

# NABCEP<sup>®</sup>

Raising Standards. Promoting Confidence.

## Associate HANDBOOK



Photovoltaic



Solar Heating



Small Wind



Raising Standards. Promoting Confidence.

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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 Associates must comply with all legal requirements related to practice, including licensing laws

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### 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, including the NABCEP Photovoltaic Associate™, NABCEP Solar Heating Associate™, and NABCEP Small Wind Associate™ for those at an early stage of their career. NABCEP Associate credentials are available to individuals who either successfully complete a course on the relevant technology with a Registered NABCEP Associate Provider, or document at least 6 months of employment related to the technology. Additionally, individuals who previously took a course and passed a NABCEP Entry Level Examination may convert their Entry Level Passing Score Achievement to a NABCEP Associate credential.

This handbook contains information about NABCEP's Associate programs. It provides the policies and procedures for applying, achieving, and maintaining a NABCEP Associate credential.

Each applicant for a NABCEP Associate credential should read this Handbook thoroughly before applying.

### BENEFITS

NABCEP Associate Credentials, Professional Certifications, 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 Associate credentials 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 Associates to a Code of Ethics and Standard of Conduct
- \* Encouraging professional development through maintenance of the credential

A NABCEP Associate credential informs the public, employers, and other interested

stakeholders that an individual has knowledge of the fundamental principles of the application, design, installation and operation of photovoltaic, solar heating, or small wind energy systems. To earn a NABCEP Associate credential, an individual must pass a standardized examination based on industry validated learning objectives. To qualify for a NABCEP Associate Examination, one must either take a training course with a Registered NABCEP Associate Provider (Education Pathway) or demonstrate to NABCEP that they have at least six months of relevant work experience (Experience Pathway). The credential also recognizes a commitment to uphold a professional Code of Ethics and Standards of Conduct, and obligation to continue professional development through continuing education.

### ONLINE PORTAL: MYNABCEP – [HTTPS://MY.NABCEP.ORG](https://my.nabcep.org)

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

Accounts are created and accessed using an e-mail address as the unique identifier for each individual. E-mails used must be unique to the individual. The First and Last Name associated with each account must match the individual’s government issued photo identification. NABCEP 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 e-mail address: [mynabcep@nabcep.org](mailto:mynabcep@nabcep.org). Applicants and credential holders are strongly encouraged to add [mynabcep@nabcep.org](mailto:mynabcep@nabcep.org), and the full [nabcep.org](http://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](mailto:testing@castleworldwide.com) to their “safe sender” list, as this is the address from which important scheduling information is sent.

### FEES

All fees are non-refundable and non-transferable, except as may be allowed by procedures contained in this Handbook. Fees are payable to NABCEP via credit card or echeck online through our secure portal at <https://my.nabcep.org>. The NABCEP Fee Schedule can be viewed on our website at [www.nabcep.org](http://www.nabcep.org).

### ELIGIBILITY REQUIREMENTS

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

- Complete a course that covers the full NABCEP Associate Job Task Analysis for photovoltaic, solar heating, or small wind with a Registered NABCEP Associate Provider – **“Education Pathway”** OR Document at least six months of full time equivalent work experience related to photovoltaic, solar heating, or small wind technologies – **“Experience Pathway”**
- Be 18 years of age
- Sign and agree to uphold the NABCEP Code of Ethics and Standards of Conduct
- Pay all applicable fees to NABCEP or a NABCEP Registered Associate Provider
- Pass a NABCEP Associate Examination (except for Conversion Pathway\* applicants)
- Once credentialed, complete continuing education requirements, submit an Associate Renewal application, and pay a Renewal Fee, within the specified timeframe (3 years).

**\*Conversion Pathway** –NABCEP Entry Level Examination Awardees – Anyone who was previously awarded a NABCEP Entry Level Achievement Award may complete the online Application to convert their Award without taking an Associate Exam; if a passing score was achieved more than three years prior to applying, an applicant must also document at least 12 hours of continuing education in the technology during the last three years.

## 2. QUALIFYING FOR A NABCEP ASSOCIATE EXAM

There are two pathways to qualify to take a NABCEP Associate Examination: an Education Pathway and an Experience Pathway. Applicants will first choose the technology for which they want to take an exam: photovoltaic, solar heating, or small wind. A separate application is required to qualify for each examination. Applicants may choose different pathways to qualify to take each examination. Individuals who have previously passed a NABCEP Entry Level Examination do not need to take a NABCEP Associate Exam to obtain a NABCEP Associate credential for that technology, see Conversion Pathway below. *IMPORTANT NOTE: Anyone who has had access to a NABCEP Associate Exam, for example as a NABCEP Proctor, Instructor or Exam Administrator, is prohibited from taking the exam for two years.*

- **Experience Pathway**

To qualify through the Experience Pathway, applicants must provide documentation of six months of full time equivalent employment directly related to photovoltaics, solar heating, or small wind technologies. Experience in photovoltaics will qualify for the NABCEP Photovoltaic Associate Exam, solar heating for the NABCEP Solar Heating Associate Exam, and small wind for the NABCEP Small Wind Associate Exam. Each exam must be applied for separately even

if the applicant's work experience is in two or more technologies.

Experience requirements must show that the Applicant has engaged with the terminology and general functionality of the technology they are applying for. This experience can be obtained through a wide variety of job titles and functions, including: sales, site assessment, installation, roofing, plumbing, electrical, mechanical, design, advocacy, customer service, and many others.

### Documenting Experience

Experience Pathway Applicants are required to submit proof of employment in a job that is directly related to the technology for which they are applying: photovoltaic, solar heating, or small wind. At least 6 months of full time equivalent employment must be documented. Full time employment is considered to be at least 35 hours per week. If employed less than 35 hours per week, additional experience beyond 6 months is required to document a minimum of 910 hours of experience (26 weeks x 35 hrs./week). For example, someone who works 20 hours per week will need to document at least 10.5 months of employment. All applicants must document at least 6 months of employment, even if they work more than 35 hours per week.

1) Applicant uploads one or more completed and signed NABCEP Verification of Work Experience Form(s). The form is available for download within the online application system, myNABCEP, or may be printed from Appendix II of this Handbook.

2) Applicant submits one or more scanned letter(s), on company letterhead, from their employer(s) that describe the job duties and duration of employment of the applicant. Letters must include the Applicant's name, title, dates of employment, a brief description of job duties, and must be signed by a supervisor or other senior manager of the company. Contact information for the letter writer must be included.

- **Education Pathway**

To qualify through the Education Pathway, an individual must successfully complete a course, or program, that covers the full NABCEP Associate Job Task Analysis (JTA) from a Registered NABCEP Associate Provider for one of the technologies: photovoltaic, solar heating, or small wind. NABCEP allows each Registered Provider to develop their own curriculum to cover the JTA and determine requirements for successful completion (such as minimum attendance requirements, completion of homework assignments, participation in hands on activities, and passing scores on quizzes or examinations). Each Registered Provider sets their own calendar and schedule for courses, may offer courses using different formats (such as in-person, on-line, or hybrid), and courses may vary in length and price.

Each course or program that qualifies individuals for a NABCEP Associate Examination must

cover the full learning objectives as set out in the JTA for the particular technology. Courses with more contact hours, hands-on activities, and an instructor that has significant industry experience can all contribute to a better learning experience. NABCEP recommends that courses intended to prepare individuals for a NABCEP Associate Exam include a minimum of 40 hours of content instruction, allow ample time for homework and reading assignments, and include hands-on activities. Additional coursework in the fundamentals of energy/electricity and mathematics may be necessary for students that do not already have a strong understanding of these concepts.

A current list of Registered Providers can be found on [www.nabcep.org](http://www.nabcep.org).

### Documenting Education

Each Registered NABCEP Associate Provider shall issue a course completion document, transcript, or other method of verifying successful completion of the course. Additionally, students should obtain a signed NABCEP Associate Candidate Eligibility form from their instructor, which verifies that the student successfully completed a course that covered one of the NABCEP Associate Job Task Analyses and is therefore eligible to sit for the relevant examination. Registered Providers will either administer the examination directly to their eligible students (U.S./Canada option only) or submit their contact information to NABCEP for testing through our partner's network of Computer Based Testing (CBT) centers. CBT exams provide candidates with the flexibility to schedule the exam at a date and time of their choosing (as available) at a testing center of their choice.

- **Conversion Pathway**

To qualify through the Conversion Pathway, an individual must have previously completed a course or program with a Registered Provider and obtained a passing score on a NABCEP Entry Level Examination. Individuals who passed the exam more than three years prior to submitting their NABCEP Associate application must also document that they have completed at least 12 hours of continuing education related to the technology during the last three years. This application is required to ensure NABCEP has current contact information, confirm that the individual agrees to the Code of Ethics and Standards of Conduct, and understands that there are renewal requirements to maintain the credential. An account is created in myNABCEP that will populate the online Verification Directory of NABCEP Associates in good standing.

### Documenting Passing Score

Individuals will need to submit information about their Entry Level Examination through an



online application in myNABCEP. To confirm that a passing score was achieved, applicants are asked to provide information about their Registered Provider, date (month/year) when they passed the exam, and upload a copy of their passing score achievement document (certificate).

### Documenting Continuing Education

Applicants who passed a NABCEP Entry Level Examination more than three years prior to submitting the NABCEP Associate application will need to document at least twelve (12) hours of continuing education during the last three years. See section 10.3.4 below for requirements for continuing education credits.

## APPLICATION PROCESS

### **Starting an Application**

Applications are required for the Experience and Conversion Pathways. Education Pathway candidates will have their account created by their Registered NABCEP Associate Provider. Applications for NABCEP Associate credentials and NABCEP Professional Certifications are submitted online 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 that multiple people have access to. Individuals with existing accounts in myNABCEP MUST utilize the existing account to apply for any new credential; DO NOT create multiple accounts using different email addresses!

To start a new account, visit <https://my.nabcep.org> and click on the “Start your Application” button. New applicants will then be asked to provide contact information and an e-mail address for the account. A validation e-mail will be sent to the email address provided to complete the account setup. Applicants and credential holders are strongly encouraged to add [mynabcep@nabcep.org](mailto:mynabcep@nabcep.org), and the full [nabcep.org](https://www.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 Associate credential or professional NABCEP Certification, return to any incomplete or flagged application, or begin a new renewal application for existing NABCEP Associate credentials or recertification applications for professional NABCEP Certifications. All NABCEP Associate credentials and professional Certifications are applied for and maintained through a single account for each individual.

### **Completing an Application**

Each application has multiple pages, which must be fully completed by the applicant before

submission. The pages vary by each qualification category selected. Applicants may change the qualification category on the [Help and Info](#) page. Applicants navigate through the application by clicking on the Tabs displayed at the top of the page when logged into the application. Clicking on any tab, or on the Save button, will save the information that has been submitted on that page.

Boxes on each tab indicate the progress made on completing each page. A blank box indicates that no information has been submitted on that page; a half filled box indicates that some, but not all, information has been submitted; and a check mark indicates that information has been submitted in all required fields. All pages must have check marks before the option to submit and pay for the application will be available. Once an application is submitted it will be in read-only mode while undergoing review by NABCEP staff, so applicants should ensure that all information was entered correctly and accurately before submitting an application.

### Verification of Information

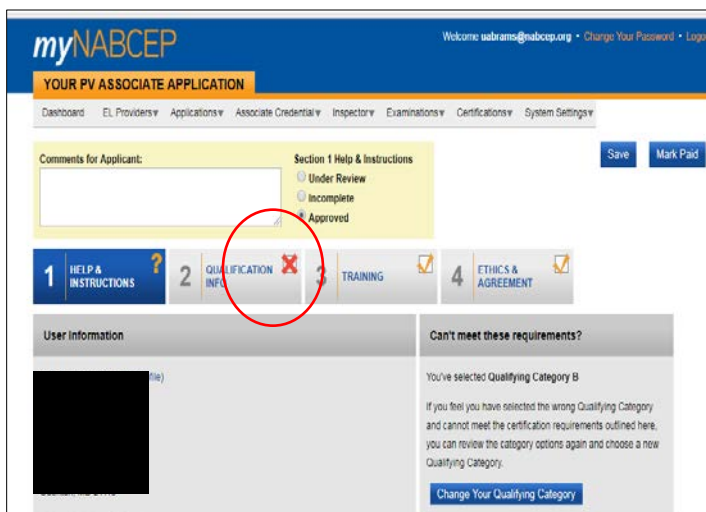
In an effort to serve the public's trust, NABCEP reserves the right to verify any and all information provided in an application. Failure to report truthfully may be considered a breach of the NABCEP Code of Ethics and Standards of Conduct and could result in the denial and/or revocation of the credential.

### Application Review

All applications submitted to NABCEP will be reviewed by a staff person to ensure the selected eligibility criteria have been met. Upon initial review, an application will either be accepted or flagged. Flagged applications are returned to the applicant for one attempt at correcting any identified deficiencies. Upon return of a corrected application, NABCEP staff will conduct a second review to ensure the selected eligibility criteria have been met. Upon second review, an application will either be accepted or rejected.

### Accepted applications

Applications that demonstrate completion of all eligibility requirements for the pathway selected will be accepted by NABCEP staff. Upon application acceptance, the candidate will be sent an email from NABCEP's testing services vendor, Castle Worldwide, with instructions on how to schedule the exam through



Castle's computer based testing network. Castle test site cities may be viewed at <https://www.castleworldwide.com/cww/our-solutions/test-delivery/test-site-cities/>.

Applicants are strongly encouraged to add [testing@castleworldwide.com](mailto:testing@castleworldwide.com) and the [castleworldwide.com](http://castleworldwide.com) domain to their "safe sender" list, to help ensure successful delivery of important exam scheduling information.

### **Flagged Applications**

Applications that are deemed to be incomplete or otherwise deficient in demonstrating completion of all eligibility requirements will be flagged by NABCEP staff. Upon flagging of an application, the applicant will be sent an email from myNABCEP informing them that the application has been flagged and instructing them to return to the application in order to make corrections and resubmit. Applicants will be provided with one opportunity to correct any deficiencies and resubmit the application for review.

Pages in the application that have deficiencies will be marked with a red X in the box for that page. Notes about the deficiency will appear at the top of each page marked with an X, when that page is selected. Applicants may change any information in a flagged application, including changing the eligibility pathway. Upon correction of any identified deficiencies, the applicant will need to resubmit the application for review (no additional fees are required). Note: the red X will remain until NABCEP Staff reviews and approves.

### **Rejected Applications**

Flagged applications that are returned to NABCEP by the applicant and deemed to still not demonstrate completion of all eligibility requirements for the pathway selected will be rejected by NABCEP staff. 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 for the Experience Pathway will be refunded their Examination Fee minus the \$25 Application Fee upon request. Rejected applications for the Conversion Pathway are not eligible for a refund.

## **ELIGIBILITY PERIOD**

An Applicant who has been accepted to sit for the examination (Candidate) is eligible to take the exam for a period of two years from the date of their approval notification for the Experience Pathway, or the course completion date for the Education Pathway. The Candidate may take the exam up to a maximum of six times per year during each year of the two year period. If the Candidate does not pass the exam during this eligibility period they must requalify by completing a new Application. Individuals may choose either the Education or Experience Pathway to become re-eligible, and are not limited to the pathway that they originally chose.

### **EXAM CONTENT**

NABCEP Associate Exams are written by volunteer industry Subject Matter Experts under the guidance of professional psychometricians (testing specialists). NABCEP Associate Job task Analyses provide the blueprint for each Exam and are the primary documents to reference with regard to what topics may be covered on an exam. Job Task Analyses for each technology are available for free download on [www.nabcep.org](http://www.nabcep.org). Each question on the exam is designed to test one of the learning objectives from the JTA.

**Candidates are provided with up to two hours to complete a NABCEP Associate Examination.**

Each examination consists of seventy (70) equally weighted multiple-choice questions, with four (4) choices per question. Sixty (60) of the questions are scored and ten (10) of the questions are un-scored pilot questions. The pilot questions are randomly distributed throughout the examination and are not identified. Pilot questions are utilized so 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.

**The Photovoltaic Associate Job Task Analysis includes five (5) knowledge content domains:**

- PV Application
- Sales & Economics
- Design
- Installation
- Operations & Maintenance

**The Solar Heating Associate Learning Objectives include six (6) knowledge content domains:**

- Conducting a site analysis , including load analysis
- Identifying Solar Heating safety practices, standards, codes and certification
- Identifying systems for specific climates and applications
- Identifying proper orientation and installation methods
- Identifying proper use of balance of system components and materials
- Identifying common Solar Heating maintenance items

**The Small Wind Associate Learning Objectives include 10 knowledge content domains:**

- Fundamentals of Electricity
- Applications and End Uses

- Fundamentals of Small Wind Turbines (including system components and science and theory)
- Towers, Foundations, and Installation Considerations
- Resource Assessment
- Site Assessment
- System Sizing Principles and Economics
- Operation, Maintenance, and Troubleshooting
- Safety and Best Practices
- Impacts and Challenges of Small Wind

For a copy of the complete PVA JTA, and Solar Heating and Small Wind Associate Learning Objectives, please visit the Associate Program Page at: [www.nabcep.org](http://www.nabcep.org).

### **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)

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.

### **THE EXAMINATION**

#### **Admission to the Examination**

Both Paper and Pencil and Computer Based Testing (CBT) Candidates must show a valid government-issued photo identification that exactly matches the name on their application.

The Candidate must provide one of the following valid government-issued documents bearing a picture, name, and signature to gain admission to the test site: 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 entrance to the exam. Under these circumstances Candidates will be considered absent and will forfeit the full exam fee and will be required to re-schedule the exam and pay all applicable re-examination fees.

It is recommended that Candidates arrive at the examination site no later than thirty (30) minutes prior to the scheduled examination time. Additional time needed for procedures, payments, delays, traffic, parking, weather, etc., should be considered when arranging transportation to the examination site.

#### PAPER AND PENCIL EXAMS (AVAILABLE IN THE U.S. & CANADA ONLY)

A Candidate may use a basic-scientific, non-programmable, non-graphing calculator (defined as a device used solely for mathematical computations), such as a Casio fx260, a Texas Instruments TI-30Xa, or similar. Candidates should bring their own calculators to the Exam.

Exam Answer Sheets are scored using an automated scoring machine. All answers must be completed using a #2 pencil. Candidates should bring at least two #2 pencils with them to the Exam. Paper and Pencil Candidates must follow the examination Proctor's instructions on completing the answer sheet. It is the Candidate's responsibility to correctly "bubble" in their "Candidate identification number" and "examination number." Answers must be recorded on the answer sheet provided. Answers recorded in the examination booklet or on scratch paper will not be scored. Candidates will only receive credit for answers completed on the answer sheet. Candidates must put down their pencils and turn in completed answer sheets, all examination materials, and scratch paper when time is called for the exam. Candidates will not be allowed to complete any answers, or transfer answers to the answer sheet, after time is called.

#### COMPUTER BASED EXAMS

Personal calculators may not be brought into the testing room. A calculator is available on screen, as part of the test delivery program.

Candidates should bring at least two #2 pencils with them to the Exam to utilize for solving problems on the scratch paper provided.

No other personal items are allowed except the above mentioned calculator and pencils. The Exam is not an open book exam; no notes or reference material of any kind will be allowed. No digital devices of any kind (cell phones, digital music players, laptops, cameras, watches, etc.) will be allowed. All personal items brought into the examination room will be collected and stored by the Exam Proctor until the candidate is finished with the Exam and exits the room. Additionally, no hats or hoods will be allowed to be worn during the Exam.

### 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.

It is recommended that Candidates fill in answers on the answer sheet as they complete each question rather than waiting until the end of the examination. Time is not provided to transfer answers from the test booklet or scratch sheet after the examination ends.

Candidates may write in the examination booklet during the exam, for instance to mark items to return to if time permits; however, candidates should be aware that under no conditions will marks in the examination booklet be utilized in scoring the exam.

Candidates should speak to a proctor immediately concerning any problems that occur during the examination. Proctors will not answer any questions related to the content of the examination, but may be able to assist with eliminating distractions or other issues.

Before the exam day, Candidates should ensure that they know the exact location of the examination site, the best way to get there, where parking can be found, and the actual location of the testing room.

### EXAMINATION ADMINISTRATIVE POLICIES

#### 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 Candidate during exam or copying answers from another Candidate, is strictly prohibited and grounds for dismissal from the examination and confiscation of examination materials. Any Candidate involved in such behavior will be removed from the exam room, reported to NABCEP, and may be prohibited from taking the exam again.

If a Candidate has an emergency or needs to use the restroom, they should raise their hand. The Proctor will take the test materials and secure them, then give the Candidate permission to leave the room. Only one Candidate at a time is permitted to leave the room.

There is to be no smoking, eating, or drinking by Candidates in the test room.

Candidates should not bring any personal items into the testing room. Any personal items brought into the room will be collected by the Proctors and stored at the front of the test room until the candidate has completed their examination and turned in all testing materials.

The Proctor and assistants cannot answer any questions about test items during the test. Candidates should do the best they can on each item. Examination supervisors and proctors are not qualified or authorized to answer questions concerning the examination content; however, they will do their best to help with any procedural questions and address other concerns.

If a Candidate feels there is a misprint or an error within an item, the Candidate should raise their hand. He or she will receive a Candidate Comment Form, which will be collected at the end of the exam.

No examination materials, documents, or memoranda of any kind are to be taken from the examination room.

Candidates are prohibited from writing or marking anything in any reference book. Doing so is grounds for confiscation of these documents by the exam administrators. Candidates are allowed to write in the examination booklet and scratch paper.

Due to the noise associated with gathering reference books and materials at the end of the examination, Candidates who have not completed the exam by the time the 15-minute time limit is announced may not be permitted to leave the test center until the final time is called. Candidates will be asked to remain in their seats for the last fifteen minutes until time is called in order to minimize the disruption to those still testing.

### **Exam Security**

Any Candidate who communicates with, or gives or receives help to others during the exam will be dismissed from the examination room. Candidates involved in such behavior will be



reported to NABCEP and their exam will not be scored. Examination fees will not be refunded and the Candidate may be prohibited from taking the examination in the future.

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

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

### **Late Arrivals**

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

## **CANCELLATION AND EXAM RESCHEDULING POLICY**

### **PAPER AND PENCIL CANDIDATES (U.S. & Canada option only)**

If a Candidate is scheduled to take an examination and cannot attend, they must notify their Provider before the scheduled Exam date. Re-scheduling of Paper and Pencil exams is the sole responsibility of the Provider. Candidates who originally scheduled to take a NABCEP Associate Exam in Paper and Pencil format may re-schedule to take or re-take the exam via CBT.

### **COMPUTER BASED TESTING CANDIDATES**

CBT Candidates are subject to the cancellation and rescheduling policies of Castle Worldwide. Castle requires advance notice of at least four business days to schedule or reschedule an exam. The reschedule request must be submitted through Castle's online scheduling system. A fee will apply; the fee must be paid online at the time of the request.

### **NATURAL OR MAN-MADE DISASTERS**

Any Candidate who is requesting to be excused from an exam must submit an Examination

Change Form AND supporting evidence in writing within four (4) days after the scheduled examination date. Applicable fees may be waived if one of the following exceptions occur:

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

NABCEP reserves the right to request additional evidence to support the exception. Candidates for whom an excuse is accepted will be allowed to select a later exam date to which the fee will be applied. The examination fee is non-refundable and non-transferable. Candidates for whom an excuse is found to not be acceptable will forfeit their entire exam fee and will be required to reschedule the examination and pay a re-examination fee should they wish to continue the credentialing process.

### **Failure to Appear**

Candidates who fail to appear for the examination will forfeit their entire exam fee and will be required to reschedule the examination and pay a re-examination fee unless they meet cancellation policy guidelines above. Appearing to the examination site late (see Section 7.3), is considered a Failure to Appear.

## **SCORING AND GRADE NOTIFICATION**

### **Scoring Procedures**

Paper and Pencil AND Computer Based Testing answers will be scored electronically. A statistical comparison of all responses may be performed as a quality control process to verify the accuracy of examination grades and the performance of test items. Any irregularities identified by this analysis that indicate cheating may have occurred may be considered grounds for denial of a credential. Paper answer sheets are computer-scanned multiple times by NABCEP's third-party testing services vendor to ensure accurate scoring. NABCEP does not provide the ability to request rescoring of NABCEP Associate 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 home addresses submitted to our database; Candidates qualifying via Providers located outside of North America, will have their score notifications, INCLUDING CERTIFICATES, shipped to the Course Provider

only. 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 that indicates that the individual has demonstrated basic knowledge of the fundamental principles of the application, design, installation and operation of the applicable energy system for the Exam taken (PV, Solar Heating, etc.) and a suitable-for-framing certificate listing the Candidate's name, signed by the Executive Director of NABCEP.

### **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. NABCEP Associate examinations are not graded "on a curve" – any Candidate who meets the eligibility requirements and achieves a passing score on the examination will earn the credential.

Testing industry best practice is to report exam results as scaled scores. Scaled scores are statistically derived by adjusting the raw score (the number of questions a Candidate answers correctly) by a factor that accounts for the difficulty of a particular exam format relative to other formats. A total scaled score is used to determine pass or fail status and is reported as a scaled score ranging between 0 and 99.

A scaled score of 65 is required to achieve a passing score on a NABCEP Associate Examination.

### **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.

## **ASSOCIATE STATUS**

### **Duration of Associate Credential**

NABCEP Associate credentials are valid for three (3) years following the date of issuance. During that time an Associate may use the credential designation after their name to show that they are a NABCEP Associate (see Trademark and Mark Use Policy). Associates will

receive a certificate and information on maintaining the credential when they are notified of their success on the Associate exam. Upon suspension or withdrawal of a NABCEP credential, Associates must discontinue the use of all claims to being a NABCEP credential holder. Furthermore, any NABCEP certificates that have not yet expired, must be returned. NABCEP is a registered trademark owned by the North American Board of Energy Practitioners. All rights of ownership are maintained by NABCEP.

### **Displaying a NABCEP Associate Mark**

Only persons who have been issued a NABCEP Associate credential by NABCEP, and who maintain active status and are in good standing, are authorized to use a NABCEP Associate 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 Trademark and 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.

### **Replacement Certificates**

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

\*For NABCEP's Fees Schedule, please see our website, [www.nabcep.org/fees](http://www.nabcep.org/fees).

### **Misconduct**

Applicants and Associates 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 credentials.

## **RENEWAL**

Note: "Renew" and "Recertify" refer to the same thing and may be used interchangeably in this section.

### **Renewal Cycle**

Each renewal cycle will be a three (3) year period. The first cycle begins on the date of initial credentialing, and expires three (3) years later. The expiration date is printed on the NABCEP

Certificate and is listed in each credential holder's account on myNABCEP. A new certificate, with a new expiration date will be issued upon renewal.

### Application Time Line

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

All credential holders are encouraged to file a Recertification Application and pay the Recertification Fee at least ninety (90) days prior to the expiration of their certification. Associates must meet the requirements for renewal by the end of each three-year period in order to be eligible to renew their credential. NABCEP Associates who do not complete renewal requirements before credential expiration will be required to reapply and retest to obtain the credential again.

NABCEP sponsors and administers a number of rigorous, examination-based, professional certification programs. Associates and Professional Certificants are granted the conditional right to use the NABCEP credential and 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.

Upon suspension or withdrawal of a NABCEP credential, Associates must discontinue the use of all claims to being a NABCEP credential holder. Furthermore, any NABCEP certificates that have not yet expired, must be returned. NABCEP is a registered trademark owned by the North American Board of Energy Practitioners. All rights of ownership are maintained by NABCEP.

### Basic Requirements for Renewal

All NABCEP Associates must document at least 12 contact hours of continuing education 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 Associates should log in to their account at [my.nabcep.org](http://my.nabcep.org) to complete the process.

As an alternative to meeting continuing education requirements for any credential, the Associate may schedule, and successfully complete, the current NABCEP Associate

Examination related to their NABCEP credential. A passing score on the Associate Examination is required, and the Examination must be completed prior to the end of the current Certification Period.

### **Expired Credentials**

Individuals with expired NABCEP Associate credentials may renew their credential up until 6 months following their credential expiration date. Anyone applying to recertify after the printed expiration date will be subject to late fees. Upon expiration, the Associate is NOT credentialed by NABCEP, nor may claim to be so. Expired Associates are removed from the online Verification Directory immediately upon expiration of the credential. Once the 6 month extended renewal period has ended, expired NABCEP Associates must reapply and re-exam in order to become credentialed again.

### **RENEWAL APPLICATION PROCESS**

Associates must log in to their myNABCEP account to renew their NABCEP Associate credential(s). Renewal applications are available in a credential holder's myNABCEP account at [my.nabcep.org](http://my.nabcep.org). Renewal applications are reviewed according to the same procedures outlined in section 4.4 above.

### **Continuing Education Requirements for Renewal**

NABCEP Associates are required to satisfy at least 12 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 applicant's technology (PV, Solar Heating, or Small Wind) and attendance must be documented with an official signed course completion document, transcript, or other record.

NABCEP maintains a course catalog which includes Registered Continuing Education courses for the professional certifications. NABCEP also hosts an annual Continuing Education Conference where applicants may obtain all their required CE credits by attending Conference sessions. See [www.nabcep.org](http://www.nabcep.org) for NABCEP CE Conference details.

### **QUALIFYING ACTIVITIES FOR CONTACT HOURS THROUGH PARTICIPATION IN CLASSES, TRAINING SEMINARS AND RELATED OFFERINGS**

Participation in the following educational activities will qualify for continuing education for renewal:

- **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.

**Documentation Required:** Associates 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.

- **Registered Apprenticeship Training:** Credit may be earned by successfully completing coursework in a U.S. Department of Labor Approved Apprenticeship Program.

**Documentation Required:** Associates 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.

- **State or Provincial Contractor Licensing Board Approved Training:** Credit may be earned by successfully completing coursework delivered by a state or provincial Contractor Licensing Board approved training.

**Documentation Required:** Associates must maintain a certificate or letter verifying attendance and a program description.

- **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:

- IREC Accredited Training Program
- Course taught by an IREC Certified Instructor or Certified Master Trainer

**Documentation Required:** Associates must maintain a certificate or letter verifying attendance and a program description.

- **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](http://www.nabcep.org).

**Documentation Required:** Associates must upload a certificate or letter with and a program description and verification of attendance.

- **Seminars, Workshops, and Professional Conference Presentations:** Credit may be earned for attending seminars, workshops, or other presentations offered by as part of a professional level conference.



Documentation Required: Associates must upload a NABCEP Continuing Education Credit Form or letter signed by the presenter verifying attendance, and a program description.

### **ETHICAL PRACTICE REQUIREMENT**

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

Associates applying for renewal must be in good standing with NABCEP. Associates 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 Associate 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 credential, their credential may be revoked and the Associate may be denied the opportunity to attain renewal status. If at any time a Credential Holder's good standing status changes prior to their three year certification period, the Certificate must be returned to NABCEP. NABCEP is a registered trademark owned by the North American Board of Energy Practitioners. All rights of ownership are maintained by NABCEP.

#### **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 Associate will be notified when credits are reduced or denied, including a statement indicating the basis for such action.

#### **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. Associates 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.

#### **Failure to Satisfy Renewal Requirements**



Associates 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 Associates. If at any time a Credential Holder's good standing status changes prior to their three year certification period, the Certificate must be returned to NABCEP. NABCEP is a registered trademark owned by the North American Board of Energy Practitioners. All rights of ownership are maintained by NABCEP. The following terms apply, unless otherwise provided by this policy:

### **Suspension**

Following the issuance of a suspension notice, the Associate 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 Associate 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**

An Associate whose credential has been suspended or revoked may not represent himself or herself as an active NABCEP Associate or as credentialed by NABCEP. They may not use any NABCEP Associate 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.

### **Voluntary, Optional Changes in Credential Status**

#### Relinquishment of the Credential

An Associate in good standing may voluntarily relinquish their credential by submitting a written request to NABCEP indicating acceptance of, and agreement to, the following terms. Such Associates will be removed from active Associate Verification directory.

An Associate who voluntarily relinquishes their credential may not represent themselves as an active Associate or as credentialed by NABCEP. If at any time a Credential Holder's good

standing status changes prior to their three year certification period, the Certificate must be returned to NABCEP. NABCEP is a registered trademark owned by the North American Board of Energy Practitioners. All rights of ownership are maintained by NABCEP.

### **CONFIDENTIALITY**

#### **Confidentiality of Application Materials**

An Applicant's submitted materials shall remain confidential, unless stipulated in writing by the Applicant, authorized by other NABCEP policies and practices. 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 3rd parties. In the event that a legal request for information is made, NABCEP will notify the subject of inquiry of their intent to comply with the law unless prohibited to do so. Upon becoming credentialed, professional contact information will be considered public information and may be made available to the public upon request.

#### **Confidentiality of Scores**

Individual Associate scores shall remain confidential unless an Associate agrees in writing to release their score to specific authorities, such as a state board of licensure. Registered Associate Providers are given access to the scores of those candidates who obtained eligibility by completing one of their courses. Individuals who qualified via a Provider located in North America, may indicate that they do not wish their scores to be released by filling out the applicable section on the NABCEP Associate Candidate Eligibility Form.

#### **Verification Registry**

NABCEP will maintain a NABCEP Associate Verification Registry as a free benefit for Associates and the public. The NABCEP Associate Verification Registry contains the name, city, state and NABCEP credential number of all NABCEP Associates in good standing. This database is available in a secure, online format, as a free benefit to credential holders.

### **GRIEVANCES & APPEALS**

#### **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.B). 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, Certificant or Associate may submit to the Executive Director an initial appeal (request for review) of an adverse NABCEP action or decision based on any of the following grounds:

- The Candidate was found to be ineligible to take or unable to complete the Examination;
- The Candidate did not pass or successfully complete the Examination; or,
- 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.

### **Appeal Procedures**

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

The identity and signature of the Applicant, Candidate, Certificant or Associate submitting the appeal;

A detailed explanation of the reasons and basis for the appeal, as defined and limited by Section E.2 in the Appeals Procedure

All objections, corrections, and factual information the Candidate or credential holder believes to be relevant to the appeal;

The names, addresses, telephone numbers, and email addresses, if available, of any persons with factual information relevant to the appeal, and a clear description of the factual information available from these persons; and,

Copies of any and all relevant documents, exhibits, or other information the Applicant, Candidate, or Certificant wants to submit in support of the appeal.

### **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).

### **CONTACTING NABCEP**

#### Obtain Information and Ask Questions

Please contact the Board office at (800) 654-0021, or visit our website at [www.nabcep.org](http://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](mailto:info@nabcep.org), Phone: (800) 654-0021, Fax: (518) 899-1092

#### **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](http://my.nabcep.org).

#### **Other Policies**

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

### APPENDIX I: NABCEP POLICIES

- [NABCEP Trademark and Mark Use Policy](#)
- [NABCEP Appeals Policy](#)
- Compliance Monitoring Policy

### APPENDIX II: NABCEP FORMS

- Special Accommodations Request Form
- Verification Of Employment Form