



*Candidate Information Handbook
for Computer Based Certification
Exams*

NABCEP PV Technical Sales Certification



**Applications for all NABCEP Certifications are available
online at:**

www.NABCEP.org

NEW POLICY:

As of July 9th, 2010, application fees and dates have changed.

- There is a \$50 additional fee for all certification and recertification paper applications

Notice:

- NABCEP only has 150 *guaranteed* spots for candidates of the first computer-based PV Technical Sales Exam. These will be distributed on a first come-first serve basis.

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STATEMENT OF NONDISCRIMINATORY POLICY

The North American Board of Certified Energy Practitioners 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 on any organization, association or other group.

Disclaimer Statement:

NABCEP is the national certification organization for professional installers 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 certificant to practice.

NABCEP certificants must comply with all legal requirements related to practice, including licensing laws.

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1 General Introduction

The North American Board of Certified Energy Practitioners (NABCEP) offers a voluntary certification program for professionals who install solar photovoltaic (PV) power systems, solar thermal systems, and small wind systems and whosell solar photovoltaic systems (PV Technical Sales). Candidates seeking these certifications must meet one of the NABCEP eligibility and experience requirements – established by subject matter experts and with public review – and pass an examination to become certified. Candidates must complete continuing education and continuing installation requirements to maintain certification on three-year cycles. This *Candidate Handbook* contains information about the only NABCEP Certification Exam currently offered as a computer-based-exam: PV Technical Sales. It provides guidance and policies about applying for, achieving, and maintaining a personal Certification and the integrity of the Program.

The mission of NABCEP is to support, and work with, the renewable energy and energy efficiency industries, professionals, and stakeholders to develop and implement quality credentialing and certification programs for practitioners.

NABCEP is a nationally recognized credentialing body formed to set competency standards for professional practitioners in the fields of renewable and sustainable energy. 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.

Voluntary certification for renewable energy professionals will:

- Promote the status and credibility of renewable energy practices.
- Promote consumer confidence in renewable energy technologies.
- Promote worker safety and skill.
- Advance uniform professional standards by holding certified installers to a Code of Ethics.
- Commit certified installers to continued professional development through maintenance of the credential.

Incorporated in March 2002, NABCEP follows the best practices of the certification field in developing standards and competencies for voluntary certification. This includes practices established by the National Commission for Certifying Agencies (NCCA) and ISO/IEC Standard 17024. In September of 2007, NABCEP's Solar PV Installer Certification Program earned the prestigious ANSI/ISO/IEC 17024 Accreditation.

NABCEP is committed to providing a certification program of quality and integrity for the professionals and consumers/public 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.

You are encouraged to read this *Handbook* carefully as you prepare for certification

2 Certification Overview

2.1 Certification Purpose

Certification assures the public, employers and practitioners that a nationally certified professional in the fields of renewable and sustainable energy and energy efficiency technologies possess the skills and knowledge necessary to competently carry out the work processes of specific field(s), and that he/she is committed to continued professional training and education and adherence to ethical practices.

2.2 Definition of Certification

Certification is defined as: ***a procedure by which an independent third party gives written assurance that a professional conforms to specified standards, usually by holding professionals in a specific 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.***

2.3 Application Dates and Time Line for Computer Based Exams

2.3.1 PV Technical Sales Certification Exam

The PV Technical Sales Certification Exam is NABCEP’s first computer-based certification exam. As such, the first administration of the exam will be at Pearson VUE testing centers from January 14th until January 29th. Accepted candidates will be able to schedule the time and date of their choosing to sit for the exam during this period.

Applications must be returned to NABCEP by Midnight (12AM) December 10th, 2010 Pacific Time. Priority will be given to candidates who submit **complete** applications. Applicants may not be able to sit for the requested exam date if they submit **incomplete** applications which require additional information or documentation. NABCEP highly recommends that you submit your application online for a faster response on your eligibility and well-ahead of the application date in case information is missing.

Exam Scheduling Forms from accepted candidates will be accepted until January 7th, 2011 12PM PT and candidates will receive an email by January 12th, 2011 with instructions on how to schedule the time and date of their exam at a Pearson VUE Professional Center.

2.4 NABCEP Certification Cycle

Certification is valid for three (3) years from the date of issuance. Certificants will need to meet the established standards and requirements for continuing certification (see Section 10) in order to renew their certification status at the end of the three-year period. Certificants can repeat the recertification process every three years perpetually as long as they continue to meet the established standards and requirements for continuing certification and practice. NABCEP shall regularly review and update standards and requirements as needed.

2.5 Fees

Non-refundable Application fee for electronic application.....	\$100
Non-refundable Application fee for paper application.....	\$150
First time fee to sit for the certification exam.....	\$300
Re-examination fee (see Section 8.8)	\$200
Recertification fee for electronic application (every 3 years, see Section 10).....	\$300
Recertification fee for paper application (every 3 years, see Section 12).....	\$350
Recertification Late Fee (see Section 10.1.4)	\$50
Replacement Documents (see Section 9.3).....	\$25

Fees are payable to the North American Board of Certified Energy Practitioners via credit card, check or money order with a Payment Remittance Form from Appendix IV.

3 PV Technical Sales Certification Requirements

3.1 Eligibility Requirements for the PV Technical Sales Certification

To become certified and maintain certification, the applicant must minimally:

- Be at least 18 years of age
- Meet prerequisites of related experience and/or education as outlined in Section 3.2.1 below
- Complete an application form documenting requirements
- Sign and agree to uphold a code of ethics
- Pay application and exam fee
- Pass a written exam
- Complete continuing education and installation requirements within the recertification timeframe

3.2 Education, Training and Experience Requirements

To qualify to sit for the NABCEP PV Technical Sales Certification examination, the candidate must demonstrate that he/she meets at least **one** of the following minimum entry requirement tracks outlined below.

Note: All USA applicants must have OSHA 10 Hour Construction Class Card. Applicants from other countries must provide an equivalent safety training credential from your jurisdiction as a prerequisite for the exam.

Additional training in sales techniques and customer management is strongly recommended for all candidates.

3.2.1 Qualifying Categories for the PV Technical Sales Certification Examination

To qualify to sit for the NABCEP PV Technical Sales Certification examination, the candidate must have the OSHA 10 Hour Construction Class Card (international applicants, please see note above) and demonstrate that he/she meets at least **one** of the following minimum entry requirement tracks:

- A. A minimum of sixty (60) hours cumulative training covering the PV Technical Sales Job Task Analysis; AND a minimum of one (1) year of verifiable sales experience; AND have successfully passed the NABCEP Entry Level PV Exam; **OR**
- B. A minimum of thirty-two (32) hours cumulative training covering the PV Technical Sales Job Task Analysis; AND a minimum of two (2) years of verifiable sales experience; AND have successfully passed the NABCEP Entry Level PV Exam; **OR**

Training acquired prior to the award of the NABCEP PV Entry Level Passing Score Achievement will not count towards additional training hours required by the Qualifying Categories (A) and (B) unless the PV Technical Sales Job Task Analysis (JTA) is covered by the course(s) leading to the PV Entry Level Exam. Contact hours spent covering the PV Technical Sales JTA may be accepted by providing a document signed by the instructor or program administrator detailing the material covered and time spent on the time spent covering it.

- C. Two (2)-year renewable energy technology or technician degree from an accredited educational institution; AND a minimum of one (1) year verifiable experience; AND have successfully passed the NABCEP Entry Level PV Exam; **OR**
- D. Four (4)-year degree from an accredited educational institution; AND one (1) year verifiable sales experience; **OR**
- E. Be a NABCEP Certified Solar PV or NABCEP Installer Emeritus; **OR**
NOTE: A minimum of 30 hours of additional training in non-installation aspects of the PV Technical Sales Job Task Analysis is strongly recommended.
- F. Hold Journeyman or licensed Electrician credentials; AND have successfully passed the NABCEP Entry Level PV Exam; **OR**
NOTE: A minimum of 30 hours of additional training in all aspects of the PV Technical Sales Job Task Analysis is strongly recommended.
- G. A minimum of five (5) years verifiable sales experience; **OR**
NOTE: A minimum of 30 hours of additional training in all aspects of the PV Technical Sales Job Task Analysis is strongly recommended.

3.2.2 Definition of Verifiable Sales Experience

For purposes of this process, verifiable sales experience selling PV systems requires being in a **responsible role** in sales and/or design process for the job. This includes titles including (but not limited to), sales manager, site analyst, financial analyst, system designer, technical support person, etc.

Definition: 1 year verifiable sales experience = being the lead sales person, analyst or designer of a minimum of 4 PV systems occurring at some point in the 12 months prior to submitting an application for the exam**. At least 2 of the 4 PV systems must be larger than 2 kW DC (peak). At least one (1) installation must be a system that is grid connected.

***If applying through track (G), you will need to submit documentation for 20 verifiable system sales or proposals that have occurred in the last 5 years. 10 of the 20 systems must be larger than 2kW DC (peak) and at least 5 systems must be grid connected.*

3.2.3 Training Requirement for the PV Technical Sales Certification

Candidates applying through categories that require training (A or B) must document that they have received the minimum hours of training specified. This training must cover the PV Technical Sales Job Task Analysis (JTA).

Training acquired prior to the award of the NABCEP PV Entry Level Passing Score Achievement will not count towards additional training hours required by the Qualifying Categories (A) and (B) unless the PV Technical Sales Job Task Analysis (JTA) is covered by the course(s) leading to the PV Entry Level Exam. Contact hours spent covering the PV Technical Sales JTA may be accepted by providing a document signed by the instructor or program administrator detailing the material covered and time spent on the time spent covering it.

While additional training is not required for each qualifying category it is strongly recommended. The exam is such that some level of training on all aspects of the PV Technical Sales Job Task Analysis will likely be necessary for most applicants to achieve a passing score. Candidates are therefore encouraged to seek training classes as needed.

It is recommended that applicants look for training courses accredited by the Institute of Sustainable Power Quality (ISPQ) or taught by instructors certified by ISPQ. Please visit www.IRECusa.org for full listings.

NOTE: The minimum of 10 hours of OSHA or equivalent training is in addition to the training hours specified for each qualifying category.

NABCEP will accept training which meets the following outcomes:

- a) Have a formal training format, with a teacher-learner structure. This implies a connection between a learner and a learning source. It can include classroom time led by an instructor and/or discussion leader. It can also include activities in which a learner is engaged in a planned learning event in which he/she is separated from faculty and other students but where the learner receives some sort of feedback and the learner's progress is monitored. Examples include computer-assisted instruction, interactive video/CD/DVD and/or web site learning.
- b) Covers core competencies from the PV Technical Sales Job Task Analysis.

Acceptable training providers include:

- 1) Any institution accredited by an agency recognized by the federal Department of Education (Universities, Community Colleges...etc);
- 2) Dedicated independent Renewable Energy training programs (accreditation by ISPQ is strongly recommended);
- 3) Apprenticeship training programs recognized by the Department of Labor or equivalent;
- 4) Those approved by State or Provincial Contractor Licensing Boards; and;
- 5) Vocational/Technical training programs.

3.2.4 Education Requirements for the PV Technical Sales Certification

If qualifying through entry track (C) or (D), you must submit a copy of your diploma or transcript from an institution accredited by an agency recognized by the federal Department of Education showing that you have obtained a two-year or four-year degree.

3.3 Documentation of Training, Education & Credentials

Formal education and training are optional depending on the Qualifying Category you chose, even though NABCEP believes that applicants will benefit from quality training when preparing to take the certification exam. If your Qualifying Category requires training, education or a specific credential, copies of official transcripts or diplomas will need to be attached to the application form.

- If qualifying under category (A) or (B), a copy of your proof of completion for the cumulative hours of required training will need to be attached to the application.
 - **All training submitted for this application must include a copy of curriculum or learning objectives for the training claimed along with a letter that clearly outlines the specific parts of the PV Technical Sales Job Task Analysis that are covered by the training and number of contacts hours spent covering those tasks. These letters must be signed by the instructor or the education program administrator.**

- If qualifying under category (C) or (D), copies of official transcripts and diplomas attesting to your attendance and degrees earned will need to be attached to the application.
- If qualifying under category (A), (B), (C), (E) or (F), you will have to indicate in the application which credential(s) you hold and attach a copy of your certificate or other proof of having achieved the credential(s) to this application.

3.3.1 About the NABCEP PV Entry Level Exam Requirement

Some of the pathways to qualify require that candidates pass the NABCEP PV Entry Level exam. Passing the PV Entry Level exam shows that individuals have achieved a basic understanding of PV system design and installation. The Entry Level exam is not a certification exam.

Training acquired prior to the award of the NABCEP PV Entry Level Passing Score Achievement will not count towards additional training hours required by the Qualifying Categories (A) and (B) unless the PV Technical Sales Job Task Analysis (JTA) is covered by the course(s) leading to the PV Entry Level Exam. Contact hours spent covering the PV Technical Sales JTA may be accepted by providing a document signed by the instructor or program administrator detailing the material covered and time spent on the time spent covering it.

For information on how to become eligible to sit for the Entry Level Exam and for the complete list of all current registered Entry Level Providers, please visit our website: <http://www.nabcep.org/entry-level-program-2/for-students>

3.4 Documentation of Verifiable Sales Experience

Please view Section 3.2.2 above for the definition of verifiable sales experience and system requirements

All systems claimed must have accompanying documentation including proposal, electrical permitting and inspection records, and customer confirmation that the system sold met their expectations. If permits are not available a written explanation documenting your role and responsibilities in the sale process along with the outcome of the sales process may be submitted for review. Applicants may also attach photos as optional documentation. All proposals and related proprietary information will be treated as strictly confidential (See Section 12 for details on confidentiality of application documents).

When completing the application, applicants will be asked to describe the scope of work they were responsible for on each installation. In addition, for each system, applicants will need to provide: location of the job site, including some combination of the following: dates during which the job was performed, system-owner contact information, size of the total system, system components, and if required in the jurisdiction, copies of any inspection certificates or permits involved (including county & lot # if available).

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify work listed in this section. The Application Form will prompt you to attach copies of any permits or inspection certificates acquired. In cases where no inspection or permitted process was required, the Application Review Committee will make decisions about eligibility based on supplied documentation. Optional documentation includes anything that you feel verifies the installation and demonstrates your successful role.

3.5 Licensure Requirement

If a license 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.

4 Application for Certification

4.1 Application Process

Prior to taking the certification examination, you must apply to be eligible to sit for the exams. Applications for NABCEP's various certifications can be found on www.nabcep.org. Applications can be submitted by mail and fax or submitted electronically at <http://forms.nabcep.org/>. Be sure to keep a duplicate copy of all documents for your records. Your application packet will not be returned to you.

- Review the Qualification Categories for eligibility and select the option that best describes your experiences. You must only qualify in one category in order to sit for an exam.

- Complete and sign the **Application Form** for the given Certification which can be found on the website. We **strongly** encourage you to electronically submit the application at <http://forms.nabcep.org> from our home page at <http://www.nabcep.org> . You can also find the latest application at www.nabcep.org.
- Submit the application with the appropriate application fee. If applying online, the fee can be paid by Credit Card (American Express not accepted). If you send a hard copy application, please submit a *Payment Remittance Form* by mail with your application and \$150 fee.

Send applications to sit for the PV Technical Sales exam to:

**NABCEP
56 Clifton Country Road, Suite 202
Clifton Park, NY, 12065**

- When accepted to sit for the Certification Exam, you must submit an *Exam Scheduling Form* in order to sit for the exam. **Being accepted to sit for the Exam does not mean that you have been scheduled.** Please see Section 5.1 below for details on Scheduling your Exam.
- Once you have been scheduled, you will receive an email from NABCEP with instructions on how to schedule your exam time and date at a Pearson VUE testing center.

4.2 Verification of Employment and Education

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

4.3 Application Review

An Application Review Committee composed of three to five subject matter experts and/or peers who agree to be free from bias and conflicts of interest, will review applications to verify that they meet work documentation, experience, and training eligibility requirements. This Committee will be made up of subject matter experts with 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 act in a manner that is fair, consistent, and justifiable.

4.4 Notification of Eligibility or Ineligibility

You will receive the notice that you are eligible or ineligible to sit for the certification examination not later than 3 weeks after the Application deadline

If your application was deemed ineligible, you will receive a letter stating the reason(s) for this finding. If you submitted an incomplete application, it will remain active for 12 months from the date of submittal during which you can access your profile and upload additional information. If your application was complete but you did not meet eligibility requirements, then you will need to reapply for certification by correcting your application and resubmitting it, including an application fee. If you choose to appeal the finding of the Application Review Committee, you may do so in writing to the Executive Director of NABCEP within thirty (30) days of the adverse action. See Appeals Policy in Appendix II.

4.5 Refund Policy

The application fee is non-refundable.

4.6 Active Application Period

From the date of the confirmation letter sent to you advising that you have been approved to sit for the examination, your application is considered "active" for a period of 24 months, during which time a candidate can take the exam multiple times. Following this 24-month period, assuming a candidate has not yet passed the certification examination, the candidate must reapply as a new applicant, including a completed application form and a new application fee.

5 Preparing To Take the Examination

5.1 Scheduling Examination Site & Time

Upon approval of your application for certification, you will receive an Exam Scheduling Form, which is sent with your approval letter. Unlike NABCEP's other certification exams, you will have the opportunity to set the time and date of your exam during a specific exam window.

Your Exam Scheduling Form must be faxed, mailed or emailed to the address at the bottom of the form by the date indicated in your acceptance letter. Once scheduled for an exam window, you will receive an email with instructions on how to schedule the time and date of your exam at select Pearson VUE testing centers.

Under no circumstances should you attempt to contact Professional Testing Inc, or Pearson VUE, about scheduling your exam. Please wait until you have received this email before contact NABCEP.

5.2 Exam Content

The examination consists of approximately:

- Sixty (60) equally weighted multiple-choice questions, with four (4) choices per question for the PV Technical Sales Certification Exams.

The time limit for the PV Technical Sales examination is 3 Hours. Exam questions cover fundamental trade knowledge, codes and standards, and accepted industry practice in the context of installation scenarios using system diagrams and equipment specifications. The content for the examination is based on a Task Analysis developed for each Certification. Please find the respective Task Analysis on the NABCEP website for the major job/task areas and percentage of questions in each area.

The Task Analysis study was conducted to assure that the content of the examination reflects the tasks and knowledge required of the practitioner whose job NABCEP is certifying. A Task Analysis gives a detailed description of job activities and their significance with regard to job requirements and consumer protection. As part of the job analysis study, a survey was conducted of industry professionals, including manufacturers, contractors, codes and standards developers, researchers and educators. The job analysis study also assures that 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 of the questions undergo extensive review and editing. For a copy of the complete PV Technical Sales Task Analysis, please see: <http://www.nabcep.org>

In addition to the specific content areas listed above, 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)

You should be prepared to respond to examination questions on any of the content areas listed. 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.

5.3 Special Testing Accommodations

The NABCEP Board 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 applicants who desire special testing accommodations due to a disability or religious observance must complete the section on the Application Form indicating that special accommodations are required and submit the Request for Special Accommodations Form and the ADA Application which can be found in Appendix IV. 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 you may incur in obtaining the required diagnosis and recommendation. However, NABCEP will pay for any reasonable accommodations that are provided for you. NABCEP shall notify the applicant

regarding the acceptance of the request in advance of the Examination date. Appropriate arrangements and accommodations 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.

5.4 English as a Second Language

Renewable Energy installers in the U.S. must currently be able to speak and read English in order 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.

6 Taking the Examination

6.1 Admission to the Examination

YOU MUST BE PREPARED TO SHOW CURRENT **PHOTO I.D.** TO GAIN ADMISSION TO THE TEST SITE. You must provide one of the following government issued, legal documents bearing your picture and signature to gain admission to the test site: a valid state driver's license, valid state identification card with photo, current passport, current military identification, or international photo ID issued by a foreign country. Student and employment I.D. cards are NOT acceptable.

Candidates who are unable to produce the required identification at the exam site will not be permitted to take 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.

Report to the test site no later than the time indicated on your admission slip and examination schedule. It is recommended that you arrive at the examination site no later than thirty (30) minutes prior to the examination time. Please consider the additional time needed for procedures and delays, etc., when scheduling transportation to the examination sites.

6.2 What to Bring to the Exam

The National Electric Codebook is not required for the completion of the PV Technical Sales Certification. A calculator may be necessary and the type of calculator used will be communicated to scheduled candidates.

Please be aware that candidates may be asked to bring their own non-graphing calculators to the test site.

6.3 What Not to Bring to the Examination

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

- Watches – a clock will be provided in the room.
- Any part of workbooks and materials, bound or loose-leaf notes.
- Handwritten and typewritten notes are not allowed.
- Pull-off labels, removable tabs, paper clips, or metal clamps.
- Paper, writing tablets, or notepads.
- Highlighters.
- Cameras, tape recorders, or computers.
- Pagers, electronic transmitting devices, or telephones.
- 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 you to leave bags of this kind. Any personal supplies that you need in the exam with you (inhalers, extra glasses, tissues) should be placed in a clear plastic bag no larger than 8.5" x 11.

6.4 Attire – What to Wear for the Exam

Please dress comfortably, but appropriately, for the examination. The examination rooms are usually climate controlled. However, it is not always possible to maintain a temperature suitable for each candidate, and it is suggested that you bring a sweater or jacket in case the temperature is cooler than your individual preference.

Baseball caps or hats, unless they have religious significance, are not allowed in the test room. Please do not wear them.

6.5 Test Taking Advice

The advice offered here is presented primarily to help you demonstrate your knowledge and maximize your chances of passing the examination.

- Read all instructions carefully.
- Pace yourself by periodically checking your progress. Remember, the more questions you answer, the better your chance of achieving a passing score.
- There is no penalty for guessing, so you should answer every question. Be sure to record an answer for each question, even the items about which you are not completely sure. You can note the questions you want to reconsider in the examination booklet and return to them later.
- Speak to a proctor concerning any problems that may occur during the examination. Do not wait until the examination is over to inform someone of a problem. The proctors will not answer any questions related to the content of the examination.
- Before the exam day, make sure you know the exact location of the examination site. Know the best way to get there, where parking can be found, and the actual location of the testing room.

7 Examination Administrative Policies

The NABCEP PV Technical Sales Exam will be administered at Pearson VUE Professional Centers across the United States and Canada. Candidates will be subject to their examinations administrative policies once they receive the scheduling information from NABCEP.

7.1 Cancellation and Rescheduling Policy

Since computer-based exams offer candidates the ability to schedule the examination time and date, no exam fee refunds will be available once scheduling information has been sent from NABCEP to the candidate, unless there is:

- 1) A serious illness of the candidate or an immediate family member
- 2) Death in the immediate family
- 3) Disabling accident
- 4) Unscheduled air travel delay
- 5) Court appearance or jury duty
- 6) Unexpected military duty call-up
- 7) Natural or man-made disasters

These events must be reported to NABCEP prior to the end of the exam window with the appropriate documentation.

7.2 Failure to Schedule or Appear

Candidates who fail to schedule their exam with Pearson VUE or appear for the 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. (See Fee Schedule in Section 2.5.)

8 Scoring and Grade Notification

8.1 Pre-Test Exam Questions

All of NABCEP's Certification Examinations may contain a small 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.

8.2 Scoring Procedures

Exams are scored electronically by Pearson VUE. A statistical comparison of all responses with responses given by other candidates 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. Prior to the any given exam being scaled, grades are normally ratified at the NABCEP board meeting following the first examination and prior to the release of Score Reports.

8.3 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 examination will not be graded "on the curve" – any candidate who meets the entry requirements and achieves the passing score level will be certified.

Because different test forms may vary slightly in difficulty from one to another, it is desirable to report examination scores 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. A total scaled score is used to determine pass or fail status and is reported as a scaled score ranging between 0 and 99.

8.4 Exam Scoring Time Frame

Results of computer based exams will be available to candidates immediately following their exam.

In the case of first-time exam administrations, candidates will received their scores 4-6 weeks after the end of the exam window since a passing score must first be determined.

8.5 Contents of the Score Report

Candidates will receive the passing score and their scaled score in their score report.

8.6 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 administration 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.

8.7 Challenging Examination Results

Candidates who feel that 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 13 of this *Candidate Information Handbook*. Also see the Appeals Procedure, Section D in Appendix II to this *Handbook*.)

8.8 Re-Examination Information

Candidates who fail the examination will be permitted to retake it multiple times during the 24-month period during which the candidate's application is "active" (see Section 4.6). For each subsequent attempt, candidates will be required to pay a re-examination fee of \$200. Following this 24-month period, a candidate failing to pass must re-apply as a new candidate. Failing to appear for a scheduled examination will be considered an examination time.

8.9 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 9.4)

9 Certification Status

9.1 Duration of Certification Credential

Your certification is valid for three (3) years following the date of issuance. During that time you may use the certification designation after your name to show that you are certified (see Certification Mark Use Policy in Appendix III of this *Handbook*). You will receive a certificate that you can frame, and you will also receive information on maintaining the credential through the Recertification Program.

9.2 Displaying a Certification Mark

Only persons certified by the 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, stationary, packages, and other similar marketing materials, consistent with the rules as explained in Appendix III, "Certification 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.

9.3 Replacement Certificates

In the event that 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 using the form contained in this *Candidate Information Handbook*. A fee of \$25 will be charged for each replacement certificate except in cases where damage or typographical errors are immediately reported to NABCEP upon receipt of the certificate.

9.4 Misconduct

Applicants for initial certification and recertification, and candidates for the examination 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 the NABCEP credential.

10 Recertification

10.1 Introduction

NABCEP sponsors and administers a 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 requirements of this Program. NABCEP Recertification assures that the certificants remains committed to continued professional training and education and adherences 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.

10.1.1 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.

10.1.2 Basic Requirements for Recertification

To become recertified, a NABCEP Certificant must document installation experience over the course of their 3-year certification cycle and obtain at least 18 contact hours of continuing education. The requirements specific for each certification can be found below in Section 10.2 for the PV Technical Sales certification.

10.1.3 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 years after that initial date of certification. The initial certification date is the date printed on the NABCEP Certificate. Thereafter, each recertification cycle will be a three (3) year period starting on the same date (plus 3 years, plus 6 years, etc.) as the initial date of certification and ending three years after the starting date.

10.1.4 Application Time Line

Certificants are encouraged to file a Recertification Application and pay a \$300 fee at least ninety (90) days prior to the expiration of their certificate.

Certificants who fail to recertify before their certificate expires will be required to pay a late fee of \$50 in addition to the \$300 Recertification Fee.

10.1.5 Application Process

The Recertification Application is not required to include copies of training certificates awarded for Continuing Education classes nor do permitting and inspection records need to be attached for your documented installations or experience. However, if you are later chosen for a random audit, you will, at that time, be required to submit them.

Certificants may now logon to recertify on-line and pay the recertification fee through NABCEP's on-line merchant account at <http://forms.nabcep.org/> .

Or you may submit your recertification application via paper. Send the completed application, along with payment information to:

**North American Board of Certified Energy Practitioners (NABCEP)
56 Clifton Country Road, Suite 202, Clifton Park, NY, 12065**

10.1.6 Notification of Recertification Acceptance

After their application is reviewed by the Application Review Committee, applicants will receive notice of the status of their Recertification within approximately eight (8) weeks after submitting their Recertification Application. If their Recertification is approved, they will also receive a new, valid Certificate.

If their Recertification is denied, they will receive a letter stating why the Application for Recertification has not been accepted. Candidates 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 the NABCEP Appeals Policy in Appendix II.

10.1.7 Inactive Status

Inactive status may be granted to certificants on a case-by-case basis for special circumstances such as illness, injury, military duties or personal hardship. An inactive status may be granted to a certificant for up to a maximum of three years. The request for inactive status must be made in writing not later than one (1) month following the expiration date on the candidate's certificate. This request must include a statement of the special circumstances leading to the request and an estimate of when the certificant expects to meet recertification requirements. During this time, the certificant is not certified by NABCEP nor may claim to be so. The certificant will be required to suspend use of the NABCEP credential and will return the certificate to NABCEP headquarters. Once an applicant applies to reactivate certification status, the Application Review Committee will determine the length of time the applicant has to meet recertification requirements.

10.2 PV Technical Sales Recertification Requirements

Consistent with the terms of this policy, certificants must satisfy the following requirements in order to maintain certification.

10.2.1 Requirements

To maintain certification, the certified PV Technical Sales professional must document the sale of six (6) Qualifying Solar PV systems over the course of the three-year certification period and 18 hours of Continuing Education (for details on Continuing Education, please see Section 10.5 below)

10.2.2 Definition of a qualifying solar PV system

The Certified PV Technical Sales professional must be the lead salesperson, analyst or designer for the system and submit appropriate documentation as specified below. At least 3 of the 6 PV systems must be larger than 2 kW DC (peak) and at least two (2) installations must be grid connected.

10.2.3 Documenting the Sale of a Qualifying Solar PV System

All systems claimed must have accompanying documentation including proposal, electrical permitting and inspection records, and customer confirmation that the system sold met their expectations. The candidate is asked to describe the scope of work they were responsible for on each installation. (All proposals and related proprietary information will be treated as strictly confidential.) In regions where electrical inspection is not possible, the Application Review Committee will judge experience based on supplied documentation.

10.3 Verification of Information by NABCEP

NABCEP reserves the right to contact system owners/operators, permitting authorities, and responsible contractors to verify work listed in this section. The Recertification Application Form no longer requires you to attach copies of permits or inspection certificates. Other optional documentation includes anything that you feel verifies the installation and demonstrates your successful role. For example, you might attach letters from customers, design plans, photographs, a letter from your employer asserting that you performed the work listed, or other documentation.

10.4 Licensure Requirement

If a license for the sale of solar pv systems 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.

10.5 Continuing Education Requirements

In addition to the Installation Requirements detailed above, certificants must accrue a minimum number of eighteen (18) contact hours of continuing education during each recertification cycle, which is a three (3) year period.

A contact hour equals one 60-minute clock hour of organized learning activity including interaction between learner and instructor or learner and materials which have been prepared to cause learning. 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.

10.5.1 Continuing Education Requirements for PV Technical Sales Recertification

NABCEP certificants are required to satisfy the following specific continuing education requirements:

- At least 18 contact hours of instruction related to the most recent version of the NABCEP PV Technical Sales Task Analysis

10.6 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 the technology specific to the certification being recertified.

1. College or University Courses: Credit may be earned for the successful completion of 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.
 - i. Documentation Required: Certificants must maintain a transcript, grade report, or verification form issued by the educational institution, which indicates a passing grade in the course and a course description.
2. Offered by any Joint Apprenticeship and Training Committee or U.S. Department of Labor Approved Apprenticeship Program.
 - i. Documentation Required: Certificants must maintain a certificate or letter verifying attendance and a program description.
3. Approved by State Contractor Licensing Boards.
 - i. Documentation Required: Certificants must maintain a certificate or letter verifying attendance and a program description.
4. Offered by a training program accredited by the Institute for Sustainable Power or similar accrediting body.
 - i. Documentation Required: Certificants must maintain a certificate or letter verifying attendance and a program description.
5. Seminars and Workshops: Credit may be earned for attending seminars, workshops, or other educational programs offered by organizations registered with NABCEP, and other educational program providers consistent with the terms of this policy.
 - i. Documentation Required: Certificants must maintain a certificate or letter verifying attendance and a program description.
6. Registered Providers: Credit may be earned for attending educational programs registered with NABCEP by educational organizations and designated as a NABCEP Registered Continuing Education Course. These providers adhere to quality criteria established by NABCEP and are authorized to issue credit certificates to attendees. A listing of NABCEP Registered Providers and the programs they offer is posted on the NABCEP website at www.nabcep.org under Recertification. Specific programs may be reviewed according to subject area, location, date and time.
 - i. Documentation Required: Certificants must maintain a certificate or letter verifying attendance and a program description.

10.7 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 related to the appropriate Job Task Analysis, course content subjects listed in Section 10.8 or that will enhance and promote quality professional knowledge or practice. The total maximum number of combined continuing education permitted for teaching, publishing, and presenting is twelve (12) within a recertification period.

10.7.1 Criteria and Allowance for Teaching Credits

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

- The course must be offered through organizations identified in Sections 10.6 above
- The content of the course must be limited to the content subjects in line with the Continuing Education requirements specific to your recertification in Section 10.2
- 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.

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.

10.7.2 Criteria and Allowance for Publications Credits

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

- The content of the publication must address, and be limited to, the content subjects in line with the Continuing Education requirements specific to your recertification in Section 10.2
- 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 within a three (3) year recertification period, pending NABCEP review of the publication.

10.7.3 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 (presentations) must satisfy the following requirements:

- The content of the presentation must be limited to the content subjects in line with the Continuing Education requirements specific to your recertification in Section 10.2
- The certificant must be a (or one of the) primary presenter(s) of the presentation;
- The presentation should provide attendees with the opportunity to question 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.

10.8 Related Technical or Non-Technical Course Content Options

Examples of acceptable continuing education course topics include the following subjects:

- Acceptance testing of renewable energy system installations
- Accounting
- Battery technology
- Building codes
- Building construction
- Building energy efficiency
- Building-integrated photovoltaic products
- Business contracting
- Business law
- Combined heat and power systems
- Construction safety practices
- Design review, evaluation and certification of PV systems
- Design review, evaluation and certification of solar thermal systems
- Design review, evaluation and certification of small wind systems
- Distributed resources
- Electric generators and motors
- Electric utility system operation
- Electrical circuits
- Electrical safety practices
- Electrical system design

- Energy conservation
- Energy storage systems
- Inspection of photovoltaic systems
- Inverter system design and operation (grid-tied, stand-alone, multi-mode)
- Licensing, permitting, inspection and interconnection of grid-tied PV systems
- Lightning protection
- Load management strategies
- Maintenance and troubleshooting
- Mechanical system design
- National Electrical Code
- National Electrical Safety Code
- Photovoltaic and solid-state devices
- Photovoltaic system design (grid-tied, stand-alone, hybrid)
- Photovoltaic systems engineering
- Qualification testing of photovoltaic modules
- Roofing practices
- Solar and renewable energy resources
- Testing and certification of stand-alone photovoltaic systems
- Testing, certification and labeling of photovoltaic modules
- Testing, certification and labeling of solar thermal collectors
- Testing, certification and labeling of small wind turbines
- Wind turbines

10.9 Ethical Practice Requirement

As a part of the Recertification process, certificants will be required to attest that 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 he/she is 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 attain recertification status.

10.10 General Recertification Guidelines

10.10.1 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.

10.10.2 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.

10.10.3 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. Certificants must maintain the applicable records and documentation related to each reported recertification activity for at least twelve (12) months after the current recertification cycle has ended. Such records should be stored in a safe and secure manner.

10.10.4 Application for Certification Renewal

An Application for Certification Renewal will be mailed (hard copy or electronically) to each certificant during the final six (6) months of the current recertification cycle. Upon receipt of a completed Recertification Application, the recertification fee of

\$300, and satisfactory completion of the continuing education credit requirement for the current recertification cycle, NABCEP will send an updated Recertification Certificate to the certificant.

10.11 Mandatory Recertification Audits

Each year, NABCEP will randomly select a percentage of certificants for a recertification audit in order to verify compliance with this policy. Certificants selected for audit must comply with all audit instructions and requirements and must submit copies of the applicable documentation supporting all reported recertification activities for the current or most recent recertification cycle. Such documentation must be submitted to NABCEP and returned with the Recertification Application. Failure to satisfy or comply with audit requirements will result in suspension or revocation of certification consistent with the terms of this policy.

10.12 Failure to Satisfy Recertification Requirements

Certificants who fail to satisfy the recertification requirements prior to the conclusion of the current recertification cycle will become inactive and placed on an inactive list of certificants. The following terms apply, unless otherwise provided by this policy:

10.12.1 Suspension

Following the issuance of a suspension notice, the certificant will be placed on immediate suspension status for up to a one (1) year period or until such time as the certificant fulfills the relevant recertification requirements. In the event of certification suspension, the applicable dates for the following recertification cycle remain effective and are not altered, i.e., the suspension period will be concurrent with the first year in current recertification cycle. Upon satisfactory completion of all relevant recertification requirements, the certificant will be returned to active certification status.

10.12.2 Revocation

Failure to satisfy the relevant requirements within a one (1) year period after the conclusion of a recertification cycle (during the suspension period) will result in revocation and termination of certification. Unless otherwise directed by NABCEP or other authorized NABCEP representative, a revoked or terminated certification may not be reinstated. In order to receive certified status, a former certificant must reapply for certification and satisfy all requirements of the initial certification process.

10.12.3 Prohibited Use of Credential

A certificant 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 he or she receives notice from NABCEP that the relevant recertification requirements have been satisfied or his or her active certification status has been reinstated, consistent with the terms of this policy.

11 Voluntary, Optional Changes in Certification Status.

11.1 Retired Status

Retired status allows certificants, who are retired, to remain within and participate with NABCEP. The Retired designation represents that the certificant is not engaged in professional practice and is not a credential for practice.

11.1.1 Eligibility

A certificant in good standing, who wishes to voluntarily relinquish his/her certification due to retirement or inactivity, and who has abided by the Code of Ethics, is eligible to receive Retired status. Retired status is limited to qualified certificants 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 Retired status application, a Retired status certificate is issued by NABCEP.

11.1.2 Related Fees

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

11.1.3 Recognition and Participation

A Retired status certificant is entitled to receive recognition in the registry of certificants and is eligible to participate in NABCEP activities.

11.1.4 Use of Retired Status Credential and Mark

A Retired status certificant is granted permission to use the "Retired" status designation as directed by NABCEP. Retired certificants are not permitted to use the NABCEP Mark or credential unless they have returned to active certification status consistent with the terms of this policy.

11.1.5 Reinstatement to Active Certification Status

A Retired status certificant who returns to active practice and wishes to use 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 Retired certificant's active certification would have expired, i.e., within the certification expiration date that was in effect at the time of the status change to Retired status, the certificant may request that active status be reinstated by paying all applicable fees at the time of reinstatement. A Retired certificant 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. A Retired certificant who has remained in the inactive Retired 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.

11.1.6 Relinquishment of the Credential

A certificant in good standing may voluntarily relinquish his or her certification by submitting a written request to NABCEP indicating acceptance of, and agreement to, the following terms. Such certificants will be removed from active certificant records.

11.1.7 Prohibited Use of the Credential

A certificant who voluntarily relinquishes his or her certification may not represent himself or herself as an active certificant or as certified by NABCEP and may not use the NABCEP Mark until such time that he or she satisfies the relevant recertification requirements or has his or her active certification reinstated.

11.1.8 Reinstatement to Active Certification Status

If reinstatement to active certification status is requested prior to the time the active certification would have expired, i.e., within the certification expiration date that was in effect at the time the certification was relinquished, the former certificant may request that active certification status be reinstated by paying all applicable fees at the time of reinstatement. A former certificant who wishes to reactivate certification status within one (1) year beyond the expiration date of certification must satisfy the applicable recertification requirements and provide all applicable documentation. A certificant who has relinquished his or her certification for 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.

12 Candidate Confidentiality

12.1 Confidentiality of Application Materials

An applicant's materials for certification and recertification shall remain confidential, unless authorized by other NABCEP policies and practices or unless otherwise stipulated in writing by the applicant. 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 candidate application information will not be released to 3rd parties. Upon certification, professional contact information will be considered public information and may be made available to the public upon request.

12.2 Confidentiality of Scores

Individual candidate scores shall remain confidential (see Section 8.6 above), unless a candidate agrees in writing to release his/her score to specific authorities, such as a state board of licensure.

12.3 Certificant Registry

NABCEP will maintain a certificant registry as a free benefit for certificants and the public containing the name and professional contact information of certificants. This database will be made available in a secure, online format, free of charge.

13 Grievances & Appeals

13.1 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.

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.

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.

13.2 Appeal Procedures

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 in the Appeals Procedure
- 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.

13.3 Complaint, Dispute, & Grievance Policy

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

14 Contacting NABCEP

14.1 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.

56 Clifton Country Road, Suite 202
Clifton Park, NY, 12065
Email: info@nabcep.org
Phone: (800) 654-0021
Fax: (518) 899-1092

14.2 Change of Address or Name

A Change of Address/Name form is contained in this *Candidate Information Handbook*. You may return it to NABCEP, along with required proof if you've had a name change, at any time. In addition, all candidates will be given an opportunity to file a change of address at the examination site.

14.3 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.

15 Appendix I: 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 certificants and candidates 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 certificant or candidate 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 certificants and candidates. 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.
5. 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

16 Appendix II: 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 which 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 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

17 Appendix III: Certification Mark Use Policy

This policy explains the importance of ensuring proper mark use, the corresponding rules for use of the mark by certificants, and the procedures and possible penalties for violation of the policy and rules.



North American Board of Certified Energy Practitioners, Inc. (NABCEP)

Policy and Rules for Use of the

"North American Board of Certified Energy Practitioners Certified Solar PV Installer"

&

"North American Board of Certified Energy Practitioners Certified Solar Thermal Installer"

&

"North American Board of Certified Energy Practitioners Certified Small Wind Installer"

&

"North American Board of Certified Energy Practitioners Certified PV Technical Sales Professional"

Trademark with Design Marks

1. Policy Purposes

The "North American Board of Certified Energy Practitioners Certified Solar PV Installer", "North American Board of Certified Energy Practitioners Certified Solar Thermal Installer", "North American Board of Certified Energy Practitioners Certified Small Wind Installer" and accompanying Design trademark, certification mark and credential (the Mark) is owned and controlled by NABCEP and its Board of Directors. The Mark is granted by the NABCEP Board to qualified renewable energy practitioners, who satisfy all applicable certification requirements. Consistent with applicable law and corporate policies, NABCEP must ensure that the Mark is used properly and correctly, as it represents NABCEP certification to the public.

NABCEP retains all trademark, certification mark, and other ownership rights concerning the Mark. NABCEP therefore reserves, and may use, the full range of legal remedies and certification-related sanctions available under applicable laws and corporate policies to protect the Mark. Infringement of any NABCEP trademark or certification mark will be challenged. Inappropriate or incorrect uses of any NABCEP mark may, therefore, be subject to organizational or legal action for mark infringement and other claims if such uses are contrary to law or corporate policy, e.g., where a use creates a likelihood of confusion with the proper use of a NABCEP mark, without regard to the certification status of the individual involved. Questions concerning the proper use of the Mark should be submitted to the NABCEP in writing.

Each certified individual accepts and assumes all, and the sole, responsibility for understanding and satisfying any governmental and legal requirements, including those requirements which may apply to the use, display and/or advertising of the Mark. It is the responsibility of the certified individual to ensure that the use of the Mark on professional and business related materials (e.g., stationary, signs, cards or advertisements) is NOT in conflict with the laws of the State in which that individual practices. NABCEP assumes no responsibility concerning the application of such governmental and legal requirements pertaining to the use, display and/or advertising of the Mark.

In no event shall the NABCEP be liable for any damages whatsoever, including any special, indirect, or consequential damages relating to the use of the Mark, whether in an action in contract, negligence, or other law

arising out of, or in connection with, the use of such Mark in any locality, State, or country in which the use of the Mark presents a conflict with any laws of that locality, State, or country.

Use of the Mark is subject to the following NABCEP certification mark use policies and rules.

2. Persons Authorized to Use the Mark

Only persons certified by the NABCEP, who maintain active certification status and are in good standing, are authorized to use the Mark. The Mark must be used to identify only those persons who have demonstrated satisfactory technical knowledge to apply the appropriate professional skills necessary in the field of solar photovoltaic, solar thermal or small wind technology, in accordance with the certification standards established by the NABCEP Board of Directors.

3. Non-Assignability and Non-Transferability of the Mark

The Mark is personal to the certified individual and may not be transferred or assigned to any other individual, organization, business, or entity.

4. Appearance and Proper Use of the 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, stationary, packages, and other similar marketing materials, consistent with the following rules:

- A. Proper Use. Each certified individual must use the Mark in conjunction with his/her name and the services related to the certification. The Mark may only be displayed in association with the certified individual. The Mark may not be positioned, displayed, or used in a manner which may lead the public to believe that a company (organization) itself is certified or otherwise endorsed by the NABCEP. For example, the Mark may appear immediately above, below, or otherwise adjacent to the name of the certified individual, but may not appear immediately above, below, or otherwise adjacent to the name of the certified individual's employer or company (organization).
- B. Proper Appearance. The Mark must be associated solely with the certified individual, who is authorized to use the Mark. The Mark should always be used in its entirety, and must always appear with the subscript "®" trademark symbol. Alternate forms of the Mark include, but are not limited to, the words "North American Board of Certified Energy Practitioners Certified Solar PV Installer" without the design, or "NABCEP Certified Solar PV Installer" without the design. Such uses must always appear with the superscript "™" symbol, and should NOT be used immediately following the name of the certified individual, or in any way that would create the appearance that the alternate mark form is being used as a title or degree.
- C. Examples of Proper Use and Appearance. Proper use and appearance of the Mark include, but are not limited to, the following examples.



John Doe



Certification #03142003-09



Jane Doe
Certification #03142003-29

Proper use of Mark without design

John Doe
North American Board of Certified Energy Practitioners Certified Solar PV Installer ™

Jane Doe
NABCEP Certified Solar Thermal Installer ™

- D. Examples of Improper Use and Appearance. Improper use and appearance of the Mark include, but are not limited to, the following examples.

John Doe, North American Board of Certified Energy Practitioners Certified Solar PV Installer

Jane Doe, NABCEP Certified Solar Thermal Installer

John Doe, Certified Solar Small Installer

- E. Other Requirements. Incorporation of the Mark with the marks, designations, or logos related to other credentials, groups, or organizations is prohibited. The Mark may be used on the same page as other affiliation marks or logos, but must remain separate and distinct.

5. Non-Interference with Use of the Mark by Other Certified Individuals

A certified individual may not prohibit, restrict, or otherwise limit the authorized and appropriate use of the Mark by another certified individual.

6. Violation Reporting Responsibilities

A certified individual has the responsibility to report the unauthorized use, misuse, or other violation of this policy to the NABCEP, including any circumstances where a certified individual becomes aware of the use of the Mark by an individual who is not certified, or of the improper use of the Mark by a certified individual.

7. Policy Violations and Related Actions

Following receipt of information that an inappropriate or unauthorized use of the Mark may have occurred, the NABCEP, in consultation with legal counsel, will determine if appropriate response actions will be taken. The NABCEP may take any of the following actions, or other appropriate measures. A certified individual is required to cooperate fully in the review and resolution of such matters.

- A. A copy of the alleged inappropriate or unauthorized Mark or designation use will be obtained and reviewed to determine whether a violation of the policy has occurred;
- B. Upon determination of a policy violation, written correspondence will be issued by an authorized NABCEP representative to the individual(s) or organization(s) involved, explaining, among other items: the nature of the objectionable or unauthorized use; the relevant NABCEP policy and law; and, the requirement that the individual cease and desist from the objectionable or unauthorized use immediately and in the future;
- C. Upon determination of a policy violation, written correspondence will be sent by an authorized NABCEP representative to the individual(s) and organization(s) involved, requesting that the individual accept and sign an agreement to, among other items: cease the existing objectionable or unauthorized use; abide by all terms of the NABCEP policy in the future; and, provide corrected copies of all offending materials; and,
- D. Where an individual using the Mark in an objectionable or unauthorized manner fails to respond to, or refuses to comply with, NABCEP requirements to cease and desist from such use, the Board may initiate appropriate legal actions and/or disciplinary proceedings, as set forth in the policy.

8. Certification Mark Related Disciplinary Measures

Following notice and a fair opportunity to respond, a certified individual who acts contrary to the terms of this policy or applicable law may be sanctioned by the NABCEP. Such sanctions may include:

- A. Denial and rejection of the individual's recertification application;
- B. Private reprimand and censure, including appropriate conditions or directives;
- C. Public reprimand and censure, including appropriate conditions or directives;
- D. Certification probation for a given period of time, including appropriate conditions or directives;
- E. Suspension of certification for a given period of time, including appropriate conditions or directives;
- F. Revocation of certification, including appropriate directives; and,
- G. Other measures that the Board deems appropriate.

In addition, cases of Mark misuse, infringement, or other similar matters may be referred to the Ethics Committee for review under the NABCEP Ethics Case Procedures.

North American Board of Certified Energy Practitioners

Appendix IV: Forms & Applications

Computer-Based Exam Scheduling Form

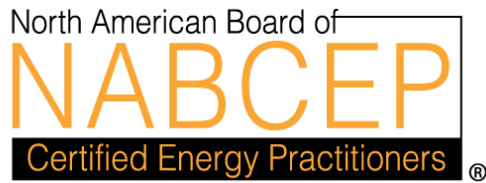
Payment Remittance Form

Change of Address or Name

Duplicate Document Request

Special Exam Accommodations

Application for Recertification



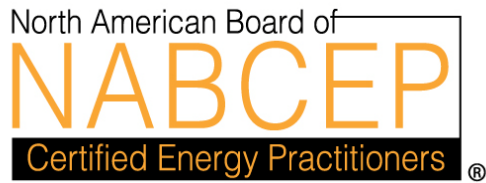
CHANGE of ADDRESS or NAME FORM

Please type or print all information.

1. PERSONAL INFORMATION			
Last Name	First	Middle	Suffix
Current Mailing Address: Street Address or P.O. Box			
Address line 2			
City	State	Zip Code	Country
Current Residence Address (If different than mailing address above): Street Address or P.O. Box			
Address line 2			
City			
Primary Phone Number		E-Mail Address (optional)	
Has your address changed since you applied for eligibility to sit for the NABCEP exam? If so, please list your old address below.			
Prior Address: Street Address or P.O. Box, City, State, Zip			
City	State	Zip Code	Country
Has your name changed since you applied for eligibility to sit for the NABCEP exam? If so, please list your OLD name below.			
Old Name			
Reason for Change			

Send Change of Address or Name Form to:

NABCEP
56 Clifton Country Road
Orlando, FL 32869-1226
Fax: (518) 899-8186E
Email: applications@nabcep.org



REQUEST for SPECIAL EXAM ACCOMMODATIONS

This form must be submitted with the ADA Application included below

The North American Board of Certified Energy Practitioners, Inc. (NABCEP) complies with the Americans With Disabilities Act of 1990. To ensure equal opportunities for all qualified persons, the NABCEP will make reasonable accommodations for candidates when appropriate. If you require special accommodations related to a disability in order to take the examination, please complete this form and return it with your examination application. The information you provide and any documentation regarding your disability and your need or accommodation will be treated with strict confidentiality.

Please type or print all information.

1. Personal Information		
NAME: Last Name	First Name	Middle Initial
Phone Number	Anticipated Exam Date	
Email Address (if you prefer email confirmation)	Anticipated Exam Site	
2. Reason for Request		
I am requesting an exam accommodation due to: a disability <input type="checkbox"/> a religious observance <input type="checkbox"/> other <input type="checkbox"/>		
Please provide a detailed explanation of the reason why you are seeking an accommodation here. For example, if you are seeking accommodation due to a disability, you should explain here how it substantially limits one or more of your sensory, manual, speaking or other functional skills (e.g., disability that impairs significantly your ability to arrive at, read, or otherwise complete, the examination). Attach additional pages if needed.		

3. Special Accommodation Needed

Please list below the special testing accommodation you are requesting. Use a separate sheet if more space is needed.

NOTE: If you are requesting an accommodation due to a health condition or a functional disability, you must provide NABCEP with written documentation from an appropriate health care professional supporting the accommodation you are requesting. This documentation must include a specific diagnosis of your health condition and/or functional disability and a specific recommendation and justification for the special testing accommodation that you require. This documentation cannot be dated later than two years previous. NABCEP will not pay any costs you may incur in obtaining the required diagnosis and recommendation. However, NABCEP will pay for any reasonable accommodations that are provided for you.

Documentation from a healthcare professional is attached: Yes No

4. Signature

I attest that the information contained in this document or attached to it is true and correct.

Signature

Date

This form must be returned with your Application Form or, if you are applying to re-take the Certification Examination, with your Exam Scheduling Form to:

Professional Testing, Inc., PO Box 691226, Orlando, Florida 32869-1226

APPLICATION FOR DISABILITY ACCOMMODATION

PART II

Requests must be supported by documentation certifying the disability from a qualified professional appropriate for evaluating the disability, licensed pursuant to Chapters 490 (Psychological Services), 458 (Medical Practice), 459 (Osteopathy), 461 (Podiatry), 463 (Optometry), or 468 Part I (Speech Language Pathology and Audiology), Florida Statutes.

Practitioner Name: _____

Office Address: _____

Street

City

State

Zip Code

Phone Number: _____

Name of Patient: _____ Profession: _____

Date Patient First Consulted: _____ Date Patient Last Seen: _____

Mo/Day/Yr

Mo/Day/Yr

Diagnosis of Disability: _____

Name of Test(s) Used: _____

Length of Time with Condition: _____

Recommended Accommodation for Testing:

I hereby certify that the above information is true and is given pursuant to the authorization to release information by my patient.

Under penalties of perjury, I declare that the foregoing statements and those in any required accompanying documents or statements are true. I understand that false information may be cause for loss of a license or denial of possible licensure. I hereby certify that I personally completed this portion of this application and that I may be asked to verify the above information at any time.

Signature: _____ Date: _____

State License Number: _____

Please return this form to:

NABCEP Special Accommodations
c/o Professional Testing, Inc.
7680 Universal Blvd., Ste. 300
Orlando, FL 32853-6128