



Raising Standards. Promoting Confidence.

System Inspectors
PHOTOVOLTAICS ● SOLAR HEATING
Certification
HANDBOOK

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Raising Standards. Promoting Confidence.

North American Board of Certified Energy Practitioners (NABCEP)

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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 a non-profit credentialing organization***
- ***NABCEP issues voluntary credentials to qualified individuals who satisfy eligibility requirements established by the Board of Directors***
- ***NABCEP credentials are not professional licenses issued by a government agency, and do not authorize a credential holder to practice***
- ***NABCEP System Inspectors must comply with all legal requirements related to practice, including licensing laws***

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1 INTRODUCTION

The North American Board of Certified Energy Practitioners, Inc. (NABCEP®) is a nationally recognized credentialing body, incorporated in 2002, to set competency standards for professional practitioners in the fields of renewable energy and energy efficiency. NABCEP administers voluntary personnel credentials for individuals in the renewable energy industry. NABCEP maintains programs appropriate for those first entering the field, programs for advanced professionals with experience in photovoltaics and solar heating energy systems, sales professionals, inspectors and other renewable energy industry specialty areas. A workforce trained and tested to NABCEP's industry-verified standards enhances consumer confidence, improves quality, and expands the use of clean, renewable energy. NABCEP offers examinations for the following programs:

CERTIFICATIONS:¹

- ❖ NABCEP PV Installation Professional®
- ❖ NABCEP Solar Heating Installer®
- ❖ NABCEP PV Technical Sales Professional®
- ❖ NABCEP PV System Inspector™
- ❖ NABCEP Solar Heating System Inspector™

CREDENTIALS:

- ❖ NABCEP PV Associate™
- ❖ NABCEP Solar Heating Associate™
- ❖ NABCEP Small Wind Associate™

This Handbook contains information about NABCEP's System Inspector programs. It provides the policies and procedures for applying, achieving, and maintaining this NABCEP certification.

Each applicant for a NABCEP System Inspector certification should read this *Handbook* thoroughly before applying.

1.1 BENEFITS

NABCEP Certifications, Credentials and Company Accreditation offer industry professionals increased credibility and marketing value, providing them with a competitive advantage and greater career mobility, while improving industry quality and standards of practice.

NABCEP System Inspector certifications distinguish individuals in the work place by:

- Promoting the status and credibility of renewable energy practices
- Facilitating consumer confidence in renewable energy technologies
- Enhancing worker safety and skill
- Advancing uniform professional standards by holding Inspectors to a Code of Ethics and Standard of Conduct
- Encouraging professional development through maintenance of the credential

¹ Note: While this *Handbook* tries to differentiate between NABCEP Certificants and NABCEP Credential holders, the term "Credential" applies to both.

2 OVERVIEW

2.1 Purpose

NABCEP PV and Solar Heating System Inspector certifications are primarily intended for individuals performing system inspections for Authorities Having Jurisdiction (AHJ's), utilities, incentive programs, investors and others performing quality assurance of photovoltaic (PV) and solar heating system quality assurance and code compliance. NABCEP System Inspectors are tested in the following areas: Inspecting Electrical Components and Systems; Inspecting Energy Storage Components and Systems; Inspecting Mechanical/Structural Components and Systems; and Documentation for the System Inspection.

As the solar industry grows, the need for thorough system evaluation and commissioning processes grows in tandem. Funding agencies and energy authorities across the country are putting more emphasis on the need for quality assurance. Quality assurance is important because it protects the consumer, reducing operations and maintenance costs. Inspectors are a key component in ensuring quality renewable energy installations for customers. These credentials are meant to encourage those who are responsible for inspecting systems to increase their knowledge and learn what to look for when performing their job as it relates to solar technologies.

To earn a NABCEP Inspector certification, an individual must pass a standardized examination based on industry validated Job Task Analysis. The certification also recognizes a commitment to uphold a professional Code of Ethics and Standards of Conduct, and obligation to continue professional development through continuing education.

2.2 myNABCEP Portal – <https://my.nabcep.org>

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

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

Important notifications are sent from myNABCEP using the following email address: mynabcep@nabcep.org. **Applicants and credential holders are strongly encouraged to add mynabcep@nabcep.org, and the full @nabcep.org domain, to their “safe sender” list in their email programs.** Additionally, candidates taking a computer based examination are strongly encouraged to add testing@castleworldwide.com to their “safe sender” list, as this is the address from which important scheduling information is sent.

2.3 Fees

All fees are non-refundable and non-transferable.

FEE	DESCRIPTION	PAYABLE TO	AMOUNT
Examination Fee	The NABCEP PV System Inspector Exam is available via Live Online Proctoring (LOP) only. Candidates complete an online application at myNABCEP.com and make credit card payments through our secure network.	NABCEP	\$150
Examination Fee	The NABCEP Solar Heating System Inspector Exam is available via Live Online Proctoring (LOP) only. Candidates complete an online application at myNABCEP.com and make credit card payments through our secure network.	NABCEP	\$150
Re-Examination Fee	Retake a NABCEP System Inspector Examination (request is made directly by candidate through their my.NABCEP account)	NABCEP	\$150
Renewal Fee	Renew an active NABCEP System Inspector certification for another three years	NABCEP	\$150
Replacement Document Fee	Obtain a replacement or additional copy of an official embossed NABCEP System Inspector Certificate. *NOTE: NABCEP cannot send copies of Certificates electronically.	NABCEP	\$25
Late Fees	Renewals submitted after midnight of the expiration date are charged a \$50 late fee. After 6 months, expired System Inspectors must reapply and re-exam to recertify.	NABCEP	\$50

Fees payable to NABCEP are submitted via credit card or e-check online through my.NABCEP.org. If alternative payment method is required, such as money order, please contact NABCEP at (800)654-0021 for instructions.

3 ELIGIBILITY REQUIREMENTS

To become a NABCEP System Inspector and maintain the credential, the Applicant must minimally:

- Be 18 years of age
- Complete an Application
- Sign and agree to uphold the NABCEP Code of Ethics and Standards of Conduct
- Pay all applicable fees to NABCEP
- Once certified, submit continuing education credits with a Renewal application and pay a Renewal Fee or re-take the PV or Solar Heating System Inspector Exam, within the specified timeframe (3 years).

3.1 Qualifying for A NABCEP System Inspector Exam

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

3.2 Eligibility Period

An Applicant who has been accepted to sit for the examination (Candidate) is eligible to take the exam for a period of **6 months**.

4 APPLICATION PROCESS

4.1 Starting an Application

Online Applications are required for all System Inspector Examinations. Applications are submitted via myNABCEP at <https://my.nabcep.org>. Accounts utilize an email address as the unique identifier for the individual – accounts should not be created using generic email addresses to which multiple people have access. Individuals with existing accounts in myNABCEP should utilize their existing account to apply for any new credential rather than starting a new account with a different email address.

To start a new account, visit <https://my.nabcep.org> and click on the Start Your Application button under System Inspectors. New applicants will then be asked to provide contact information and an email address for their account. **The name supplied must exactly match the government issued photo identification that the applicant will present to be admitted to an exam administration.** A validation email will be sent to the email address provided to complete your account setup. **Applicants and credential holders are strongly encouraged to add**

mynabcep@nabcep.org, and the full **@nabcep.org** domain, to their “safe sender” list in their email programs. Once an account has been set up, individuals may begin an application for any NABCEP Certification or Credential, return to any incomplete or flagged application, or begin a new renewal application for existing NABCEP credentials. All NABCEP credentials and professional Certifications are applied for and maintained through a single account for each individual.

4.2 Completing an Application

System Inspector applications require applicants to attest to the same NABCEP Code of Ethics and Standards of Conduct to which all NABCEP credential holders are held. Upon fully completing the attestation in Tab 2 of the application, click the Save button. A half-filled box at the top of the page indicates that some, but not all, information has been completed; and a check mark indicates that information has been completed in all required fields. Completed, saved applications will produce a “Submit and Pay” option. Once an application is submitted it will be in read-only mode. Applicants then have 6 months in which to logon and pass the exam.

4.3 Verification of Information

In an effort to serve the public’s trust, NABCEP reserves the right to verify any and all information provided in an application. Failure to report truthfully may be considered a breach of the NABCEP Code of Ethics and Standards of Conduct and could result in the denial and/or revocation of the credential.

4.4 Accepted Applications

Fully completed applications are accepted upon payment. Candidates will be sent an email from NABCEP’s testing services vendor, Castle Worldwide Inc., with instructions on how to schedule the exam through Castle’s Live Online Proctoring (LOP) network.

4.5 Rejected Applications

Submitted applications that are returned to NABCEP for nonpayment or any other reason, will be rejected. An Applicant may appeal the finding of ineligibility by submitting an appeal in writing to the Executive Director of NABCEP within thirty (30) days of the receipt of notification of ineligibility (see Appeals Policy in Appendix I.B). Rejected applications are not eligible for a refund.

5 PREPARING TO TAKE THE EXAMINATION

5.1 Exam Content

NABCEP System Inspector Exams are written by volunteer industry Subject Matter Experts under the guidance of professional psychometricians (testing specialists). NABCEP System Inspector Job Task Analyses (JTA) provide the blueprint for each Exam and are the primary documents to

reference with regard to what topics may be covered on an exam. JTAs for each technology are available for free download on www.nabcep.org. Each question on the exam is designed to test one of the learning domains listed in the JTA.

Each examination consists of forty-five (45) equally weighted multiple-choice questions, with four (4) choices per question. Forty (40) of the questions are scored and five (5) of the questions are un-scored pilot questions. The pilot questions are randomly distributed throughout the examination and are not identified. Pilot questions are utilized so that NABCEP can test a question with a sample of real candidates before using it as a scored question, thus helping to ensure that the examinations are fair and reliable.

Job Task Analyses have been conducted to assure the content of the examination accurately reflects the tasks and knowledge required of the practitioner. A job task analysis gives a detailed description of the job activities and their significance with regard to job requirements and consumer protection. As part of the job task analysis study, a survey was conducted of industry professionals including inspectors, 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. For a copy of the complete PV and Solar Heating System Inspector Job Task Analyses, please see: www.nabcep.org.

The 4 primary knowledge areas for PV System Inspector Exams are:

- 1) Inspecting Electrical Components and Systems
- 2) Inspecting Energy Storage Components and Systems
- 3) Inspecting Mechanical /Structural Components and Systems
- 4) Documenting the System Inspection

The 5 primary knowledge areas for Solar Heating System Inspector Exams are:

- 1) Appropriate System Design for Applications
- 2) Structural
- 3) Mechanical and Solar Loop
- 4) Plumbing/Potable Piping
- 5) Electrical

5.2 Exam Duration

Candidates are allowed two (2) hours to complete their System Inspector Examination.

5.3 Test Taking Advice

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

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

6 TAKING THE EXAMINATION

6.1 ADMISSION TO THE EXAMINATION

NABCEP PV and Solar Heating System Inspector exams are offered via Live Online Proctoring (LOP) only. Candidates **must show a valid government-issued photo identification that exactly matches the name on their application**. The Candidate must provide one of the following valid government-issued documents bearing a picture, name, and signature to gain access to the test: a driver's license, photo identification card, passport, or military identification card. Identification that has expired is not valid. Applicants are encouraged to confirm that their identification will not expire before scheduling an examination. Examples of **non-acceptable** identification include, but are not limited to: student ID, employer-issued ID, library cards, and credit cards.

Candidates who are unable to produce the required identification, or who produce an ID that is expired, will not be permitted access to the exam regardless of payment. 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.

6.2 Special Testing Accommodations

NABCEP complies with the provisions of the Americans with Disabilities Act (42 U.S.C. Section 12101, et. seq.) and with Title VII of the Civil Rights Act, as amended (42 U.S.C. Section 2000e, et. seq.). All Applicants who desire special testing accommodations due to a disability or religious observance must make this request at the time of exam scheduling. It is the responsibility of the Candidate to provide advance notice and appropriate documentation of the disability or religious observance, along with specifications of the type of accommodations or aids that will be required, when the Application form is submitted. (See Appendix II.A)

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

6.3 Computer System Requirements

Live Online Proctoring (LOP) is a relatively new technology within the testing world, allowing candidates to complete the examination from their own computer via an internet connection at a time and place of their choosing. Testing sessions are available 365/24/7.

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

- You are required to have a webcam installed on your exam workstation and reliable access to the Internet. An Internet connection disruption will suspend the test session.
- A well-working computer with 1 GB of RAM or higher
- A high-speed Internet connection (5 mbps). Wireless is acceptable; however a wired-connection is preferred
- A working webcam with 640×480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Flash player version 7 or higher
- Browser compatibility: IE, Firefox, Chrome, Safari

6.4 Exam Proctors

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

7 EXAMINATION ADMINISTRATIVE POLICIES

7.1 Rules

The examination supervisor and proctors are the designated agents for maintaining a secure and proper administration of the examination. On behalf of NABCEP, administrators are required to enforce the following rules.

- There is to be no talking or moving around during the test. Any irregular Candidate conduct which violates the standards of test administration, such as communicating with any other person during the exam or copying answers from another source, is strictly prohibited and grounds for dismissal from the examination and termination of the exam session. Any Candidate involved in such behavior will be reported to NABCEP, and may be prohibited from taking the exam again.
- If a Candidate has an emergency or needs to use the restroom, they should communicate with the Proctor via the website's Proctor Support Center. However, once the testing session has started, it cannot be paused. The 2 hour exam session will continue to run whether the Candidate is at the computer or not. Candidates may choose to contact the Proctor by phone, email or the chat feature, available throughout the testing session.
- There is to be no smoking, eating, or drinking by Candidates during the test.
- The Proctor cannot answer any questions about test items during the test. Candidates should do the best they can on each item. Examination proctors are not qualified or authorized to answer questions concerning the examination content; however, they will do their best to help with any procedural questions and address other concerns.
- If the Candidate feels there is a misprint or an error within an item, they should note it for later reference. Candidates may submit reports or complaints to NABCEP directly.
- **No examination materials, documents, or memoranda of any kind are to be copied, printed or reproduced in any form.**
- Candidates are prohibited from writing or marking anything in any reference book.

7.2 Exam Security

All NABCEP System Inspector Exams are closed book exams. Any Candidate who communicates with, or gives or receives help to others during the exam will be dismissed from the examination session. Candidates involved in such behavior will be reported to NABCEP and their exam will not be scored. Examination fees will not be refunded and the Candidate may be prohibited from taking the examination in the future.

The performance of all Candidates is monitored and may be analyzed to detect fraud. This information is reported to NABCEP. Candidates who violate security measures will not have their

exam scored and may be prohibited from taking the examination pending investigation of the violation.

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

Proctors closely monitor candidates during testing in order to detect and report any examination malfeasance or suspicious candidate behavior. The proctor will have complete access to the candidate's computer to monitor for unauthorized activities (e.g., other software applications running, multiple monitors open). The proctor will be able to see the candidate's desktop and everything he/she is doing to monitor for unauthorized activities. The candidate will also show the proctor a 360-degree view of his/her environment, including the desk, by holding and moving the webcam/laptop as directed by the proctor. The proctor will watch the candidate on a webcam and record the video and audio of the testing session. These recordings will be retained for 15 days.

Any unusual activity by a candidate is immediately addressed by a proctor. These situations include, but are not limited to, attempting to take screenshots of an examination item, attempting unauthorized movements in the testing environment, unprofessional conduct toward the proctor, talking to others during testing, and attempting to access unauthorized materials or equipment.

The proctor can terminate the testing session for integrity reasons at any time. Candidates who clearly violate the testing procedures will be removed from the examination, and their examination will be terminated, deemed spoiled, and not scored. Information on these situations, including the candidate's name, identification number, examination name, examination type, and test date, as well as a summary of the incident, will be communicated as soon as possible to NABCEP staff.

7.3 Cancellation and Exam Rescheduling Policy

Upon successful submittal of a NABCEP System Inspector Exam Application via myNABCEP, Candidates will receive a Notice To Schedule (NTS) from Castle Worldwide via email. The NTS provides a login and password to submit your scheduling request. This username and password provides the Candidate with access to schedule their NABCEP Exam for a period of 6 months. If the Candidate schedules an exam but does not login to the system at the appointed time, or, if they schedule an exam but need to change the appointed date or time, they may do so without any additional fee. Candidates will submit all scheduling requests to Castle at www.castleworldwide.com/registration/asp/login.asp.

7.4 Failure to Appear

Candidates who fail to login to the examination at their scheduled time will need to re-schedule their exam using the same Username and Password received in their NTS. Candidates may re-schedule their exam at any time within their 6 month eligibility period. **After the 6 months expires, Candidates will be required to re-apply and re-pay all exam fees.**

8 SCORING AND GRADE NOTIFICATION

8.1 Scoring Procedures

All NABCEP exams are scored electronically. A statistical comparison of responses may be performed as a quality control process to verify the accuracy of examination grades and the performance of test items. Any irregularities identified by this analysis that indicate cheating may have occurred may be considered grounds for denial of a credential. NABCEP does not provide the ability to request rescoring of NABCEP System Inspector examinations. All scores reported are final. All Exam Candidates should expect a score report within 4-6 weeks of taking the Exam. Score reports will be mailed via postal service to the address provided. NABCEP does not release scores over the phone, by fax, or by email.

A Candidate who achieves a passing score will receive a score-report letter and a suitable-for-framing signed certificate listing the Candidate's name, credential number and expiration date.

8.2 Retaking an Exam

Candidates who do not pass their System Inspector Exam may retake the exam by submitting another application through the my.nabcep.org portal. A score report will be mailed via postal service to the address contained in my.nabcep.org. NABCEP does not provide score reports by fax or email. Candidates are responsible for keeping their contact information current in <https://my.nabcep.org>.

8.3 Determination of Passing Score

The passing score of NABCEP examinations are set by a criterion-referenced standard-setting exercise by experts in the field under the guidance of a psychometrician. The NABCEP System Inspector examinations are not graded "on a curve" – any Candidate who achieves a passing score on the examination will earn the certification.

Because different test forms may vary slightly in difficulty from one version to another, it is testing industry best practice to have scores reported as scaled scores. Scaled scores are statistically derived by adjusting the raw score (the number of questions a Candidate answers correctly) by a factor that accounts for the difficulty of a particular exam format relative to other formats. Using a scaled score helps ensure that all candidates are treated fairly whether they

take an exam that is slightly easier or more difficult than an exam that other candidates took. A total scaled score is used to determine pass or fail status and is reported as a scaled score ranging between 0 and 99.

8.4 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 credential deemed to be in violation of any policies or procedures of NABCEP applicable to the appropriate Credential program.

9 CERTIFICATION STATUS

9.1 Duration of System Inspector Certification

NABCEP System Inspector certifications are valid for three (3) years following the date of issuance. During that time a System Inspector may use the certification designation after their name to show that they are a NABCEP System Inspector (see NABCEP Mark Use Policy, Appendix I). System Inspectors will receive a certificate and information on maintaining the certification when they are notified of their success on the System Inspector exam.

9.2 Displaying a NABCEP System Inspector Mark

Only persons who have been issued a NABCEP PV System Inspector or NABCEP Solar Heating System Inspector certification by NABCEP, and who maintain active status and are in good standing, are authorized to use a NABCEP System Inspector Mark. Each credentialed 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 I, "NABCEP Mark Use Policy." The Mark is personal to the individual and may not be transferred or assigned to any other individual, organization, business, or entity.

9.3 Replacement Certificates

In the event that a certificate arrives damaged or with incorrect name spelling, Credential Holders should *immediately* notify NABCEP to request a replacement. In the case of a legal name change, lost or damaged certificates, Credential Holders may request a replacement certificate by contacting NABCEP. 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 an initial System Inspector Certification and renewal, and Candidates for the examination, who have been determined to be involved in fraud, misrepresentation, or inappropriate behavior in the application, examination, or renewal process will be subject to disciplinary action which may result in denial or removal of NABCEP credential.

10 RENEWAL

10.1 Overview

A System Inspector Certification is valid for three (3) years from the date of issuance. System Inspectors must meet the requirements for renewal by the end of each three-year period in order to be eligible to renew their certification. System Inspectors may perpetually repeat the renewal process every three years for as long as they continue to meet the established requirements for continuing education. NABCEP System Inspectors who do not complete renewal requirements before certification expiration will be required to reapply and retest to obtain the certification again.

NABCEP sponsors and administers a number of rigorous, examination-based, professional certification programs. System Inspectors are granted the conditional right to use the NABCEP certification Mark but must demonstrate an ongoing professional commitment to the field by satisfying the requirements of this Program. NABCEP Renewal assures that the Credential holder remains committed to continued industry training and education and adherences to NABCEP's Code of Ethics and Standards of Conduct.

This policy establishes and explains the requirements which must be satisfied in order to maintain a NABCEP credential and related information including the standards, guidelines, and procedures of NABCEP System Inspector Certification Renewal.

10.2 Statement of Purposes

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

10.3 Basic Requirements for Renewal

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

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. NABCEP System Inspectors should log in to their account at my.nabcep.org to complete the process.

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

10.3.1 Renewal Time Line and Fees

System Inspectors are encouraged to file a Renewal Application and pay the \$150 Renewal Fee at least ninety (90) days prior to the expiration of their certification. System Inspectors who fail to renew before their certification expires will be subject to late fees in addition to the Renewal Fee.

Individuals with expired NABCEP System Inspector certifications may renew their certification up until 6 months following their credential expiration date. During this time, the System Inspector is NOT credentialed by NABCEP, nor may claim to be so. Expired System Inspectors are removed from the online Verification Directory immediately upon expiration of the credential. During this renewal period, an individual who meets the continuing education requirements, will be permitted to recertify without having to re-exam upon payment of a recertification fee plus a \$50 late fee. Once the 6 month extended renewal period has ended, expired NABCEP System Inspectors must reapply and re-exam in order to become credentialed again.

The System Inspector's expiration date will not change depending on at what point in the renewal cycle the individual meets renewal requirements. The new expiration date will be three years from the original issue or latest reissue of the certification whether the certification is renewed early or within 6 months of expiration.

10.3.2 Renewal Application Process

System Inspectors must log in to their myNABCEP account to renew their NABCEP System Inspector certification(s). Renewal applications are available in a credential holder's myNABCEP account at my.nabcep.org.

10.3.3 Continuing Education Requirements for Renewal

NABCEP System Inspectors are required to satisfy at least 8 hours of professional development every 3 years. Acceptable continuing education can be obtained from accredited or non-

accredited courses. Courses must be delivered from a third-party. Course work must relate to the National Electric Code (NEC) and attendance must be documented with an official signed course completion document, transcript, or other record.

NABCEP maintains a course catalog of Registered Continuing Education courses. NABCEP also hosts an annual Continuing Education Conference where applicants may obtain all their required CE credits by attending Conference sessions.

10.3.4 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 to the National Electric Code. Participation in the following educational activities will qualify for continuing education for renewal:

1. **College or University Courses:** Credit may be earned by successfully completing academic coursework at an accredited university or college during the current renewal cycle. Courses may be “audited for credit” if completed and a passing grade is received.
 - i. Documentation Required: System Inspectors 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. **Registered Apprenticeship Training:** Credit may be earned by successfully completing coursework in a U.S. Department of Labor Approved Apprenticeship Program.
 - i. Documentation Required: System Inspectors must maintain a certificate or letter verifying attendance and a program description. Credit is only provided for coursework portion of an apprenticeship training program. *On the job training hours are not valid for Continuing Education Credits.*
3. **State or Provincial Contractor Licensing Board Approved Training:** Credit may be earned by successfully completing coursework delivered by a state or provincial Contractor Licensing Board approved training.
 - i. Documentation Required: System Inspectors must maintain a certificate or letter verifying attendance and a program description.
4. **Interstate Renewable Energy Council (IREC) Institute for Sustainable Power Quality (ISPQ), or similar accrediting body, Accredited/Certified Training:**
Credit may be earned by successfully completing coursework through a(n):
 - IREC Accredited Training Program
 - Course taught by an IREC Certified Instructor or Certified Master Trainer
 - i. Documentation Required: System Inspectors must maintain a certificate or letter verifying attendance and a program description.
5. **Registered NABCEP Continuing Education Courses:** Credit may be earned by successfully completing coursework that is registered for Continuing Education Credit with NABCEP.

Providers of these courses adhere to content standards established by NABCEP and are authorized to issue credit certificates to individuals who complete registered courses. A listing of NABCEP registered courses is posted on NABCEP website at www.nabcep.org.

- i. Documentation Required: System Inspectors must upload a certificate or letter with and a program description and verification of attendance.
6. **Seminars, Workshops, and Professional Conference Presentations:** Credit may be earned for attending seminars, workshops, or other presentations offered by as part of a professional level conference.
 - i. Documentation Required: System Inspectors must upload a NABCEP Continuing Education Credit Form or letter signed by the presenter verifying attendance, and a program description.
7. **Instructing, Teaching, Authoring, Publishing or Presenting:** 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. Activities must relate to the National Electric Code. The total maximum number of combined continuing education credits permitted for teaching, publishing, and presenting is eight (8) within a recertification period.

10.4 Ethical Practice Requirement

As a part of the renewal process, System Inspectors will be required to attest that they have maintained and will continue to maintain practices in conformity with NABCEP's Code of Ethics and Standards of Conduct. Violation of the Code of Ethics or Standards of Conduct may be grounds for disciplinary action.

System Inspectors applying for renewal must be in good standing with NABCEP. System Inspectors 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 System Inspector in violation of the Code of Ethics or Standards of Conduct, or if they are consistently performing work that does not reflect the skills and experience required for the certification, their certification may be revoked and the System Inspector may be denied the opportunity to attain renewal status.

10.5 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 System Inspector will be notified when credits are reduced or denied, including a statement indicating the basis for such action.

10.6 Maintenance of Personal Renewal Records

As explained in this policy, each category of qualifying renewal activities indicates the information and materials that must be collected and maintained in order to receive credit. System Inspectors must maintain the applicable records and documentation related to each reported renewal activity for at least twelve (12) months after the current renewal cycle has ended. Such records should be stored in a safe and secure manner.

10.7 Failure to Satisfy Renewal Requirements

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

Suspension

Following the issuance of a suspension notice, the System Inspector will be placed on immediate suspension status for the period of time identified in the Suspension Notice, or until such time as NABCEP recognizes that the individual fulfilled any and all requirements identified in the Notice. In the event of credential suspension, the applicable dates for the following renewal cycle remain effective and are not altered, i.e., the suspension period will be concurrent with the first year in the original renewal cycle. Upon satisfactory completion of all relevant renewal requirements, the System Inspector will be returned to active status.

Revocation

During a suspension period, failure to satisfy the relevant requirements will result in revocation and termination of a credential. Unless otherwise directed by NABCEP, a revoked or terminated credential may not be reinstated. In order to receive credentialed status, a former credential holder must reapply and satisfy all the initial credentialing requirements.

Prohibited use of Credential

A System Inspector whose certification has been suspended or revoked may not represent themselves as an active NABCEP System Inspector or as credentialed by NABCEP. They may not use any NABCEP Credential Marks until such time as they receive notice from NABCEP that the relevant renewal requirements have been satisfied or their active status has been reinstated, consistent with the terms of this policy.

10.8 Voluntary, Optional Changes in Credential Status

10.8.1 Relinquishment of the Credential

A System Inspector in good standing may voluntarily relinquish their certification by submitting a written request to NABCEP indicating acceptance of, and agreement to, the following terms. Such System Inspectors will be removed from the Verification Directory.

10.8.2 Prohibited Use of the Credential

A System Inspector who voluntarily relinquishes their credential may not represent themselves as an active System Inspector or as credentialed by NABCEP.

11 CONFIDENTIALITY

11.1 Confidentiality of Application Materials

An Applicant's submitted materials shall remain confidential, unless authorized by other NABCEP policies and practices or unless otherwise stipulated in writing by the Applicant. Only members of the NABCEP Board of Directors, NABCEP staff, and designated individuals acting on behalf of the Board shall have access to these documents. NABCEP will take all reasonable precautions to ensure that Applicant's application information will not be released to third parties. Upon becoming credentialed, professional contact information will be considered public information and may be made available to the public upon request.

11.2 Confidentiality of Scores

Individual System Inspector scores shall remain confidential unless a System Inspector agrees in writing to release their score to specific authorities, such as a state board of licensure.

11.3 Verification Registry

As a free benefit to System Inspectors will maintain a Verification Directory for System Inspectors and the public. The NABCEP System Inspector Verification Directory will contain the name, city, state and NABCEP credential number of all NABCEP System Inspectors in good standing. This database will be made available in a secure, online format, free of charge.

12 GRIEVANCES & APPEALS

12.1 Grounds for Appeal

NABCEP is directed, administered, and supervised by a volunteer 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 I). This appeal process is the only way to resolve NABCEP application, eligibility, examination, and other credentialing or renewal challenges, complaints, and/or claims of irregularities.

An Applicant, Candidate, or Credential holder 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 did not pass or successfully complete the Examination; or,
- b. The Applicant failed to satisfy a qualification requirement, or failed to satisfy a renewal requirement, including those requirements related to qualifications, education, and experience, or was otherwise deemed ineligible for credentialing or renewal.

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.

12.2 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 Applicant, Candidate, or Credential holder 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 (see Appendix)
- c. All objections, corrections, and factual information the Candidate or credential holder 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 Applicant, Candidate, or Credential holder wants to submit in support of the appeal.

12.3 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 NABCEP as a corporate body; NABCEP Candidates or credential holders; NABCEP Board of Directors and Officers; NABCEP executive management and staff; NABCEP Committee members; and NABCEP volunteers and representatives acting on behalf of NABCEP (parties).

13 CONTACTING NABCEP

13.1 Obtain Information and Ask Questions

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

North American Board of Certified Energy Practitioners
56 Clifton Country Road, Suite 202



Clifton Park, NY, 12065

Email: info@nabcep.org

Phone: (800) 654-0021

Fax: (518) 899-1092

13.2 Change of Address or Name

Applicants and credential holders are responsible for updating all employment and contact information through their account at my.nabcep.org.

NABCEP

NABCEP Code of Ethics & Standards of Conduct

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

NABCEP CODE OF ETHICS

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

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

NABCEP STANDARDS OF CONDUCT

The following NABCEP Ethical Standards of Conduct describe appropriate and enforceable professional practice standards, and set forth the minimal ethical standards of professional conduct for NABCEP Candidates and Credential holders. These Ethical Standards of Conduct also serve as a professional resource for renewable energy industry practitioners, as well as for those served by NABCEP Credential holders 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 Credential holder/Candidate will be aware of, and comply with, all applicable federal, state, and local laws and regulations governing the profession. The NABCEP Credential holder/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 Credential holder/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 Credential holder/Candidate will not knowingly participate in, or assist, any acts that are contrary to NABCEP rules, policies, and procedures.

3. The NABCEP Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/Candidate will maintain the security, and prevent the disclosure, of NABCEP certification examination information and materials.

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

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

2. The NABCEP Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/Candidate will use all professional resources in a technically appropriate and efficient manner.

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

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

9. The NABCEP Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/Candidate will avoid conduct that causes an appearance of impropriety.
2. The NABCEP Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/Candidate will charge fees that accurately reflect the services provided to the client or consumer.
3. The NABCEP Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/Candidate will respect and maintain the privacy of his/her clients and consumers.

SECTION F: RESEARCH AND PROFESSIONAL ACTIVITIES

1. The NABCEP Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/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 Credential holder/Candidate will not engage in any criminal misconduct relating to his/her professional activities.

2. The NABCEP Credential holder/Candidate will not engage in conduct involving dishonesty, fraud, deceit or misrepresentation relating to his/her professional activities.
3. The NABCEP Credential holder/Candidate will not engage in unlawful discrimination relating to his/her professional activities.
4. The NABCEP Credential holder/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.



NORTH AMERICAN BOARD OF CERTIFIED ENERGY
PRACTITIONERS, INC.
**NABCEP TRADEMARKS
AND MARK USE POLICIES**

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I. NABCEP TRADEMARK USE POLICY

A. Policy Purpose.

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

B. NABCEP Organizational Trademarks.

1. **Mark Ownership.**

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

North American Board of Certified Energy Practitioners™	NABCEP™

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

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

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

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

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

Following the receipt of information that an unauthorized use of a NABCEP Trademark may have occurred, NABCEP will determine if responsive action(s) will be taken in accordance with this

Policy and applicable Federal, State, and International laws.

II. NABCEP PROFESSIONAL CERTIFICATION MARK USE POLICY

A. Policy Purpose.




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




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

B. NABCEP Certification Marks.

1. **Mark Ownership.**

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

	NABCEP Certified PV Installation Professional® NABCEP PVIP™
	NABCEP Certified PV Technical Sales Professional® NABCEP PVTS™
	NABCEP Certified Solar Heating Installer® NABCEP SHI™

	<p>NABCEP Certified Small Wind Installer™</p> <p>NABCEP SWI™</p>
	<p>NABCEP Certified PV System Inspector™</p> <p>NABCEP PVSI™</p>
	<p>NABCEP Certified Solar Heating System Inspector™</p> <p>NABCEP SHSI™</p>

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

2. Authorized Use of NABCEP Certification Marks.

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

3. Prohibited Use of NABCEP Certification Marks.

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

4. Persons and Organizations Authorized to Use the Certification Marks

CREDENTIAL HOLDER RESPONSIBILITIES.

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

Each NABCEP Certificant accepts and assumes sole responsibility for understanding and satisfying all applicable organizational and legal requirements related to the use and/or display of the Certification Marks. Among other requirements, each Certificant is responsible for ensuring that the use of any Certification Mark in professional and business-related materials (e.g., business cards, stationery and/or letterhead, email signatures, advertisements, brochures, Internet websites, or signs) is consistent with this Policy, and is not in conflict with applicable laws. NABCEP

assumes no responsibility concerning the interpretation or application of such legal requirements. NABCEP shall not be liable or otherwise responsible for any claims, complaints, suits, or damages whatsoever, relating to a Certificant's use or display of a Certification Mark.

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

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

6. Appearance and Proper Use of the Certification Marks.

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

a. Proper Use. Each individual NABCEP Certificant must use the appropriate Certification Mark only in conjunction with his/her name, and in connection with the services related to the certification. The Certification Marks may not be positioned, displayed, or used in a manner which may lead the public to believe that a company or organization is certified or otherwise endorsed by NABCEP. The proper font for the Certificant's name and/or certification number is "Arial Bold," in a font size such that the text is proportional to, or slightly smaller than, the text in the design mark.


b. Proper Appearance. The Certification Marks must be associated solely with the certified individual, who is authorized to use the Mark(s). Additionally, a Certification Mark should always be used in its entirety, and must always appear with the appropriate subscript/superscript "®" or "™" trademark symbol.

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

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

➤ Proper Use Examples.

James Robinson NABCEP Certified PV Installation Professional™	Jane Doe NABCEP Certified Solar Heating Installer™
James Robinson NABCEP Certified PV Installation Professional™ Certification #010101-01	Jane Doe NABCEP Certified Solar Heating Installer™ #010101-01

James Robinson NABCEP PVIP™	Jane Doe NABCEP PVTSP™
James Robinson NABCEP PVIP™ Certification #010101-01	Jane Doe NABCEP PVTSP™ #010101-01
 James Robinson Certification #010101-01	 Jane Doe #010101-01

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

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

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

8. Violation Reporting Responsibilities.

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

9. Policy Violations and Related Matters.

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

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

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

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

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

11. Policy Violation Actions Concerning Third Parties.

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

III. NABCEP CREDENTIAL MARK USE POLICY

A. Policy Purpose.



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


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

B. NABCEP Credential Marks.

1. **Mark Ownership.**

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

	NABCEP Photovoltaic Associate™ NABCEP PV Associate NABCEP PVA™
	NABCEP Solar Heating Associate™ NABCEP SHA™

	<p>NABCEP Small Wind Associate™</p> <p>NABCEP SWA™</p>
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NABCEP retains all trademark and other ownership rights concerning the NABCEP Credential Marks. NABCEP may create and use additional certification marks, as it deems appropriate.

2. Authorized Use of NABCEP Credential Marks.

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

3. Prohibited Use of NABCEP Credential Marks.

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

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

CREDENTIAL HOLDER RESPONSIBILITIES.

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

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

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

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

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

6. Appearance and Proper Use of NABCEP Credential Marks.



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

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

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

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

➤ Proper Use Examples.

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

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

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

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

8. Violation Reporting Responsibilities.

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

9. Policy Violations and Related Matters.

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

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

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

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

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

11. Policy Violation Actions Concerning Third Parties.

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

IV. COMPANY ACCREDITATION MARK USE POLICY

A. Policy Purpose.


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

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

B. NABCEP Accreditation Marks.

1. **Mark Ownership.**

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

	<p>NABCEP Accredited Company[®]</p> <p>NABCEP Accredited PV Installation Company[™]</p>
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NABCEP retains all trademark and other ownership rights related to the NABCEP Accreditation Marks. NABCEP may create and use additional accreditation marks and trademarks, as it deems appropriate.

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

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

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

ACCREDITED COMPANY RESPONSIBILITIES.

Use of the Accreditation Marks is limited strictly to those PV installation companies that are valid NABCEP Accredited Companies in good standing. Each Accredited Company accepts and

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

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

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

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

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


5. Appearance and Proper Use of the Accreditation Mark.

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

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

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

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

 <p>PV Installation Company ® ABC Solar Company California</p>	<p>ABC Solar Company NABCEP Accredited Company™</p> <p>ABC Solar Company NABCEP Accredited PV Installation Company®</p>
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Any questions concerning the proper use of Accreditation Marks should be submitted to the NABCEP Executive Director.

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

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

7. Violation Reporting Responsibilities.

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

8. Policy Violations and Related Matters.

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

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

9. Accreditation Actions and Decisions Related to Mark Misuse.

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

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

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

V. NABCEP REGISTERED PROVIDER MARK USE POLICY

A. Policy Purpose.





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

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

B. NABCEP Registered Provider Marks.

1. **Mark Ownership.**

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

 The logo is a circular emblem with a blue border. Inside the circle, the words "REGISTERED PROVIDER" are at the top, "NABCEP" is in the center in large orange letters, and "CONTINUING EDUCATION" is at the bottom. A small "TM" trademark symbol is to the right of the circle.	NABCEP Registered Continuing Education ProviderTM
 The logo is a circular emblem with a blue border. Inside the circle, the words "REGISTERED PROVIDER" are at the top, "NABCEP" is in the center in large orange letters, and "PHOTOVOLTAIC ASSOCIATE" is at the bottom. A small "TM" trademark symbol is to the right of the circle.	NABCEP Registered Photovoltaic Associate ProviderTM
 The logo is a circular emblem with a blue border. Inside the circle, the words "REGISTERED PROVIDER" are at the top, "NABCEP" is in the center in large orange letters, and "SOLAR HEATING ASSOCIATE" is at the bottom. A small "TM" trademark symbol is to the right of the circle.	NABCEP Registered Solar Heating Associate ProviderTM
 The logo is a circular emblem with a blue border. Inside the circle, the words "REGISTERED PROVIDER" are at the top, "NABCEP" is in the center in large orange letters, and "SMALL WIND ASSOCIATE" is at the bottom. A small "TM" trademark symbol is to the right of the circle.	NABCEP Registered Small Wind Associate ProviderTM

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

2. Authorized Use of NABCEP Registered Provider Marks.

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

3. Companies Authorized to Use the Registered Provider Marks.

REGISTERED PROVIDER RESPONSIBILITIES.

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

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

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

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

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

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

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

a) Proper Use. Each Registered Provider must use the Registered Provider Mark only in conjunction with the company, institution, or organization registered by NABCEP.

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

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

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

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

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

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

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

7. Violation Reporting Responsibilities.

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

NABCEP Provider Registration; or, an Accreditation Mark is used improperly by a Registered Provider.

8. Policy Violations and Related Matters.

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

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

9. Registration Actions and Decisions Related to Mark Misuse.

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

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

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

VI. NABCEP SPONSOR MARK USE POLICY

A. Policy Purpose.

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

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

B. NABCEP Sponsor Trademarks.

1. **Mark Ownership.**

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

 PLATINUM	 GOLD
 SILVER	 BRONZE
 GREEN	

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

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

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

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

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

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

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

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

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

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

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



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

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

7. Proper Use.

- (1). Sponsor must use the NABCEP Sponsor Marks only in conjunction with the company or business name.
- (2). Each NABCEP Sponsor Mark must always be used in its entirety, and must always appear with the "TM" trademark symbol.
- (3). Sponsor shall not use the NABCEP Sponsor Marks in a manner that states or implies NABCEP endorsement of Sponsor, or its products or services.
- (4). Sponsor shall not use any other trademark or service mark in combination with the NABCEP Sponsor Marks without prior written approval of NABCEP.

- (5). With respect to other affiliation marks and/or logos, the NABCEP Sponsor Marks may be located near these other marks or logos, but must remain separate and distinct so as to avoid the appearance that other marks, certifications, credentials, designations, or organizations are affiliated with, or endorsed by, NABCEP.
- a. Examples of Proper Use and Appearance of the NABCEP Sponsor Marks. The following examples show the proper use and appearance of the NABCEP Sponsor Marks.

 PLATINUM ABC Solar, Inc.	 GREEN James Smith
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Any questions concerning the proper use of NABCEP Sponsor Marks should be submitted to the NABCEP Executive Director.

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

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

9. Policy Violations and Related Matters.

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

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

10. Policy Violation Actions Concerning Third Parties.

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

Certification Compliance Monitoring Policy

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

I. CERTIFICATION COMPLIANCE METHODS AND REQUIREMENTS.

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

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

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

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

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

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

B. Complaint Communications from Interested Parties and Regulatory Authorities.

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

II. CERTIFICATION COMPLIANCE AND MONITORING PROCESS.

A. Certificant Ethics Reporting Review Procedure.

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

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

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

B. Complaint Communications Review Procedure.

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

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

APPENDIX II NABCEP FORMS

A. SPECIAL ACCOMMODATIONS REQUEST FORM

SPECIAL ACCOMMODATIONS REQUEST FORM

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, 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. Review of requests for accommodations can take 3-4 weeks or more and should be submitted as far in advanced as possible.

For which of the examinations below are you requesting accommodation:

- | | |
|--|--|
| <input type="checkbox"/> PV Installation Professional (PVIP) | <input type="checkbox"/> Solar Heating Associate (SHA) |
| <input type="checkbox"/> Solar Heating Installer (SHI) | <input type="checkbox"/> Small Wind Associate (SWA) |
| <input type="checkbox"/> PV Tech Sales Professional (PVTs) | <input type="checkbox"/> PV System Inspector (PVS) |
| <input type="checkbox"/> PV Associate (PVA) | <input type="checkbox"/> Solar Heating System Inspector (SHSI) |

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

3.Special Accommodation Needed		
<input type="checkbox"/> Time and a half	<input type="checkbox"/> Additional _____ minutes	<input type="checkbox"/> Assistance completing answer sheet
<input type="checkbox"/> Reader	<input type="checkbox"/> Magnified print	<input type="checkbox"/> Separate Room
<input type="checkbox"/> Extra or extended breaks (without additional exam time)	<input type="checkbox"/> Sign language interpreter or printed copies of verbal instructions	<input type="checkbox"/> Paper and pencil version of computerized exam* <small>*Available only in U.S. and Canada</small> <small>**NOT available for System Inspector Exams</small>
<input type="checkbox"/> Other: (please specify)		
4. Accommodation History		
Have you ever received special accommodations: Yes <input type="checkbox"/> No <input type="checkbox"/>		
<i>If you have ever received special accommodation please provide the following information</i>		
Year of accommodation	Type of accommodation	Name of institution/organization that provided accommodation
5. Documentation of Need for Accommodation		
<p>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, results from all assessments that were used to determine the diagnosis, and a specific recommendation for the special testing accommodation(s) that you require. In most cases, this documentation cannot be dated later than three years previous. NABCEP will not pay any cost you may incur in obtaining the required diagnosis and recommendation; however, NABCEP will pay for any reasonable accommodations that are provided for you.</p> <p>If you are requesting an accommodation due to a religious observance, you must provide a letter from an appropriate religious authority attesting to the nature of the religious observance that is in conflict with the scheduled examination date.</p>		
Documentation from a healthcare professional is attached: Yes <input type="checkbox"/> No <input type="checkbox"/>		
Documentation from a religious authority is attached: Yes <input type="checkbox"/> No <input type="checkbox"/>		
5. Signature		
I attest that the information contained in this document or attached to it is true and correct.		
<div style="display: flex; justify-content: space-between;"> Signature: _____ Date: _____ </div>		



Raising Standards. Promoting Confidence.

B. PAYMENT REMITTANCE FORM

PAYMENT REMITTANCE FORM

Please fill in the following boxes **EXACTLY** as shown on your **credit card billing statement**. Illegible, incomplete or missing information will delay or prevent processing.

1. Identification Information			
Last Name or Company Name on Card	First	Middle	Suffix
Credit Card Billing Address: Street Address or P.O. Box			
Address line 2			
City	State	Zip Code	Country
Phone Number	E-Mail Address		
2. Item and Amount			
<input type="checkbox"/> Invoice# _____ <input type="checkbox"/> Other _____ <input type="checkbox"/> Amount _____			
3. Credit Card Number			
Please call 800-654-0021 to process a credit card payment			
4. Signature and Date			
I affirm that the information I have provided in this form is correct and I authorize NABCEP to proceed with the above credit card charge.			
Signature: _____			
Date: _____			
Please send Payment Remittance Form to: NABCEP 56 Clifton Country Road, Suite 202, Clifton Park, NY, 12065 Fax: (518) 899-1092 Email: info@nabcep.org			