant's email address and password are required to log in. If a Certificant forgot their information, a "forgot password" option on the login screen is available. If you continue to have trouble accessing your account, please contact the NABCEP office at (800) 654-0021.

The Recertification Application is composed of four sections: Help & Instructions, Continuing Education, Projects/Installations, and Ethics & Agreement. Certificants must fill out the entire application and upload the required documents before they are able to click the submit button. When each section is complete, a check mark will appear in the box next to the title of the section. If the box next to the title of the section appears to be half-full, then the section is incomplete and requires more information/ documentation for it to be completed. Once all sections have check marks, Candidates will get a green Submit button. By clicking on the Submit button, Candidates will be taken to the payment page. **Only applications that have been completed and submitted will be reviewed by NABCEP staff.**

19.1.6 Notification of Recertification Acceptance

Applicants will receive a confirmation e-mail regarding the status of their Recertification within thirty (30) days after submitting a Recertification Application. If the Recertification application is approved, the Certificant will receive a new Certificate with a new expiration date.

If a recertification application is flagged, Applicants will receive an email informing them their application has been flagged. Applicants must log in to their myNABCEP account to correct any issues. The section of the application that will need to be corrected will be marked with a red **X**. Click on that section of the application to view the information. NABCEP will provide an Applicant

with notes and specific details at the top of each marked section regarding what needs to be provided to complete the application. Applicants will be required to fix any section that has been marked with a red **X** before resubmitting the application. **Note:** The red **X** does not go away until NABCEP reviews the application again.

If the application for Recertification is denied, the Certificant will receive an e-mail stating why the application was not accepted. Certificants will have thirty (30) days to supply additional information if it was requested, or to appeal the denial in writing to the Executive Director of NABCEP. (See Appeals Policy in Appendix II)

19.2 PV Installation Professional Recertification Requirements

Please see Section 3.7 for PVIP recertification.

19.3 PV Design Specialist Recertification Requirements

Please see Section 4.7 for PVDS recertification.

19.4 PV Installer Specialist Recertification Requirements

Please see Section 5.9 for PVIS recertification.

19.5 PV Commissioning & Maintenance Specialist Recertification Requirements

Please see Section 6.10 for PVCMS recertification.

19.6 PV Technical Sales Professional Recertification Requirements

Please see Section 7.8 for PVTs recertification.

19.7 PV System Inspector Recertification Requirements

Please see Section 8.3 for PVSI recertification.

19.8 Solar Heating System Inspector Recertification Requirements

Please see Section 9.3 for SHSI recertification.

19.9 Solar Heating Installer Recertification Requirements

Please see Section 10.7 for SHI recertification.

19.10 Small Wind Installer Recertification Requirements

Consistent with the terms of this policy, NABCEP Certified Small Wind Installers must satisfy the following requirements in order to recertify.

19.10.1 Installation Requirements

To maintain certification, Certified Small Wind Installers must document they were one of the installers responsible for the installation of three (3) Qualifying Small Wind Systems over the course of the three-year certification period.

19.10.2 Definition of a Qualifying Small Wind System

A Small Wind installation will qualify only if the applicant has a decision-making role on the job. Up to three (3) applicants can claim to have a decision-making role on an installation. There may be workers, subcontractors, interns, or apprentices that do not carry the charge of responsibility on the jobsite but who are aspiring to this role. In these cases, the supervisor may be called upon to make a judgment as to the role of the worker in the process of documenting their experience. A small wind energy system is defined as a grid-connected or off-grid system with or without batteries rated at 100 kW or less.

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify work listed in this section. If a license for small wind installation is required in the jurisdiction in which the work is performed, candidates must submit their license number — or the license number under which the work was performed.

19.10.3 Documenting Small Wind System Installations

A copy of the permit and final approved inspection are required for all qualifying small wind systems. If the Applicant was named on the permit/inspection document(s), no additional documentation is needed to verify that they held a decision-making role that had material impact on the installation. If the Applicant was not named on the permit/inspection document(s) but held a decision-making role during the design, project management, installation, and/or commissioning/quality assurance process, the Applicant must submit one of the following:

- A physically signed letter on company letterhead from the person, or a member of senior management from the company, who is named on the permit/inspection document(s). The letter must include the addresses of the installations listed in the Applicant's application and clearly explain the role(s) and decision-making authority the Applicant held for the system design, project management, installation, and/or commissioning/quality assurance process for the system installation; **OR**
- Design plans and/or line drawings identifying the Applicant as being responsible for the drawing or review of the design; **OR**
- A commissioning or quality assurance report which identifies the Applicant as being responsible for the system commissioning or quality assurance process.

19.10.4 Continuing Education Requirements for Small Wind Installer Recertification

NABCEP Certified Small Wind Installers are required to satisfy the following specific continuing education requirements:

- At least 12 contact hours of technical Small Wind Installer instruction related to the most recent version of the NABCEP Small Wind Installer Task Analysis including courses relevant to Small Wind installation covering building and/or electrical code and safety.
- An additional 6 contact hours of instruction related to Small Wind installation that may be technical or non-technical.

19.10.5 Licensure Requirement

If a license for small wind installation is required in the jurisdiction in which the work is performed, Certificants must list their license number(s) or the license number under which the work was performed on their application for recertification.

19.11 Verification of Information by NABCEP

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify work. Certificants are required to attach documentation of permits and inspections to the Recertification Application.

19.12 Qualifying Activities for Contact Hours through Participation in Classes, Training Seminars and Related Offerings

Unless otherwise permitted by this policy, in order to be accepted and approved by NABCEP, continuing education activities must be relevant and technology specific to the certification being recertified. Participation in the following educational activities will qualify for continuing education for recertification:

19.12.1 Registered NABCEP Continuing Education Courses

Credit may be earned by successfully completing coursework that is registered for Continuing Education Credit with NABCEP. Providers of these courses adhere to content standards established by NABCEP and are authorized to issue credit certificates to individuals who complete registered courses. A listing of NABCEP registered courses is posted on the NABCEP website at <http://www.nabcep.org/continuing-education>.

- Documentation Required: Certificants must provide a certificate of completion document or letter verifying attendance and a program description. Certificants may also have their instructor complete a NABCEP CE Credit Form.

19.12.2 College or University Courses

Credit may be earned by successfully completing academic coursework at an accredited university or college during the current recertification cycle. Courses may be “audited for credit” if completed and a passing grade is received.

- Documentation Required: Certificants must provide a certificate of completion document or letter verifying attendance and a program description. Certificants may also have their instructor complete a NABCEP CE Credit Form.
- A Certificant taking a College or University course may receive 15 contact hours of Continuing Education for each credit earned. (i.e. 1 Credit = 15 hours, 2 Credits = 30 hours, etc.)

19.12.3 Registered Apprenticeship Training

Credit may be earned by successfully completing coursework in a U.S. Department of Labor Approved Apprenticeship Program.

- Documentation Required: Certificants must provide a certificate of completion or letter verifying attendance and a program description.

19.12.4 State or Provincial Contractor Licensing Board Approved Training

Credit may be earned by successfully completing coursework delivered by a state or provincial Contractor Licensing Board approved training.

- Documentation Required: Certificants must provide a certificate of completion or letter verifying attendance and a program description. Certificants may also have their instructor complete a NABCEP CE Credit Form.

19.12.5 Interstate Renewable Energy Council (IREC) Institute for Sustainable Power Quality (ISPQ), or similar accrediting body, Accredited/Certified Training

Credit may be earned by successfully completing coursework through a(n):

- IREC ISPQ Accredited Training Program;
- IREC ISPQ Accredited Continuing Education Provider advanced level (not entry level) course;
- Course taught by an IREC ISPQ Certified Instructor or Certified Master Trainer.
- Documentation Required: Certificants must provide a certificate of completion or letter verifying attendance and a program description. Certificants may also have their instructor complete a NABCEP CE Credit Form.

19.12.6 Seminars, Workshops, and Professional Conference Presentations

Credit may be earned for attending seminars, workshops, or other presentations offered by as part of a professional level conference.

- Documentation Required: Certificants must provide a certificate of completion or letter signed by the presenter verifying attendance, and a program description. Certificants may also have their instructor complete a NABCEP CE Credit Form.

19.13 Qualifying Activities for Contact Hours through Instructing, Teaching, Authoring, Publishing or Presenting

In addition to attendance at qualified educational and training events, NABCEP grants limited continuing education contact hours to Certificants who: instruct and teach qualifying courses; author qualifying articles or publications; and/or, present qualifying lectures, seminars or workshops. In order to qualify for continuing education contact hours, such activities should include research or study which enhances and promotes quality professional knowledge or practice related to the appropriate Job Task Analysis, or course content subjects listed below. **The total maximum number of combined continuing education credits permitted for teaching, publishing, and presenting is twelve (12) within a recertification period.**

19.13.1 Criteria and Allowance for Teaching Credits

Qualified continuing education instructional and teaching activities must satisfy the following requirements:

- The course must be offered through an organization that meets the educational requirements for initial certification;
- The content of the course must align with the Continuing Education requirements specific to recertification;
- The Certificant must be a primary instructor for the course;
- The Certificant must be qualified to teach the course by experience, education, and/or training; and
- The Certificant must provide appropriate materials consistent with these requirements.

In order to receive teaching credits, Certificants will need a signed letter on letterhead from the institution or company the Certificant taught for and an outline for the qualified course. The letter must include the name of the course, how long the course was for and when the Certificant taught it. Continuing education contact hours for teaching activities will be determined based on the number of actual instructional, contact hours, and **cannot exceed twelve (12) contact hours per three (3) year recertification period.** Continuing education contact hours may be claimed only once within a recertification period for each specific course offering.

19.13.2 Criteria and Allowance for Publications Credits

Qualified continuing education activities related to the authorship of articles, book chapters, or other publication (publication) must satisfy the following requirements:

- The content of the publication must address, and align with, the Continuing Education requirements specific to recertification;
- The publication must appear in a peer-reviewed journal, a book, or other similar format related directly to the photovoltaic or renewable energy fields;
- The Certificant must be qualified to author the publication by experience, education, and/or training;
- The Certificant must be a primary author of the publication; and

- The Certificant must provide a complete copy or link to the publication, including an identification of the authors.

Continuing education contact hours for authoring a publication will be limited to **two (2) contact hours per publication and cannot exceed twelve (12) contact hours within a three (3) year recertification period**, pending NABCEP review of the publication.

19.13.3 Criteria and Allowance for Credits Related to Preparing and Presenting Technical Information at Conferences, Lectures, Seminars or Workshops

Qualified continuing education activities related to a conference, lecture or seminar presentation (presentation) must satisfy the following requirements:

The content of the presentation must align with the Continuing Education requirements specific to recertification;

- The Certificant must be a primary presenter/co-presenter of the presentation;
- The presentation must provide attendees with the opportunity to interact with the presenter;
- The Certificant must be qualified to make the presentation by experience, education, and/or training;
- The Certificant must provide an appropriate professional resume and presentation description consistent with these requirements; and,
- The Certificant must provide a document from the organizational sponsor verifying the presentation activity and explaining the time and content of the presentation.

Continuing education contact hours for presentation activities will be determined based on the number of actual presentation hours and the number of hours that a Certificant would receive for attending the presentation. The presenter will receive the same number of continuing education contact hours as a Certificant who attends the presentation would receive. Continuing education contact hours for presentation activities will be determined based on the number of actual presentation contact hours and cannot exceed **twelve (12) contact hours per three (3) year recertification period**.

19.14 Ethical Practice Requirement

As a part of the recertification process, Certificants will be required to attest they have maintained and will continue to maintain practices in conformity with the NABCEP Code of Ethics. Violation of the Code of Ethics may be grounds for disciplinary action.

Certificants for recertification must be in good standing with NABCEP. Certificants against whom complaints are brought will be notified and will have the opportunity to refute the complaints filed against them. If a review process finds the Certificant in violation of the Code of Ethics or if they are consistently performing work that does not reflect the skills and experience required for certification, certification status may be revoked and the Certificant may be denied the opportunity to recertify.

19.15 General Recertification Guidelines

19.15.1 Granting Credit

All recertification activities submitted for credit are subject to review and approval by NABCEP. Credit for each qualifying activity will be granted on a one-time only basis. In all cases, credit is granted only after the educational or professional activity has been completed and documented. Credit is not granted for time spent at social functions or for breaks.

19.15.2 Credit Denial

NABCEP reserves the sole and exclusive right to evaluate all activities and programs on an individual basis, and, at its discretion, to deny credits for those activities that fail to meet the terms of this policy and other NABCEP requirements. In its evaluation, NABCEP will consider the number of credits indicated for a program by other providers. However, NABCEP reserves the sole and exclusive right to make all final determinations concerning the number of credits granted for each activity. The Certificant will be notified when credits are reduced or denied, including a statement indicating the basis for such action.

19.15.3 Maintenance of Personal Recertification Records

As explained in this policy, each category of qualifying recertification activities indicates the information and materials that must be collected and maintained in order to receive credit. NABCEP does not keep track of Certificant's Continuing Education credits. Certificants may log in to their myNABCEP account at any time to upload documents as they are received, but do not submit the application. Only submit when ready to recertify during the third year of their current certification.

19.15.4 Application for Certification Renewal Notices

Certificants are sent recertification notices by email to the email address listed in their myNABCEP account on my.nabcep.org at one (1) year, six (6) months, three (3) months, one (1) month and the day before their certification expires. All recertification applications are available in Certificant's accounts and must be completed and submitted online.

19.16 Failure to Satisfy Recertification Requirements

Certificants who fail to satisfy the recertification requirements prior to the conclusion of the current certification cycle will become inactive and will be removed from the Certified Locator on NABCEP's website.

19.16.1 Expiration Period

Former certificates who wish to reinstate their certification may recertify within three (3) years of their certification expiration date without taking the appropriate NABCEP exam. After the 3-year expiration period, expired certificants must reapply and meet all current certification requirements, including passing the appropriate NABCEP exam.

19.16.2 Prohibited Use of Credential

A Certificant who is expired or whose certification has been suspended or revoked may not represent himself or herself as an active Certificant or as certified by NABCEP and may not use the NABCEP Certification Mark until such time as they receive notice from NABCEP that the relevant recertification requirements have been satisfied or their active certification status has been reinstated, consistent with the terms of this policy.



20. Voluntary, Optional Change in Certification Status

20.1 *Emeritus Status*

Emeritus status allows a NABCEP Certificant to remain connected to NABCEP after their certification has expired. The Emeritus designation represents that the individual was previously certified by NABCEP but is no longer professionally engaged in the job defined by the Job Task Analysis. The Emeritus status is not a credential, but is recognition that the individual was previously certified by NABCEP.

20.1.1 Eligibility

A Certificant **in good standing**, who wishes to voluntarily relinquish their certification due to retirement or inactivity, and who has abided by the Code of Ethics, is eligible to apply for Emeritus status. **Emeritus status is limited to qualified individuals who no longer receive primary remuneration from practicing in the installation field and have been Certificants in good standing for the last two consecutive years.** Upon approval of the Emeritus status application, an Emeritus status document is issued by NABCEP.

20.1.2 Related Fees

An Emeritus status individual is not required to meet NABCEP recertification requirements or to pay certification renewal fees. There is a one-time fee for Emeritus status, as established by NABCEP each year.

20.1.3 Recognition and Participation

An Emeritus status individual is no longer entitled to receive recognition in the registry of Certificants. The Emeritus individual remains eligible to participate in NABCEP activities.

20.1.4 Use of Emeritus Status Credential and Mark

An Emeritus status individual is granted permission to use the Emeritus status designation as directed by NABCEP. Emeritus individuals are not permitted to use the NABCEP Mark, credential or certificate unless they have returned to active certification status consistent with the terms of this policy.

20.1.5 Reinstatement to Active Certification Status

An Emeritus status individual who returns to active practice and wishes to use the NABCEP Mark or credential in conjunction with professional practice is required to seek reinstatement of active certification status. If such reinstatement to active status is requested prior to the time the Emeritus individual's active certification would have expired, i.e., within the certification expiration date that was in effect at the time of the status changed to Emeritus status, the individual may request active status be reinstated by paying all applicable fees at the time of reinstatement. An Emeritus individual who wishes to reactivate certification status within one (1) year beyond the expiration date of active certification must satisfy the applicable recertification requirements and provide all applicable documentation. An Emeritus individual who has remained in the inactive Emeritus status more than one (1) year beyond the expiration date of active certification must reapply for certification and satisfy all requirements of the initial certification process.



21. Confidentiality

21.1 Confidentiality of Application Materials

An Applicant's materials for certification and recertification shall remain confidential, unless authorized by other NABCEP policies or practices or unless otherwise stipulated in writing by the Applicant. In the event that NABCEP is required by law to release confidential information of its Applicants, Candidates or Credential Holders, we will notify the person concerned, unless prohibited by law, as to what information is being provided. Only members of the Application Review Committee, staff, and designated individuals acting on behalf of the Board shall have access to these documents. NABCEP will take all reasonable precautions to ensure that Applicant's application information will not be released to third parties. Upon certification, professional contact information will be considered public information and may be made available to the public upon request.

21.2 Confidentiality of Scores

Individual Candidate scores shall remain confidential (see Section 17.6), unless a Candidate agrees in writing to release their score to specific authorities, such as a state board of licensure.

21.3 Certificant Registry

NABCEP will maintain a Certificant Registry as a free benefit for Certificants and the public. The Certificant Registry will contain the name and professional contact information of Certificants. This database will be made available in a secure, online format, free of charge.

Certificants can update their contact information by logging into their account on my.nabcep.org and changing information in their profile. Once the information is saved, it will automatically update to the Certified Locator on NABCEP's website.



22. Grievances & Appeals

22.1 *Grounds for Appeal*

NABCEP is directed, administered, and supervised by the NABCEP Board of Directors. All challenges regarding actions of and by NABCEP are governed by the comprehensive and exclusive rules contained in the Certification Appeal Procedures (see Appendix II). This appeal process is the only way to resolve all NABCEP application, eligibility, examination, and other certification or recertification challenges, complaints, and/or claims of irregularities.

An Applicant, Candidate, or Certificant may submit to the Executive Director an initial appeal (request for review) of an adverse NABCEP action or decision based on any of the following grounds:

- The Candidate or Certificant was found to be ineligible to take or unable to complete the Certification Examination;
- The Candidate did not pass or successfully complete the Certification Examination; or,
- The Applicant failed to satisfy a certification requirement, or the Certificant failed to satisfy a recertification requirement, including those requirements related to qualifications, education, and experience, or was otherwise deemed ineligible for certification or recertification.

In order for a request for review to be considered by the Executive Director, the written request must be received by NABCEP within thirty (30) days of the date of the adverse action.

22.2 Appeal Procedures

In order for an appeal to be considered by the Certification Appeals Committee, the appeal submission must contain the following information:

- The identity and signature of the Applicant, Candidate or Certificant submitting the appeal;
- A detailed explanation of the reasons and basis for the appeal, as defined and limited by Section E.2 in the Appeals Procedure
- All objections, corrections, and factual information the Candidate or Certificant believes to be relevant to the appeal;
- The names, addresses, telephone numbers, and email addresses, if available, of any persons with factual information relevant to the appeal, and a clear description of the factual information available from these persons; and,
- Copies of any and all relevant documents, exhibits, or other information the Applicant, Candidate, or Certificant wants to submit in support of the appeal.

22.3 Complaint, Dispute, & Grievance Policy

The Complaint, Dispute, and Grievance Resolution Policy (available online or by contacting NABCEP) applies to any grievance matter concerning an action, policy or practice of NABCEP as a corporate body; NABCEP Candidates or Certificants; NABCEP Board of Directors and Officers; NABCEP executive management and staff; NABCEP Committee members; and NABCEP volunteers and representatives acting on behalf of NABCEP (parties).



23. Contacting NABCEP

23.1 Obtain Information and Ask Questions

Please contact the NABCEP office at (800) 654-0021, or visit our website at www.nabcep.org for additional information.

North American Board of Certified Energy Practitioners (NABCEP)

56 Clifton Country Road, Suite 202

Clifton Park, NY, 12065

Phone: (800) 654-0021

Fax: (518) 899-1092

For General Inquiries and Continuing Education information, email info@nabcep.org.

For Certification, Recertification and Application information, email applications@nabcep.org.

23.2 Change of Address or Name

Applicants, Candidates, and Certificants are responsible for updating all employment and contact information in the profile of their my.nabcep.org account. When the new information is saved, it will automatically update to the Certified Locator on our website. In order to change a Candidate's name, they must submit the request via email to applications@nabcep.org with legal proof of the name change.

23.3 Other Policies

Other NABCEP policies, including the Ethics Case Procedure and the Complaint, Dispute and Grievance Resolution Policy, are available online at www.nabcep.org or by contacting NABCEP at the contact info listed above.



NABCEP Code of Ethics & Standards of Conduct

Among other primary goals, the NABCEP is dedicated to the implementation of appropriate professional standards designed to protect consumers and the profession. NABCEP Candidates and Certificants are expected to act in an appropriate manner, which promotes the integrity of, and reflects positively on, the practitioner, the NABCEP, and the renewable energy profession, consistent with accepted moral, ethical, and legal standards.

NABCEP CODE OF ETHICS

As a professional in the fields of renewable and sustainable energy and energy efficiency technologies, a NABCEP Candidate or Certificant has the obligation to:

- deal with all clients, consumers, and other professionals and professional organizations fairly and in a timely manner;
- provide safe and quality services to clients and consumers;
- respect and promote the rights of clients and consumers by offering only professional services that he/she is qualified to perform, and by adequately informing clients and consumers about nature of proposed services, including any relevant concerns or risks;
- maintain the confidentiality and privacy of all client and consumer information;
- avoid conduct which may cause a conflict with client or others;
- engage in moral and ethical business practices, including accurate and truthful representations concerning professional information and system performance expectations;
- be truthful with regard to research sources, findings, and related professional activities;
- maintain accurate and complete business and professional records;
- respect the intellectual property and contributions of others;
- further the professionalism of renewable energy industry services; and,
- behave in a courteous and professional manner when communicating with NABCEP representatives.

NABCEP STANDARDS OF CONDUCT

The following NABCEP Ethical Standards of Conduct describe appropriate and enforceable professional practice standards, and set forth the minimal ethical standards of professional conduct for NABCEP Candidates and Certificants. These Ethical Standards of Conduct also serve as a professional resource for renewable energy industry practitioners, as well as for those served by NABCEP Certificants and Candidates, in the case of a possible ethical violation.

SECTION A: COMPLIANCE WITH LAWS, POLICIES, AND RULES RELATING TO THE PROFESSION

1. The NABCEP Certificant/Candidate will be aware of, and comply with, all applicable federal, state, and local laws and regulations governing the profession. The NABCEP Certificant/Candidate will not knowingly participate in, or assist, any acts that are contrary to applicable professional laws and regulations. Lack of awareness or misunderstanding of these laws and regulations does not excuse inappropriate or unethical behavior.

2. The NABCEP Certificant/Candidate will be aware of, and comply with, all NABCEP rules, policies, and procedures, including rules concerning the appropriate use of NABCEP certification marks and the proper representation of NABCEP credentials. Lack of awareness or misunderstanding of a NABCEP rule, policy, or procedure does not excuse inappropriate or unethical behavior. The NABCEP Certificant/Candidate will not knowingly participate in, or assist, any acts that are contrary to NABCEP rules, policies, and procedures.

3. The NABCEP Certificant/Candidate will make all reasonable and appropriate efforts to promote compliance with, and awareness of, all applicable laws, regulations, and NABCEP rules and policies governing the profession.

4. The NABCEP Certificant/Candidate will make all reasonable and appropriate efforts to prevent violations of applicable laws, regulations, and NABCEP rules and policies governing the profession.

5. The NABCEP Certificant/Candidate will provide accurate, truthful, and complete information to NABCEP concerning all certification related eligibility information, and will submit valid application materials for fulfillment of current certification and recertification requirements.

6. The NABCEP Certificant/Candidate will maintain the security, and prevent the disclosure, of NABCEP certification examination information and materials.

7. The NABCEP Certificant/Candidate will report possible violations of this Code of Ethics to the appropriate NABCEP representative(s).

8. The NABCEP Certificant/Candidate will cooperate fully with the NABCEP concerning the review of possible ethics violations and the collection of related information.

SECTION B: PROFESSIONAL PRACTICE

1. The NABCEP Certificant/Candidate will deliver safe, competent services in a timely manner, and will provide quality services with appropriate professional skill and competence.

2. The NABCEP Certificant/Candidate will recognize the limitations of his/her professional ability, and will only provide and deliver professional services for which he/she is qualified. The NABCEP certificant/candidate will be responsible for determining his/her own professional abilities based on his/her education, knowledge, competency, credentials, extent of practice experience in the field, and other relevant considerations.

3. The NABCEP Certificant/Candidate will provide clients and consumers with adequate and detailed information regarding the nature of proposed services, and the related options, outcomes, risks, and concerns.

4. The NABCEP Certificant/Candidate will use all professional resources in a technically appropriate and efficient manner.

5. The NABCEP Certificant/Candidate will provide services based on client or consumer requests and needs, and will avoid unnecessary services. The NABCEP certificant/candidate will provide services that are both appropriate and necessary to satisfying client or consumer requests and needs.

6. The NABCEP Certificant/Candidate will exercise diligence and thoroughness in providing services, and in making professional assessments and recommendations solely for the benefit of the client or consumer. The NABCEP certificant/candidate who offers his/her services to the public will not decline a client or consumer based on age, gender, race, color, sexual orientation, national origin, disability, religious affiliation, or any other basis that would constitute unlawful discrimination.

7. The NABCEP Certificant/Candidate will prepare and maintain all necessary, required, or otherwise appropriate records concerning his/her professional practice, including complete and accurate client and consumer services records.

8. The NABCEP Certificant/Candidate will not delegate the responsibility to provide professional services to an unqualified person. Where supervision is appropriate and necessary, the NABCEP certificant/candidate will not delegate responsibility for the provision of professional services without providing appropriate supervision.

9. The NABCEP Certificant/Candidate will not act in a manner that may compromise his/her professional judgment, performance, or obligation to deal fairly with all clients and consumers.

10. The NABCEP Certificant/Candidate will be truthful and accurate in all advertising and representations concerning professional qualifications, experience, competency, and performance of services, including representations related to professional status and/or areas of competence. The NABCEP certificant/candidate will not make false or deceptive statements concerning professional or occupational training, experience, competence, ability, academic training or degrees, credentials, institutional or association affiliations, services, or fees for services.

11. The NABCEP Certificant/Candidate will not knowingly make false or misleading statements about, or guarantees concerning, any service or the efficacy of any renewable energy system, product, or device, orally or in writing.

SECTION C: CONFLICT OF INTEREST AND APPEARANCE OF IMPROPRIETY

1. The NABCEP Certificant/Candidate will not engage in conduct that may cause an actual or perceived conflict between his/her own interests and the interests of his/her client or organization. The NABCEP Certificant/Candidate will avoid conduct that causes an appearance of impropriety.
2. The NABCEP Certificant/Candidate will act to protect the interests of the client or consumer before his/her own interests, unless such action is in conflict with any legal, ethical, or professional obligation.
3. The NABCEP Certificant/Candidate will disclose to clients and organizations any circumstance that could be construed as a conflict of interest or an appearance of impropriety, or that could otherwise influence or interfere with the exercise of professional judgment.
4. The NABCEP Certificant/Candidate will refrain from offering or accepting inappropriate payments, gifts, or other forms of compensation for personal gain, unless in conformity with applicable laws, regulations, and NABCEP rules and policies.

SECTION D: COMPENSATION AND REFERRAL DISCLOSURES

1. If responsible for setting professional fees and related costs, the NABCEP Certificant/Candidate will charge fair, reasonable, and appropriate fees for all professional services, and will provide clients and consumers with truthful and accurate information concerning such services.
2. The NABCEP Certificant/Candidate will charge fees that accurately reflect the services provided to the client or consumer.
3. The NABCEP Certificant/Candidate will make all appropriate disclosures to clients and consumers and prospective clients and consumers regarding any benefit paid to others for recommending or referring his/her services.
4. The NABCEP Certificant/Candidate will make all appropriate disclosures to clients and consumers and prospective clients and consumers regarding any benefit received for recommending or referring the services of another individual.

SECTION E: CLIENT CONFIDENTIALITY AND PRIVACY

1. The NABCEP Certificant/Candidate will maintain and respect the confidentiality of all client and consumer information obtained in the course of a professional relationship, unless: the information pertains to illegal activity; the client or consumer expressly directs the release of specific information; or, a court or government agency lawfully directs the release of the information.
2. The NABCEP Certificant/Candidate will respect and maintain the privacy of his/her clients and consumers.

SECTION F: RESEARCH AND PROFESSIONAL ACTIVITIES

1. The NABCEP Certificant/Candidate will be accurate and truthful, and otherwise act in an appropriate manner, with regard to research findings and other professional activities, and will make reasonable and diligent efforts to avoid any material misrepresentations.
2. The NABCEP Certificant/Candidate will maintain appropriate, accurate, and complete records with respect to research and other professional activities.
3. When preparing, developing, or presenting research or other professional information and materials, the NABCEP Certificant/Candidate will not copy or use, in substantially similar form, materials prepared by others without acknowledging the correct source and identifying the name of the author and/or publisher of such material.
4. The NABCEP Certificant/Candidate will respect and protect the intellectual property rights of others, and will otherwise recognize and protect the professional contributions of others.

SECTION G: MISCONDUCT PROHIBITIONS

1. The NABCEP Certificant/Candidate will not engage in any criminal misconduct relating to his/her professional activities.
2. The NABCEP Certificant/Candidate will not engage in conduct involving dishonesty, fraud, deceit, or misrepresentation relating to his/her professional activities.

3. The NABCEP Certificant/Candidate will not engage in unlawful discrimination relating to his/her professional activities.
4. The NABCEP Certificant/Candidate will avoid any behavior that is clearly contrary to accepted moral, ethical, or legal standards, and that may compromise the integrity of, or reflect negatively on, the profession



NABCEP Appeals Policy

A. Introduction

The North American Board of Certified Energy Practitioners, Inc. (NABCEP), is a private, non-profit, professional credentialing organization that sponsors the development, maintenance, evaluation, promotion, and administration of a rigorous, examination-based certification program in the fields of renewable and sustainable energy and energy efficiency technologies. The purpose and goal of NABCEP is to assess and measure objectively the professional knowledge of renewable energy industry practitioners, and to promote the advancement of the renewable energy industry by identifying to professionals and the public those practitioners who have voluntarily met and satisfied relevant NABCEP standards.

In order to be certified by NABCEP, each Candidate must: satisfy all education and experience eligibility and credentials requirements established by the NABCEP Board of Directors; and pass a written certification examination. In addition, all individuals certified by the NABCEP must demonstrate an ongoing professional commitment to the fields of renewable and sustainable energy and energy efficiency technologies in order to maintain certification.

NABCEP eligibility standards and certification requirements are applied fairly, impartially, and consistent with applicable laws. The NABCEP will not discriminate against any Candidate or Certificant on the basis of an unlawful reason, and will grant certification without regard to a Candidate's or Certificant's membership or non-membership in any organization, association, or other group.

NABCEP Certificants and Candidates seeking certification or recertification agree that: these procedures are a fair process for resolving certification complaint or appeal matters; they will be bound by decisions made pursuant to these procedures; these procedures are governed by the principles of the law of the State of Nevada; and, these procedures do not constitute a contract between the NABCEP and the Candidate or Certificant.

B. General Provisions

1. Nature of the Process. The NABCEP is directed, administered, and supervised by the NABCEP Board of Directors. All challenges regarding actions of and by the NABCEP are governed by the comprehensive and exclusive rules contained in these procedures. This appeal process is the only way to resolve all NABCEP application, eligibility, examination, and other certification or recertification challenges, complaints, and/or claims of irregularities.

Because these informal procedures are not legal proceedings, they are designed to operate without the assistance of attorneys. While a party may choose to be represented by an attorney, Candidates and Certificants are encouraged to communicate directly with the NABCEP. If a party has retained an attorney, that attorney will be directed to communicate with the NABCEP through the NABCEP Legal Counsel.

2. Participants. The NABCEP Executive Director, the Certification Appeals Committee, the NABCEP Board of Directors, and any other authorized representative of the NABCEP, may be involved in deciding matters to be resolved or arising under these procedures.

3. Time Requirements. The NABCEP will make every effort to follow the time requirements noted in these appeal procedures. However, the NABCEP's failure to meet a time requirement will not prohibit the consideration or final resolution of any matter arising under these procedures. NABCEP Candidates or Certificants are required to comply with all time requirements specified in this document. Unless provided otherwise, time extensions or postponements may be granted by the NABCEP if a timely, written request explaining a reasonable cause is submitted, consistent with these procedures.

4. **Litigation/Other Proceedings.** The NABCEP may accept and resolve a dispute arising under these proceedings when civil or criminal litigation, or other proceedings related to the dispute are also before a court, regulatory agency, or professional body. The NABCEP may also continue or delay the resolution of any appeal, complaint, or other matter.

5. **Confidentiality.** In order to protect the privacy of all parties involved in matters arising under these procedures, all material prepared by, or submitted to, the NABCEP will be confidential. Disclosure of material prepared by, or submitted to, the NABCEP is permitted only when specifically authorized by NABCEP policy, the Board of Directors, the Certification Appeals Committee, or the Executive Director.

Among other information, the NABCEP will not consider the following materials and documents to be confidential:

- a. Published certification and eligibility criteria;
- b. Records and materials that are disclosed as the result of a legal requirement;
- c. Upon the written request of a Candidate or Certificant, any certification information concerning certification status or application materials which the Candidate or Certificant would like made available to other credentialing agencies, professional organizations, or similar bodies; and,
- d. All decisions and orders of the Board of Directors, the Certification Appeals Committee, or the Executive Director, which are considered final and closed, consistent with these procedures.

6. **Failure to Disclose/Improper, False, or Misleading Representations.** Where a Candidate or Certificant fails to disclose information related to certification or recertification requested by the NABCEP, or where a Candidate or Certificant makes an improper, false, or misleading representation to the NABCEP, the Executive Director, Certification Appeals Committee, the Board of Directors, or other authorized representative may penalize or discipline the individual, and/or issue corrective action related to such failure or improper representation. The NABCEP may temporarily or permanently prevent and bar an individual from being certified or recertified, or may issue any other appropriate directive(s).

Where a penalty, discipline, order, or other directive is issued by the NABCEP under this Section, the Candidate or Certificant involved may seek review and appeal under these procedures.

7. **Party Conduct/Failure to Cooperate.** All parties must behave in a courteous and professional manner when communicating with NABCEP representatives. Where a Candidate or Certificant fails or refuses to cooperate fully with the NABCEP concerning matters arising under, or related to, these procedures, and it is determined that the lack of cooperation is without good cause, the Executive Director, Certification Appeals Committee, the Board of Directors, or other authorized representative may penalize or discipline the individual, and/or issue corrective action related to such failure to cooperate. The NABCEP may temporarily or permanently prevent and bar an individual from being certified or recertified, or may issue any other appropriate directive(s).

Where a penalty, discipline, order, or other directive is issued by the NABCEP under this Section, the Candidate or Certificant involved may seek review and appeal under these procedures.

8. **Professional Complaint Matters.** Following notice, and a reasonable opportunity to present a response, the Executive Director, Certification Appeals Committee, the Board of Directors, or other authorized representative may temporarily or permanently prevent an individual from being certified or recertified, or may issue any other appropriate directive(s), where the Candidate or Certificant was the subject of any complaint or similar matter relating to his/her professional activities as a renewable energy industry practitioner, or where the Candidate or Certificant is the subject of matters or proceedings involving criminal charges, lesser offenses, or similar matters regardless of: when the alleged violation occurred; and, whether the professional license of the Candidate or Certificant was in good standing at the time of the NABCEP decision or action.

Where a penalty, discipline, order, or other directive is issued by the NABCEP under this Section, the Candidate or Certificant involved may seek review and appeal under these procedures.

C. Actions and Decisions Concerning the Certification Process

1. **Certification Application Actions.** Under the supervision of the Executive Director acting with the guidance of the Application Review Committee, the NABCEP will make one of the following determinations and decisions with regard to a Candidate's application for NABCEP certification examination eligibility: (a) accept the application; (b) request additional or supplemental information; or, (c) reject the application on the ground(s) that the Candidate does not meet the relevant certification eligibility requirements, or the Candidate has violated, or acted contrary to, a NABCEP policy or rule.

2. **Certification Examination(s) Actions.** The NABCEP will notify each Candidate whether he/she has achieved a passing or failing score on the Certification Examination. Where a Candidate acts contrary to NABCEP policies during the administration of any Certification Examination(s) or Section, the Candidate may be prevented from taking or completing the Examination(s), or other appropriate action may be issued.

3. **Recertification Application Actions.** The NABCEP will make one of the following decisions with regard to a certificant's Recertification Application: (a) grant recertification; (b) conditionally accept the Recertification Application, pending satisfactory completion of all recertification requirements; (c) request additional information; or, (d) reject the application on the ground(s) that the certificant does not meet the necessary criteria for recertification, or the certificant has violated, or acted contrary to, a NABCEP policy or rule.

D. Initial Request for Review/NABCEP Executive Director

1. **Grounds for Initial Appeal (Request for Review).** A Candidate or Certificant may submit to the Executive Director an initial appeal (request for review) of an adverse NABCEP action or decision based on any of the following grounds:

- a. The Candidate was found to be ineligible to take or complete the Certification Examination;
- b. The Candidate did not pass or successfully complete the Certification Examination; or,
- c. The Candidate or Certificant failed to satisfy a certification or recertification requirement, including those requirements related to qualifications, education, and experience, or was otherwise ineligible for certification or recertification.

2. **Content of a Request for Review.** A Candidate or Certificant may submit a written request for review of an adverse certification-related action or decision by notifying the Executive Director in writing. The Candidate or Certificant must state and explain in detail the nature of the request and the specific facts and circumstances supporting the request, including all reasons why the action or decision should be changed or modified. The Candidate or Certificant must also provide accurate copies of all supporting documents.

3. **Time Period for Submitting Request for Review.** In order for a request for review to be considered by the Executive Director, the written request must be received by NABCEP within thirty (30) days of the date of the adverse action.

4. **Executive Director Actions.** Upon receipt, all requests for review will be considered informally by the Executive Director or other authorized NABCEP representative. Following review of the Candidate's or Certificant's request for review, the Executive Director will acknowledge receipt of the request within thirty (30) days, and may take the following actions:

- a. **Informal Resolution.** The Executive Director will resolve and decide the matter based on the record, including relevant and credible information presented by the Candidate or Certificant. The informal resolution will include the findings of the Executive Director and a summary of the relevant facts upon which the decision is based, and may uphold or modify the adverse action or decision, or indicate other appropriate action. The Executive Director will issue the informal resolution within thirty (30) days of receipt of the request, or as soon thereafter as is practical; or,

- b. Referral of Request. The Executive Director will refer the matter to the Certification Appeals Committee for resolution as an appeal. The Executive Director will provide the Certification Appeals Committee with all relevant materials, including the documents and materials submitted by the Candidate or Certificant.

E. Appeal/Certification Appeals Committee

1. Certification Appeals Committee. At least three (3) members of the NABCEP Appeals, Grievance, and Ethics Committee will be appointed to serve as the Certification Appeals Committee to resolve appeals or referred matters. Subject to the limitations set forth in these procedures, the Certification Appeals Committee will hear and resolve a first appeal where: the matter has been referred by the Executive Director; or, a Candidate or Certificant is dissatisfied with the final informal review and action of the Executive Director, and requests an appeal consistent with these procedures.

2. Grounds for Appeal. In order for an appeal to be considered by the Certification Appeals Committee, the appeal submission must contain substantial information supporting at least one of the following grounds:

- a. The Candidate's eligibility to sit for the Certification Examination(s), or other eligibility for certification, was denied incorrectly;
- b. The Candidate's Certification Examination(s) was scored incorrectly, or was not credited with an appropriate response to particular questions, and as a direct result of the incorrect scoring the Candidate is entitled to receive a passing score on the examination(s);
- c. The Candidate was barred or otherwise prohibited incorrectly from taking the Certification Examination(s) or from becoming certified; or,
- d. The Certificant's Recertification Application was incorrectly rejected under the relevant recertification standards, and the Certificant would have qualified for recertification if the correct standards had been applied, or the certificant was otherwise incorrectly found ineligible for recertification.

3. Content of Appeal. In order for an appeal to be considered by the Certification Appeals Committee, the appeal submission must contain the following information:

- a. The identity and signature of the Candidate or Certificant submitting the appeal;
- b. A detailed explanation of the reasons and basis for the appeal, as defined and limited by Section E.2, above
- c. All objections, corrections, and factual information the Candidate or Certificant believes to be relevant to the appeal;
- d. The names, addresses, telephone numbers, and email addresses, if available, of any persons with factual information relevant to the appeal, and a clear description of the factual information available from these persons; and,
- e. Copies of any and all relevant documents, exhibits, or other information the Candidate or Certificant wants to submit in support of the appeal.

4. Time Period for Submitting Appeal. A Candidate or Certificant seeking to present an appeal must submit a written, signed appeal, consistent with the requirements of these procedures, to the Certification Appeals Committee within thirty (30) days of the date of the final action and decision of the Executive Director. Upon written request by the Candidate or Certificant received at least ten (10) days prior to the appeal deadline, the Certification Appeals Committee Chair may, in his or her discretion, extend the time period for filing the appeal. Denials of time extension requests are not subject to appeal. Appeals received beyond given time periods will not be reviewed or considered by the Certification Appeals Committee, except upon a written request showing good cause, as determined by the Certification Appeals Committee.

5. Appeal Deficiencies. The Certification Appeals Committee Chair may require the Candidate or Certificant to clarify, supplement, or amend an appeal submission.

6. Appeal Rejection. If the Certification Appeals Committee Chair determines that an appeal does not meet the appeal requirements or otherwise warrant further formal review, consistent with the requirements set

forth in these procedures, the appeal will be rejected. The Certification Appeals Committee Chair will notify the Candidate or Certificant of the rejection, as well as the reason(s) for the rejection, by letter within twenty-one (21) days of the determination. Appeal rejection determinations are not subject to appeal.

7. **Appeal Hearing Requests.** In the first appeal submission, the Candidate or Certificant may request to participate in the informal hearing. In the event that the Candidate or Certificant does not request to participate in the hearing, the appeal will be resolved and decided based on the appropriate written record, as determined by the Certification Appeals Committee.

8. **Scheduling of Appeal Hearing.** Within forty-five (45) days of receipt of a complete and proper written appeal, the Certification Appeals Committee will schedule a hearing date and time for appeal consideration, generally not later than one-hundred twenty (120) days after receipt of the appeal, and will notify the Candidate or Certificant of the hearing date and time. Where the Candidate or Certificant has requested participation in the hearing, the Candidate or Certificant may be required to provide additional information concerning hearing presentation requirements prior to the hearing date. The Certification Appeals Committee will conduct an informal hearing designed to review and consider all of the available proof and information, including the record of the initial request for review and the materials submitted by the Candidate or certificant.

9. **Decision of the Certification Appeals Committee.** The Certification Appeals Committee will resolve and decide the appeal based on the record, including relevant and credible information presented by the Candidate or Certificant, NABCEP policies, and, if applicable, the action or decision of the Executive Director. The Certification Appeals Committee Decision will include the Committee findings and a summary of the relevant facts upon which the decision is based, and may uphold or modify the decision of the Executive Director, or indicate other appropriate action. The Certification Appeals Committee will issue the Decision within thirty (30) days of the end of the appeal review, or as soon thereafter as is practical.

F. Final Appeal/NABCEP Board of Directors

1. **NABCEP Board of Directors.** The NABCEP Board of Directors, or a panel of three (3) or more Board Directors designated to represent the Board of Directors, will resolve each final appeal. Subject to the limitations set forth in these procedures, the Board of Directors will hear and resolve a final appeal where a Candidate or Certificant is dissatisfied with the Certification Appeals Committee Decision, and submits an appropriate appeal consistent with these procedures.

2. **Grounds for Final Appeal.** In order for an appeal to be considered by the Board of Directors, the appeal submission must contain substantial information supporting at least one of the following grounds. The grounds upon which a final appeal may be based are strictly limited to the following:

- a. **Procedural Error:** The Certification Appeals Committee Decision misapplied a procedural rule contained in these rules, and the rule misapplication significantly prejudiced the Candidate or Certificant with respect to the outcome of the appeal decision;
- b. **New or Previously Undiscovered Information:** Following the issuance of the Certification Appeals Committee Decision, the Candidate or Certificant located relevant information and facts that were not previously available and that would have significantly affected the outcome of the Certification Appeals Committee Decision in the Candidate's or Certificant's favor;
- c. **Misapplication of Certification Standards:** The Certification Appeals Committee Decision misapplied the relevant certification or recertification standards, and the misapplication significantly prejudiced the Candidate or Certificant and the outcome of the appeal decision; or,
- d. **Contrary to the Information Presented:** The Certification Appeals Committee Decision clearly is contrary to the most substantial information in the record.

With respect to the grounds listed in Sections 1.a. and 1.c., above, the Board of Directors will consider only arguments that were previously presented to the Certification Appeals Committee.

3. Contents of Final Appeal. In order for an appeal to be considered by the Board of Directors, the appeal submission must contain the following information:

- a. The identity and signature of the Candidate or Certificant submitting the appeal;
- b. A detailed explanation of the reasons and basis for the appeal, as defined and limited by Section F.1, above;
- c. All objections, corrections, and factual information the Candidate or Certificant believes to be relevant to the appeal, including all documents and exhibits in support of the appeal;
- d. The names, addresses, and telephone numbers of any persons not previously identified with factual information relevant to the appeal, and a clear description of the factual information available from these persons; and,
- e. Copies of any and all relevant documents, exhibits, or other information the Candidate or Certificant wants to submit in support of the appeal.

4. Time Period for Submitting Final Appeal. A Candidate or Certificant seeking to present a final appeal must submit a written, signed appeal, consistent with the requirements of these procedures, to the Board of Directors within thirty (30) days of the date of the Certification Appeals Committee Decision. Upon written request by the Candidate or Certificant received at least ten (10) days prior to the appeal deadline, the Board Chair or authorized representative may, in his or her discretion, extend the time period for filing the appeal. Denials of time extension requests are not subject to appeal. Appeals received beyond given time periods will not be reviewed or considered by the Board of Directors, except upon a written request showing good cause, as determined by the Board of Directors.

5. Final Appeal Deficiencies. The Board Chair or authorized representative may require the Candidate or Certificant to clarify, supplement, or amend an appeal submission.

6. Final Appeal Rejection. If the Board Chair or authorized representative determines that an appeal does not meet the final appeal requirements or otherwise warrant further formal review, consistent with the requirements set forth in these procedures, the appeal will be rejected. The Board Chair or authorized representative will notify the Candidate or Certificant of the rejection, as well as the reason(s) for the rejection, by letter within approximately twenty-one (21) days of the determination. Appeal rejection determinations are not subject to appeal.

7. Scheduling of Final Appeal Hearing. Within sixty (60) days of receipt of a complete and proper written appeal, the Board of Directors will schedule a hearing date for appeal consideration, generally not later than the next or second regularly scheduled Board meeting, and will notify the Candidate or Certificant of the date. The Board of Directors will conduct an informal hearing designed to review and consider all of the available proof and information, including the record of the first appeal and the materials submitted by the Candidate or Certificant.

8. Final Appeal Decision of the Board of Directors. The Board of Directors will resolve and decide the appeal based on the record, including relevant and credible information presented by the Candidate or Certificant, NABCEP policies, and the action or decision of the Certification Appeals Committee. The Final Appeal Decision will include the findings of the Board of Directors and a summary of the relevant facts upon which the decision is based, and may uphold or modify the decision of the Certification Appeals Committee, or indicate other appropriate action. The Board of Directors will issue the Final Appeal Decision within thirty (30) days of the end of the appeal review, or as soon thereafter as is practical.

G. Finalizing and Closing Appeals

1. Conditions for Closing the Appeal. An appeal will be closed, and all proceedings ended, when any of the following occurs:

- a. An appeal has been resolved and decided by the Executive Director, the Certification Appeals Committee, or the Board of Directors, and the allowable time period for the filing of an appeal under these procedures and rules has passed or lapsed; or,
- b. The appeal has been withdrawn or terminated by the Candidate or Certificant.

NABCEP[®]

Raising Standards. Promoting Confidence.

**NORTH AMERICAN BOARD OF CERTIFIED ENERGY
PRACTITIONERS, INC.**

NABCEP TRADEMARKS AND MARK USE POLICIES

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**NABCEP Accredited Company
NABCEP Registered Provider
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56 Clifton Country Road, Suite 202, Clifton Park, NY 12065

NABCEP v.2018.1

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Raising Standards. Promoting Confidence.

I. NABCEP TRADEMARK USE POLICY


A. Policy Purpose.

This Policy establishes the rules and requirements for use of all North American Board of Certified Energy Practitioners[®], Inc. (NABCEP[®]) trademarks, including trademarks and service marks.

B. NABCEP Organizational Trademarks.

1. **Mark Ownership.**

The following organizational trademarks (NABCEP Trademarks) are owned and controlled by NABCEP:

	
<p>North American Board of Certified Energy Practitioners[®]</p>	<p>NABCEP[®]</p>

NABCEP retains the sole and exclusive rights to use the NABCEP Trademarks. NABCEP may create and use additional marks, as it deems appropriate.

2. **Prohibited Use of NABCEP Trademarks.**

Individuals, businesses, and other organizations, including NABCEP Certificants and credential holders, are not permitted to use the NABCEP Trademarks. In certain circumstances, NABCEP may permit another organization to use a specific NABCEP Trademark, subject to a NABCEP-approved license agreement. Permission by NABCEP to use a NABCEP Certification Mark (Section II), NABCEP Associate Mark (Section III), NABCEP Registered Provider Mark (Section IV) or NABCEP Company Accreditation Mark (Section V) does not include authorization to use the NABCEP Trademarks.

3. **Policy Violations and Related Matters.**

NABCEP reserves, and may use, any and all remedies available under applicable laws and corporate policies to protect the NABCEP Trademarks. Infringement or other misuse of any NABCEP Trademarks will be challenged.

Following the receipt of information that an unauthorized use of a NABCEP Trademark may have occurred, NABCEP will determine if responsive action(s) will be taken in accordance with this Policy and applicable Federal, State, and International laws.

II. NABCEP PROFESSIONAL CERTIFICATION MARK USE POLICY

A. Policy Purpose.


NABCEP certification marks and credentials (NABCEP Certification Marks) certify that authorized individuals performing renewable energy services have satisfied applicable certification requirements established by NABCEP. NABCEP Certification Marks represent a standard of excellence in the field of renewable energy.






This Policy has been developed to assist NABCEP Certificants in understanding the rules and requirements for use of the NABCEP Certification Marks, including proper use of the marks in professional and business materials. All NABCEP authorized individuals should review this Policy carefully to ensure that all uses of the appropriate certification mark conform to the Policy requirements.

B. NABCEP Certification Marks.

1. **Mark Ownership.**

The following NABCEP Certification Marks are owned and controlled by NABCEP:

 <p>NABCEP CERTIFIED PV Installation Professional ®</p>	<p>NABCEP Certified PV Installation Professional® NABCEP PVIP™</p>
 <p>NABCEP CERTIFIED PV Technical Sales Professional ®</p>	<p>NABCEP Certified PV Technical Sales Professional® NABCEP PVTS™</p>
 <p>NABCEP CERTIFIED Solar Heating Installer ®</p>	<p>NABCEP Certified Solar Heating Installer® NABCEP SHI™</p>
 <p>NABCEP CERTIFIED Small Wind Installer ®</p>	<p>NABCEP Certified Small Wind Installer™ NABCEP SWI™</p>

	<p style="text-align: center;">NABCEP Certified PV System Inspector™ NABCEP PVSI™</p>
	<p style="text-align: center;">NABCEP Certified Solar Heating System Inspector™ NABCEP SHSI™</p>
	<p style="text-align: center;">NABCEP PV Installer Specialist™ NABCEP PVIS™</p>
	<p style="text-align: center;">NABCEP PV Design Specialist™ NABCEP PVD™S</p>
	<p style="text-align: center;">NABCEP PV Commissioning & Maintenance Specialist™ NABCEP PVCMS™</p>

NABCEP retains all trademark and other ownership rights concerning the NABCEP Certification Marks. NABCEP may create and use additional certification marks, as it deems appropriate.

2. Authorized Use of NABCEP Certification Marks.

NABCEP grants limited permission to use specific NABCEP Certification Marks to qualified professionals who satisfy all applicable NABCEP certification requirements. Consistent with applicable law and corporate policies, NABCEP will ensure that the Certification Marks are displayed and otherwise used properly, as such use represents NABCEP certification to the public.

3. Prohibited Use of NABCEP Certification Marks.

Permission by NABCEP to use a NABCEP Certification Mark does not include authorization to use any NABCEP Trademarks, which are identified in Section I of this Policy.

4. Persons and Organizations Authorized to Use the Certification Marks

CREDENTIAL HOLDER RESPONSIBILITIES.

Use of the Certification Marks is limited strictly to those individuals who are NABCEP Certificants in good standing. Each NABCEP Certificant is authorized to use only the Certification Mark which represents the appropriate certification and credential.

Each NABCEP Certificant accepts and assumes sole responsibility for understanding and satisfying all applicable organizational and legal requirements related to the use and/or display of the Certification Marks. Among other requirements, each Certificant is responsible for ensuring that the use of any Certification Mark in professional and business-related materials (e.g., business cards, stationery and/or letterhead, email signatures, advertisements, brochures, Internet websites, or signs) is consistent with this Policy, and is not in conflict with applicable laws. NABCEP assumes no responsibility concerning the interpretation or application of such legal requirements.

NABCEP shall not be liable or otherwise responsible for any claims, complaints, suits, or damages whatsoever, relating to a Certificant's use or display of a Certification Mark.

5. Non-Assignability and Non-Transferability of the Certification Marks.

Permission to use the appropriate NABCEP Certification Mark is limited to the NABCEP Certificant and may not be transferred to, assigned to, or otherwise used by, any other individual, organization, business, or entity.

6. Appearance and Proper Use of the Certification Marks.

Each NABCEP Certificant may use the appropriate NABCEP Certification Mark in professional and business-related materials, consistent with the following rules:



- a. Proper Use. Each individual NABCEP Certificant must use the appropriate Certification Mark only in conjunction with his/her name, and in connection with the services related to the certification. The Certification Marks may not be positioned, displayed, or used in a manner which may lead the public to believe that a company or organization is certified or otherwise endorsed by NABCEP. The proper font for the Certificant's name and/or certification number is "Arial Bold," in a font size such that the text is proportional to, or slightly smaller than, the text in the design mark.
- b. Proper Appearance. The Certification Marks must be associated solely with the certified individual, who is authorized to use the Mark(s). Additionally, a Certification Mark should always be used in its entirety, and must always appear with the appropriate subscript/superscript "®" or "™" trademark symbol.

With respect to other affiliation marks and/or logos, the NABCEP Certification Mark may be located near these other marks or logos, but must remain separate and distinct so as to avoid confusion concerning the source of the certification, and to avoid the appearance that other marks, certifications, credentials, designations, or organizations

are associated with, or endorsed by, NABCEP.

- c. Examples of Proper Use and Appearance. Proper use and appearance of the Certification Marks include, but are not limited to, the following examples.

➤ **Proper Use Examples.**

James Robinson NABCEP Certified PV Installation Professional®	Jane Doe NABCEP Certified Solar Heating Installer®
James Robinson NABCEP Certified PV Installation Professional® Certification #010101-01	Jane Doe NABCEP Certified Solar Heating Installer® #010101-01
James Robinson NABCEP PVIP®	Jane Doe NABCEP PVTSP®
James Robinson NABCEP PVIP® Certification #010101-01	Jane Doe NABCEP PVTSP® #010101-01
 PV Installation Professional ® James Robinson Certification #010101-01	 Small Wind Installer ™ Jane Doe #010101-01

Any questions concerning the proper use of Certification Marks should be submitted to the NABCEP Executive Director.

7. Non-Interference with Use of the Marks by Other Credential Holders.

A NABCEP Certificant may not prohibit, restrict, or otherwise limit the authorized and appropriate use of a NABCEP Certification Mark by another credential holder.

8. Violation Reporting Responsibilities.

Each NABCEP Certificant has the responsibility to report the unauthorized use, misuse, or other violation of this Policy to NABCEP in a timely manner. This reporting responsibility includes any circumstance where the use of a NABCEP Certification Mark is related to an individual or organization that is not a NABCEP Certificant, or where a Certification Mark is used improperly by a NABCEP Certificant.

9. Policy Violations and Related Matters.

NABCEP reserves, and may use, any and all remedies available under applicable laws and corporate policies to protect the NABCEP Certification Marks. Infringement or other misuse of any NABCEP Certification Mark will be challenged. NABCEP Certificants are required to cooperate fully in the review and resolution of such matters.

Following receipt of information that an inappropriate or unauthorized use of a Certification Mark may have occurred, NABCEP will determine if responsive action(s) will be taken in accordance with this Policy and applicable laws.

10. Disciplinary Actions Related to Mark Misuse By a Certificant or Applicant.

Following notice and a fair opportunity to respond, a NABCEP Certificant or applicant who acts contrary to the terms of this Policy or applicable law, may be sanctioned under applicable NABCEP policies.

In addition, the NABCEP Executive Director or his/her designee may refer cases of certification mark misuse, infringement, or other similar matters to appropriate agencies and other organizations, or may initiate appropriate legal action.

11. Policy Violation Actions Concerning Third Parties.

Following receipt of information that an inappropriate or unauthorized use of the NABCEP Certification Mark(s) by a third party individual, organization, or company may have occurred, NABCEP will determine if responsive action(s) will be taken consistent with NABCEP policies and applicable laws.

III. NABCEP CREDENTIAL MARK USE POLICY

A. Policy Purpose.




NABCEP Associate marks and credentials and other specialty marks developed by NABCEP (NABCEP Credential Marks) recognize that authorized individuals have satisfied applicable credential requirements established by NABCEP. NABCEP Credential Marks represent a standard of knowledge in the field of renewable energy.

This Policy has been developed to assist NABCEP Credential holders in understanding the rules and requirements for use of the NABCEP Credential Marks, including proper use of the marks in professional and business materials. All NABCEP authorized individuals should review this Policy carefully to ensure that all uses of the marks conform to the Policy requirements.

B. NABCEP Credential Marks.

1. **Mark Ownership.**

The following NABCEP Credential Marks are owned and controlled by NABCEP:

 <p>NABCEP ASSOCIATE Photovoltaic ~</p>	<p>NABCEP Photovoltaic Associate™ NABCEP PV Associate™ NABCEP PVA™</p>
 <p>NABCEP ASSOCIATE Solar Heating ~</p>	<p>NABCEP Solar Heating Installer™ NABCEP SHA™</p>
 <p>NABCEP ASSOCIATE Small Wind ~</p>	<p>NABCEP Small Wind Associate™ NABCEP SWA™</p>

NABCEP retains all trademark and other ownership rights concerning the NABCEP Credential Marks. NABCEP may create and use additional certification marks, as it deems appropriate.

2. **Authorized Use of NABCEP Credential Marks.**

NABCEP grants limited permission to use specific NABCEP Credential Marks to qualified individuals who satisfy all applicable NABCEP credential requirements. Consistent with applicable law and corporate policies, NABCEP will ensure that the Credential Marks are displayed and otherwise used properly, as such use represents NABCEP credentials to the public.

3. Prohibited Use of NABCEP Credential Marks.

Permission by NABCEP to use a NABCEP Credential Mark does not include authorization to use any NABCEP Trademarks, which are identified in Section I of this Policy, or any other NABCEP Marks.

4. Persons and Organizations Authorized to Use the NABCEP Credential Marks.

CREDENTIAL HOLDER RESPONSIBILITIES.

Use of NABCEP Credential Marks is limited strictly to those individuals who are NABCEP Credential holders in good standing. Each NABCEP Credential holder is authorized to use only the NABCEP Credential Mark which represents the appropriate credential.

Each NABCEP Credential holder accepts and assumes sole responsibility for understanding and satisfying all applicable organizational and legal requirements related to the use and/or display of the NABCEP Credential Marks. Among other requirements, each NABCEP Credential holder is responsible for ensuring that the use of any NABCEP Credential Mark in professional and business-related materials (e.g., business cards, stationery and/or letterhead, email signatures, advertisements, brochures, Internet websites, or signs) is consistent with this Policy, and is not in conflict with applicable laws. NABCEP assumes no responsibility concerning the interpretation or application of such legal requirements.

NABCEP shall not be liable or otherwise responsible for any claims, complaints, suits, or damages whatsoever, relating to a NABCEP Credential holder's use or display of a NABCEP Credential Mark.

5. Non-Assignability and Non-Transferability of the NABCEP Credential Marks.

Permission to use the appropriate NABCEP Credential Mark is limited to the NABCEP Credential holder and may not be transferred to, assigned to, or otherwise used by, any other individual, organization, business, or entity.

6. Appearance and Proper Use of NABCEP Credential Marks.

Each NABCEP Credential holder may use the appropriate NABCEP Credential Mark in professional and business-related materials, consistent with the following rules:



- a. Proper Use. Each individual NABCEP Credential holder must use the appropriate NABCEP Credential Mark only in conjunction with his/her name, and in connection with the services related to the credential. The NABCEP Credential Marks may not be positioned, displayed, or used in a manner which may lead the public to believe that a company or organization is certified or otherwise endorsed by NABCEP. The proper font for the NABCEP Credential holder's name and/or credential number is "**Arial Bold**," in a font size such that the text is proportional to, or slightly smaller than, the text in the design mark.
- b. Proper Appearance. The NABCEP Credential Mark must be associated solely with the credentialed individual, who is authorized to use the Mark(s). Additionally, a NABCEP

Credential Mark should always be used in its entirety, and must always appear with the appropriate subscript/superscript “®” or “™” trademark symbol.

With respect to other affiliation marks and/or logos, the NABCEP Credential Mark may be located near these other marks or logos, but must remain separate and distinct so as to avoid confusion concerning the source of the credential, and to avoid the appearance that other marks, certifications, credentials, designations, or organizations are associated with, or endorsed by NABCEP.

c. Examples of Proper Use and Appearance. Proper use and appearance of the NABCEP Credential Marks include, but are not limited to, the following examples.

➤ Proper Use Examples.

James Robinson NABCEP Photovoltaic Associate™	Jane Doe NABCEP Solar Heating System Inspector™
James Robinson NABCEP PV Associate™ #010101-01	Jane Doe NABCEP Solar Heating System Inspector™ #010101-01
James Robinson NABCEP PVA™	Jane Doe NABCEP SHSI™ #010101-01
 PhotoVoltaic James Robinson #010101-01	 Small Wind Jane Doe, #010101-01

Any questions concerning the proper use of NABCEP Credential Marks should be submitted to the NABCEP Executive Director.

7. Non-Interference with Use of the Marks by Other Credential Holders.

A NABCEP Credential holder may not prohibit, restrict, or otherwise limit the authorized and appropriate use of a NABCEP Credential Mark by another credential holder.

8. Violation Reporting Responsibilities.

Each NABCEP Credential holder has the responsibility to report the unauthorized use, misuse, or other violation of this Policy to NABCEP in a timely manner. This reporting responsibility includes any circumstance where the use of a NABCEP Credential Mark is related to an individual or organization that is not a NABCEP Credential holder, or where a NABCEP Credential Mark is used improperly by a NABCEP Credential.

9. Policy Violations and Related Matters.

NABCEP reserves, and may use, any and all remedies available under applicable laws and corporate policies to protect the NABCEP Credential Marks. Infringement or other misuse of any NABCEP Credential Mark will be challenged. NABCEP Credential holders are required to cooperate fully in the review and resolution of such matters.

Following receipt of information that an inappropriate or unauthorized use of a NABCEP Credential Mark may have occurred, NABCEP will determine if responsive action(s) will be taken in accordance with this Policy and applicable laws.

10. Disciplinary Actions Related to Mark Misuse by a NABCEP Credential holder or Applicant.

Following notice and a fair opportunity to respond, a NABCEP Credential holder or applicant who acts contrary to the terms of this Policy or applicable law, may be sanctioned under applicable NABCEP policies.

In addition, the NABCEP Executive Director or his/her designee may refer cases of NABCEP Credential mark misuse, infringement, or other similar matters to appropriate agencies and other organizations, or may initiate appropriate legal action.

11. Policy Violation Actions Concerning Third Parties.

Following receipt of information that an inappropriate or unauthorized use of the NABCEP Credential Mark(s) by a third party individual, organization, or company may have occurred, NABCEP will determine if responsive action(s) will be taken consistent with NABCEP policies and applicable laws.

IV. COMPANY ACCREDITATION MARK USE POLICY

A. Policy Purpose.

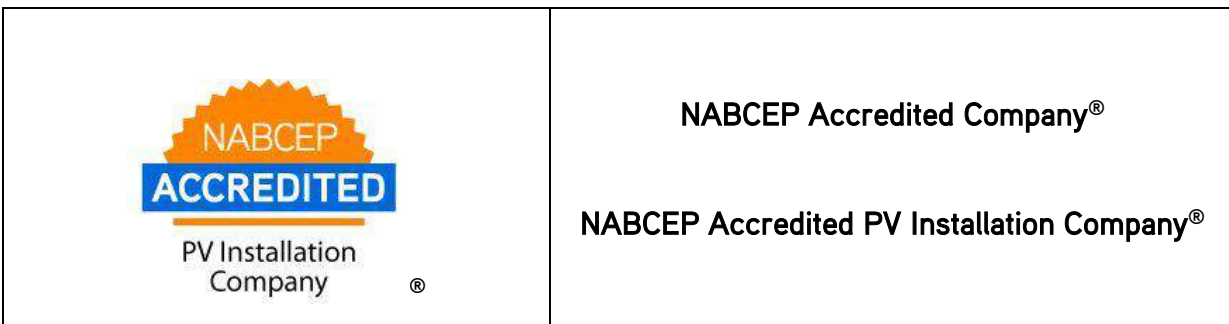
NABCEP company accreditation marks (NABCEP Accreditation Marks) represent that qualified residential solar photovoltaic (PV) installation companies have satisfied all applicable NABCEP Company Accreditation Policy requirements and related directives of NABCEP.

This Policy has been developed to assist PV installation companies accredited by NABCEP (Accredited Companies) in understanding the rules and requirements for use of the NABCEP Accreditation Marks, including proper use of the marks in professional and business materials. All authorized Accredited Companies should review this Policy carefully to ensure that all uses of the Accreditation Marks conform to the Policy requirements.

B. NABCEP Accreditation Marks.

1. **Mark Ownership.**

The following NABCEP Accreditation Marks related to the NABCEP Company Accreditation Program are owned and controlled by NABCEP:



NABCEP retains all trademark and other ownership rights related to the NABCEP Accreditation Marks. NABCEP may create and use additional accreditation marks and trademarks, as it deems appropriate.

2. **Authorized Use of NABCEP Accreditation Marks.**

NABCEP grants limited permission to use specific NABCEP Accreditation Marks to NABCEP Accredited Companies in good standing. An Accredited Company must satisfy all applicable NABCEP Company Accreditation Policy requirements and related directives of NABCEP, prior to the use of a NABCEP Accreditation Mark. Consistent with applicable law and corporate policies, NABCEP will ensure that the Accreditation Marks are displayed and otherwise used properly, as such use represents NABCEP Company Accreditation to the public.

3. **Companies Authorized to Use the Accreditation Mark**

ACCREDITED COMPANY RESPONSIBILITIES.

Use of the Accreditation Marks is limited strictly to those PV installation companies that are valid NABCEP Accredited Companies in good standing. Each Accredited Company accepts and assumes sole responsibility for understanding and satisfying all applicable

organizational and legal requirements related to the use and display of the Accreditation Marks. Among other requirements, the Accredited Company is responsible for ensuring that the use of any Accreditation Mark in business related materials, including advertisements or Internet websites, is consistent with this Policy, and is not in conflict with applicable laws. NABCEP assumes no responsibility concerning the interpretation or application of such legal requirements.

An Accredited Company is prohibited from using a NABCEP Accreditation Mark in any manner not authorized by this Policy. An Accredited Company is prohibited from making any public statement or representation related to NABCEP Company Accreditation that brings NABCEP into disrepute, that is materially false, or that is otherwise contrary to the interests of NABCEP.

NABCEP shall not be liable or otherwise responsible for any claims, complaints, suits, or damages whatsoever, relating to an Accredited Company's use or display of an Accreditation Mark.

4. Non-Assignability and Non-Transferability of the Accreditation Mark.

Permission to use a NABCEP Accreditation Mark is limited specifically to the Accredited Company, and may not be transferred to, assigned to, or otherwise used by, any other person, organization, business, or entity.


5. Appearance and Proper Use of the Accreditation Mark.

Each Accredited Company may use the NABCEP Accreditation Marks on business related materials, including, but not limited to, advertisements or Internet websites, consistent with the following rules:

- a. Proper Use. Each Accredited Company must use the Accreditation Mark only in conjunction with the company accredited by NABCEP. Additionally, an Accreditation Mark should always be used in its entirety, and must always appear with the appropriate subscript/superscript "®" or "™" trademark symbol.

With respect to other affiliation marks and/or logos, the Accreditation Mark may be located near these other marks or logos, but must remain separate and distinct so as to avoid confusion concerning the source of the accreditation, and to avoid the appearance that other marks, accreditations, credentials, designations, or organizations are associated with, or endorsed by, NABCEP.

- b. Examples of Proper Uses and Appearances of the Accreditation marks. Proper uses and appearances of the Accreditation Marks include, but are not limited to, the following examples.

 <p data-bbox="376 342 621 443"> PV Installation Company[®] ABC Solar Company </p>	<p data-bbox="906 228 1328 300"> ABC Solar Company NABCEP Accredited Company[®] </p> <p data-bbox="805 342 1427 413"> ABC Solar Company NABCEP Accredited PV Installation Company[®] </p>
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Any questions concerning the proper use of Accreditation Marks should be submitted to the NABCEP Executive Director.

6. Non-Interference with Use of the Marks by Other Accredited Companies.

An Accredited Company may not prohibit, restrict, or otherwise limit the authorized and appropriate use of the Accreditation Mark(s) by another Accredited Company.

7. Violation Reporting Responsibilities.

An Accredited Company has the responsibility to report the unauthorized use or misuse of a NABCEP Accreditation Mark, or any other violation of this Policy, to NABCEP in a timely manner, including any circumstances where: the use of a Accreditation Mark is related to a company that is not accredited by NABCEP, including an Applicant for NABCEP Company Accreditation; or, an Accreditation Mark is used improperly by an Accredited Company.

8. Policy Violations and Related Matters.

NABCEP reserves, and may use, the full range of legal remedies and accreditation-related sanctions available under applicable laws and corporate policies to protect the Accreditation Marks. Infringement of any Accreditation Mark, or improper use of an Accreditation Mark, will be challenged. Accredited Companies and Company Accreditation Applicants are required to cooperate fully in the review and resolution of such matters.

Following receipt of information that an inappropriate or unauthorized use of an Accreditation Mark may have occurred, NABCEP will determine if responsive action(s) will be taken in accordance with this Policy and applicable Federal, State, and International laws.

9. Accreditation Actions and Decisions Related to Mark Misuse.

NABCEP will review and resolve all complaints and other matters concerning potential violations of this Policy by Accredited Companies and Company Accreditation Applicants, consistent with the NABCEP Accreditation Deficiency and Appeals Policy.

All mark misuse complaints and other matters concerning potential violations of this Policy by an Applicant seeking NABCEP Accreditation will be reviewed and resolved by the Executive Director. If the Executive Director determines that an Applicant has violated the terms of this Policy, NABCEP reserves the right to deny and reject the Applicant’s NABCEP Accreditation Application, or issue other appropriate corrective conditions and/or sanctions.

An Applicant may request an informal review of an adverse decision by submitting a written request for review to NABCEP.

In addition, the NABCEP Executive Director may refer cases of accreditation mark misuse, infringement, or other similar matters to appropriate agencies.

V. NABCEP REGISTERED PROVIDER MARK USE POLICY

A. Policy Purpose.





NABCEP registered training provider marks (NABCEP Registered Provider Marks) represent that qualified training providers have satisfied all applicable NABCEP Registered Continuing Education Provider and/ or Registered Associate Provider Policy requirements and related directives of NABCEP.

This Policy has been developed to assist training providers registered by NABCEP (Registered Providers) in understanding the rules and requirements for use of the NABCEP Registered Provider Marks, including proper use of the marks in professional and business materials. All authorized Registered Providers should review this Policy carefully to ensure that all uses of the Registered Provider Marks conform to the Policy requirements.

B. NABCEP Registered Provider Marks.

1. **Mark Ownership.**

The following NABCEP Registered Provider Marks related to the NABCEP Continuing Education and NABCEP Associate Programs are owned and controlled by NABCEP:

	<p>NABCEP Registered Continuing Education Provider™</p>
	<p>NABCEP Registered Photovoltaic Associate Provider™</p>
	<p>NABCEP Registered Solar Heating Associate Provider™</p>
	<p>NABCEP Registered Small Wind Associate Provider™</p>

NABCEP retains all trademark and other ownership rights related to the NABCEP Registered Provider Marks. NABCEP may create and use additional registration marks and trademarks, as it deems appropriate.

2. Authorized Use of NABCEP Registered Provider Marks.

NABCEP grants limited permission to use specific NABCEP Registered Provider Marks to NABCEP Registered Providers in good standing. A Registered Provider must satisfy all applicable NABCEP Continuing Education Provider and/ or NABCEP Associate Provider requirements and related directives of NABCEP, prior to the use of a NABCEP Registered Provider Mark. Consistent with applicable law and corporate policies, NABCEP will ensure that the Registered Provider Marks are displayed and otherwise used properly, as such use represents NABCEP training provider registration to the public.

3. Companies Authorized to Use the Registered Provider Marks.

REGISTERED PROVIDER RESPONSIBILITIES.

Use of the Registered Provider Marks is limited strictly to those training providers that are valid NABCEP Registered Training Providers in good standing. Each Registered Provider accepts and assumes sole responsibility for understanding and satisfying all applicable organizational and legal requirements related to the use and display of the Registered Provider Marks. Among other requirements, the Registered Provider is responsible for ensuring that the use of any Registered Provider in business related materials, including advertisements or Internet websites, is consistent with this Policy, and is not in conflict with applicable laws. NABCEP assumes no responsibility concerning the interpretation or application of such legal requirements.

A Registered Provider is prohibited from using a NABCEP Registered Provider Mark in any manner not authorized by this Policy. A Registered Provider is prohibited from making any public statement or representation related to NABCEP training registration that brings NABCEP into disrepute, that is materially false, or that is otherwise contrary to the interests of NABCEP.

NABCEP shall not be liable or otherwise responsible for any claims, complaints, suits, or damages whatsoever, relating to a Registered Provider's use or display of a Registered Provider Mark.

4. Non-Assignability and Non-Transferability of the Registered Provider Mark.

Permission to use a NABCEP Registered Provider Mark is limited specifically to the Registered Provider, and may not be transferred to, assigned to, or otherwise used by, any other person, organization, business, or entity.

5. Appearance and Proper Use of the Registered Provider Mark.

Each Registered Provider may use the NABCEP Registered Provider Marks on business related materials, including, but not limited to, advertisements or Internet websites, consistent with the following rules:

a) Proper Use. Each Registered Provider must use the Registered Provider Mark only in conjunction with the company, institution, or organization registered by NABCEP. Additionally, a Registered Provider Mark should always be used in its entirety, and must always appear with the appropriate subscript/superscript “®” or “™” trademark symbol.

With respect to other affiliation marks and/or logos, the Registered Provider Mark may be located near these other marks or logos, but must remain separate and distinct so as to avoid confusion concerning the source of the registration, and to avoid the appearance that other marks, accreditations, credentials, designations, or organizations are associated with, or endorsed by, NABCEP.

b) Examples of Proper Uses and Appearances of the Registered Provider marks. Proper uses and appearances of the Registered Provider Marks include, but are not limited to, the following examples.

 <p>ABC Solar Trainer</p>	<p>ABC Solar Trainer NABCEP Registered Continuing Education Provider™</p>
 <p>ABC Solar Trainer</p>	<p>ABC Solar Trainer NABCEP Registered Photovoltaic Associate Provider™</p>

Any questions concerning the proper use of Registered Provider Marks should be submitted to the NABCEP Executive Director.

6. Non-Interference with Use of the Marks by Other Registered Providers.

A Registered Provider may not prohibit, restrict, or otherwise limit the authorized and appropriate use of the Registered Provider Mark(s) by another Registered Provider.

7. Violation Reporting Responsibilities.

A Registered Provider has the responsibility to report the unauthorized use or misuse of a NABCEP Registered Provider Mark, or any other violation of this Policy, to NABCEP in a timely manner, including any circumstances where: the use of a Registered Provider Mark is related to a training provider that is not registered with NABCEP, including an Applicant for NABCEP Provider Registration; or, an Accreditation Mark is used improperly by a Registered Provider.

8. Policy Violations and Related Matters.

NABCEP reserves, and may use, the full range of legal remedies and registration-related sanctions available under applicable laws and corporate policies to protect the Registered Provider Marks. Infringement of any Registered Provider Mark, or improper use of a Registered Provider, will be challenged. Registered Providers and Applicants for Provider Registration are required to cooperate fully in the review and resolution of such matters.

Following receipt of information that an inappropriate or unauthorized use of a Registered Provider Mark may have occurred, NABCEP will determine if responsive action(s) will be taken in accordance with this Policy and applicable Federal, State, and International laws.

9. Registration Actions and Decisions Related to Mark Misuse.

NABCEP will review and resolve all complaints and other matters concerning potential violations of this Policy by Registered Providers and Applicants for registration, consistent with the NABCEP Continuing Education Provider and/ or Associate Provider Policies.

All mark misuse complaints and other matters concerning potential violations of this Policy by an Applicant seeking NABCEP Provider Registration will be reviewed and resolved by the Executive Director. If the Executive Director determines that an Applicant has violated the terms of this Policy, NABCEP reserves the right to deny and reject the Applicant's NABCEP Registered Provider Application, or issue other appropriate corrective conditions and/or sanctions. An Applicant may request an informal review of an adverse decision by submitting a written request for review to NABCEP.

In addition, the NABCEP Executive Director may refer cases of registration mark misuse, infringement, or other similar matters to appropriate agencies.

VI. NABCEP SPONSOR MARK USE POLICY

A. Policy Purpose.

NABCEP sponsorship marks (NABCEP Sponsor Marks) represent that authorized individuals and firms support the mission and programs of NABCEP, and have made a financial contribution to the organization (NABCEP Sponsors).

This Policy has been developed to assist NABCEP Sponsors in understanding the rules and requirements for use of the NABCEP Sponsors Marks, including proper use of the marks in professional and business materials. All authorized Sponsors should review this Policy carefully to ensure that all uses of the Sponsor Marks conform to the Policy requirements.

B. NABCEP Sponsor Trademarks.

1. **Mark Ownership.**

The following NABCEP Sponsor marks are owned and controlled by NABCEP:

 PLATINUM	 GOLD
 SILVER	 BRONZE
 GREEN	

NABCEP retains all trademark and other ownership rights concerning the NABCEP Sponsor Marks. NABCEP may create and use additional sponsorship marks, as it deems appropriate.

2. **Authorized Use of NABCEP Sponsor Marks.**

NABCEP grants limited permission to use the NABCEP Sponsor Marks to those businesses, firms, or individuals that support NABCEP and its Certification Program (NABCEP Sponsors), and that satisfy all sponsorship requirements. Consistent with applicable law and NABCEP policies, NABCEP will ensure that the NABCEP Sponsor Marks are used properly and correctly, as they represent NABCEP sponsorship to the public.

3. Prohibited Use of NABCEP Trademarks, Certification, and Accreditation Marks.

Individuals, businesses, and other organizations are not permitted to use the NABCEP Trademarks, NABCEP Certification Marks, or NABCEP Accreditation Marks identified in this Policy. Permission by NABCEP to use the NABCEP Sponsor Marks does not include authorization to use the NABCEP Trademarks, Certification Marks, or Accreditation Marks.

4. Persons and Organizations Authorized to Use the Sponsor Marks/ Sponsor Responsibilities.

Use of the Sponsor Marks is limited strictly to those individuals and firms that are NABCEP Sponsors. Each NABCEP Sponsor is authorized to use only the Sponsor Mark which represents the appropriate level of sponsorship contributed to NABCEP by the Sponsor.

Each NABCEP Sponsor accepts and assumes sole responsibility for understanding and satisfying all applicable organizational and legal requirements related to the use and/or display of the NABCEP Sponsor Marks. Among other requirements, each NABCEP Sponsor is responsible for ensuring that the use of the NABCEP Sponsor Marks in business-related materials (e.g., business advertisements, brochures, letterhead, signs, telephone directory listings, and Internet sites) is consistent with this Policy, and is not in conflict with applicable laws. NABCEP assumes no responsibility concerning the interpretation or application of such legal requirements.

NABCEP shall not be liable or otherwise responsible for any claims, complaints, suits, or damages whatsoever, relating to NABCEP Sponsor's use or display of a Sponsor Mark.

5. Non-Assignability and Non-Transferability of the NABCEP Sponsor Marks.

Permission to use the NABCEP Sponsor Marks is limited to the NABCEP Sponsor, and may not be transferred to, assigned to, or otherwise used by, any other individual, business, or entity.

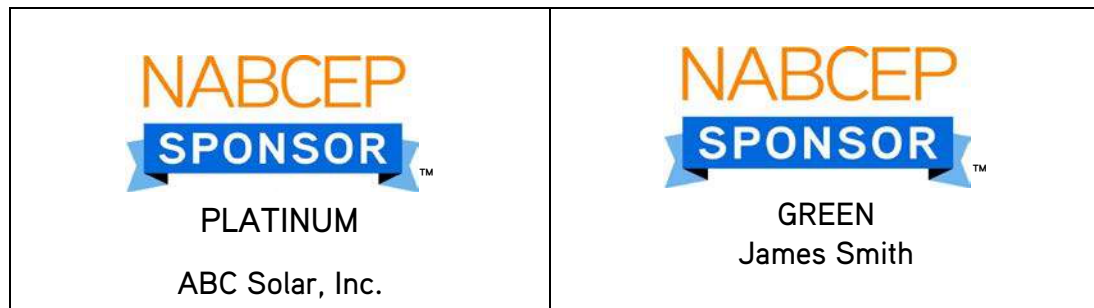
6. Appearance and Proper Use of the NABCEP Sponsor Marks.

Each NABCEP Sponsor may use the NABCEP Sponsor Marks in business-related materials (e.g., business advertisements, brochures, letterhead, signs, telephone directory listings, and Internet sites), consistent with the following rules:

7. Proper Use.

- (1). Sponsor must use the NABCEP Sponsor Marks only in conjunction with the company or business name.
- (2). Each NABCEP Sponsor Mark must always be used in its entirety, and must always appear with the "TM" trademark symbol.
- (3). Sponsor shall not use the NABCEP Sponsor Marks in a manner that states or implies NABCEP endorsement of Sponsor, or its products or services.

- (4). Sponsor shall not use any other trademark or service mark in combination with the NABCEP Sponsor Marks without prior written approval of NABCEP.
 - (5). With respect to other affiliation marks and/or logos, the NABCEP Sponsor Marks may be located near these other marks or logos, but must remain separate and distinct so as to avoid the appearance that other marks, certifications, credentials, designations, or organizations are affiliated with, or endorsed by, NABCEP.
- a. Examples of Proper Use and Appearance of the NABCEP Sponsor Marks. The following examples show the proper use and appearance of the NABCEP Sponsor Marks.



Any questions concerning the proper use of NABCEP Sponsor Marks should be submitted to the NABCEP Executive Director.

8. Non-Interference with Use of the Marks by Other Sponsors.

A NABCEP Sponsor may not prohibit, restrict, or otherwise limit the authorized and appropriate use of the NABCEP Sponsor Marks by another Sponsor.

9. Policy Violations and Related Matters.

NABCEP reserves, and may use, any and all remedies available under applicable laws and corporate policies to protect the NABCEP Sponsor Marks. Infringement or other misuse of any NABCEP Sponsor Mark will be challenged.

Following receipt of information that an inappropriate or unauthorized use of the NABCEP Sponsor Marks may have occurred, NABCEP, in consultation with legal counsel, will determine if responsive action(s) will be taken in accordance with this Policy and applicable laws. NABCEP, at its sole discretion, may direct a party to discontinue and cease all use of the Sponsor Marks.

10. Policy Violation Actions Concerning Third Parties.

Following receipt of information that an inappropriate or unauthorized use of the NABCEP Sponsor Marks by a third party individual, organization, or company may have occurred, NABCEP, in its sole discretion and in consultation with legal counsel, will determine if responsive action(s) will be taken consistent with NABCEP policies and applicable Federal, State, and International laws.

Certification Compliance Monitoring Policy

The NABCEP Board of Directors adopts the following Certification Compliance Monitoring Policy (Policy) to establish an appropriate process to monitor Certificant and Credential holder compliance with the NABCEP certification maintenance requirements. Specifically, this Policy explains the conditions to be satisfied for continuing certification, and the process for reviewing compliance with these conditions in an appropriate and impartial manner. A Certificant or Credential holder must submit information confirming that he/she possesses the occupational knowledge and skills necessary to perform competently as a certified practitioner in the field of renewable and sustainable energy. This Policy also is designed to confirm continuing satisfactory work activities.

I. CERTIFICATION COMPLIANCE METHODS AND REQUIREMENTS.

In order to demonstrate compliance with the NABCEP certification and recertification process, certificants must satisfy the following requirements during each three (3) year Certification Period.

A. Certificant Ethics Reporting Requirements/ Disclosure of Complaint and Regulatory Matters.

As a condition of NABCEP certification and recertification, the Applicant/Certificant or Credential holder must accept, and act consistent with, the NABCEP Code of Ethics and Ethical Standards of Conduct (Code of Ethics), and related policies. In support of this certification requirement, the Applicant/Certificant or Credential holder must report to NABCEP legal, disciplinary, and similar matters that relate to their competence and ethical behavior.

Specifically, within sixty (60) days of receiving notice, the Applicant/Certificant or Credential holder must disclose the following matters in writing to NABCEP:

1. Any charge, complaint or conviction related to a criminal matter, or other court matter that involves a jail sentence (imprisonment);
2. Any complaint or charge by a government or other regulatory body, professional association, or certifying organization;
3. A violation of any law, regulation, or policy by a government or other regulatory body, professional association, or certifying organization; or,
4. Any other court or governmental matter or proceeding, related to his or her professional practice or business activities.

If the Applicant/Certificant or Credential holder fails to disclose such information to NABCEP in a timely and accurate manner, NABCEP may initiate an ethics disciplinary complaint pursuant to the Ethics Case Procedures. Such ethics complaint may result in the imposition of sanctions, including certification suspension or revocation.

B. Complaint Communications from Interested Parties and Regulatory Authorities.

Consistent with the NABCEP Code of Ethics, and other certification policies, NABCEP will accept, review, and resolve communications from the public and regulatory authorities alleging improper conduct or incompetent performance by an Applicant, Certificant or Credential holder. Such communications will contain the information necessary to evaluate the Applicant's/ certificant's conduct or performance under the relevant NABCEP policies.

II. CERTIFICATION COMPLIANCE AND MONITORING PROCESS.

A. Certificant Ethics Reporting Review Procedure.

NABCEP will review all Applicant and Certificant or Credential holder ethics reporting and disclosure documents to determine whether information has been submitted in a timely manner, and whether the reported information may be

subject to review under the Code of Ethics. In the event that the reported information results in the issuance of an ethics complaint by NABCEP, the ethics matter will be processed pursuant to the Ethics Case Procedures.

When NABCEP determines that an Applicant, Certificant or Credential holder has acted contrary to the Code of Ethics, NABCEP may issue any of the following disciplinary or remedial actions: denial and rejection of any certification or recertification application; specific training, supervision, and/or instruction concerning professional activities, or other appropriate conditions; private or public reprimand and censure; certification probation for a period of up to three (3) years; suspension of certification for a period of no less than six (6) months, and no more than three (3) years; and/or, revocation of certification. Ethics Case Procedures, Section E, 8.

B. Complaint Communications Review Procedure.

In order to support the Code of Ethics, and to advise the public and regulatory authorities of NABCEP's professional practice standards, NABCEP will publish the current Code of Ethics on its Internet site. NABCEP will review all complaint communications from the public and regulatory authorities alleging improper conduct or incompetent performance by an Applicant, Certificant or Credential holder to determine if the matter is subject to review under the Code of Ethics. In the event that the reported information results in the issuance of an ethics complaint by NABCEP, the ethics matter will be processed pursuant to the Ethics Case Procedures.

If an individual is found to violate the Code of Ethics, NABCEP may issue any of the disciplinary or remedial actions described in the Policy.

NABCEP®

Raising Standards. Promoting Confidence.

Proudly supports, and works with, the renewable energy and energy efficiency industries, professionals, and stakeholders to develop and implement quality credentialing and certification programs for practitioners.