

IREC · ISPQ

CANDIDATE HANDBOOK



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ISPQ Regional Licensee for North America

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IREC ISPQ Candidate Handbook

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1 Overview

1.1 About IREC ISPQ Accreditation and Certification

The ISPQ accreditation and certification programs began development in 1996. International renewable energy, education, training, and accreditation experts worked to create ISPQ Standard 01022 (originally 01021), which provides the guidelines and sets the bar for the accreditation of training programs and the certification of trainers in the renewable energy, energy efficiency, and distributed generation fields. The objectives of the Standard are:

- to provide training programs worldwide with a harmonized training content and delivery guide for the knowledge and skills competencies for renewable energy (RE), energy efficiency (EE), and distributed generation (DG) workforces;
- to increase the confidence level that industry, employers, consumers, financiers, and governments can have in the participating training programs and trainers by providing a globally accepted process of evaluation and surveillance (assessment and periodic re-evaluation) of training programs and trainers, and periodic re-evaluation of the standards; and
- to encourage safety and the training of safe practices within the industry.

Ultimately, high-quality training will provide assurances for clients and customers of renewable energy, energy efficiency, and distributed generation technologies and will help these industries expand.

The Interstate Renewable Energy Council (IREC) is the North American regional licensee of the IREC ISPQ STANDARD 01022 Standard for the Accreditation and Certification of renewable energy, energy efficiency, and distributed generation Training Providers. IREC, a nonprofit organization, is responsible for the full accreditation and certification cycle, including processing applications, assigning registered assessors, awarding the credential, and maintaining all records of applicants, candidates and award recipients.

As an ISPQ Licensee, IREC is committed to providing third-party assessment and qualification of training and workforce development programs to consensus standards for the improvement of workforce preparation.

1.2 Distinctions

- Accreditation vs. Certification

Accreditation is a recognition granted to an institution that offers a high-quality training program for a specific job category, or offers a high-quality continuing education course or courses that meet the professional development needs and/or requirements of energy practitioners.

Certification is a recognition granted to an individual who has demonstrated the capability to deliver high-quality training in renewable energy, energy efficiency, or distributed generation technology.

- Training Program Accreditation vs. Continuing Education Provider Accreditation

Training Program Accreditation involves review and approval of a curriculum that is aligned with an IREC ISPQ-approved Job Task Analysis, and is of sufficient length and depth to properly

prepare graduates to perform all of the tasks defined for successful performance in that job category.

Continuing Education Provider Accreditation involves review and approval of a course or courses that professionally develop energy practitioners and enhance their capability to perform better on the job. Courses offered by accredited continuing education providers are typically of shorter duration than those for training programs, require minimal or no prerequisites, and are not necessarily aligned with an IREC ISPQ-approved Job Task Analysis. They may be entry level and preparatory courses that stress energy fundamentals; they may complement or supplement the knowledge of the worker; they may focus on a subset of a Job Task Analysis; or they may be designed to meet the continuing education requirements of various practitioners (e.g., to meet the continuing education requirements for practitioner certification programs).

Training institutions that are providing comprehensive training in accordance with an IREC ISPQ-approved Job Task Analysis and that prepare graduates for successful performance in a specific job category are expected to consider Training Program Accreditation (rather than Continuing Education Provider Accreditation), even if the course or courses are offered through an Office or Department of Continuing Education at the institution.

1.3 IREC ISPQ Standard

In order to become accredited or certified, institutions and individuals must satisfy the requirements of IREC ISPQ Standard 01022. The IREC ISPQ Standard describes the ethical and practical requirements for candidates, including commitments to confidentiality, non-discrimination, quality, and professionalism.

IREC ISPQ Standard 01022 also outlines requirements for quality program management and administration. It sets forth requirements for facilities, resources, tools, and safety. It requires trainers and program staff to have appropriate experience, defined job descriptions, and adequate training to perform their jobs competently.

Candidates must demonstrate, through the application and assessment process, that they fulfill the requirements of IREC ISPQ Standard 01022.

1.4 JobTask Analyses

In addition to the requirements listed in IREC ISPQ Standard 01022, candidates for recognition as Accredited Training Programs[®], Certified Independent Master Trainers[®] or Certified Independent Instructors[™] need to show that the information they teach covers the full range of information required for a given subject. The “content” of training programs has been captured in a variety of Job Task Analyses, which are listings of the skills and knowledge that a given practitioner needs in order to perform a given job appropriately. Job Task Analyses are developed by committees of subject matter experts to apply to specific jobs for specific technologies within the renewable energy, energy efficiency, and distributed generation fields.

IREC ISPQ does not restrict the development of Job Task Analyses to any one organization. Rather, IREC ISPQ will review and evaluate Job Task Analyses and curricula based on the Job Task Analyses developed by reputable education, training, and certifying organizations as long as they are consistent with the IREC guidelines shown below.

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IREC uses the following guidelines to evaluate and approve a Job Task Analysis for use in the IREC ISPQ Accreditation and Certification Program.

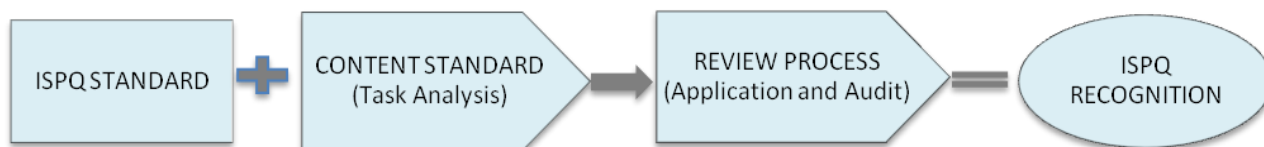
- The Job Task Analysis must clearly define the job. More specifically, the overall objective of the training must be clearly stated in terms of what the trained individual should be able to accomplish under given conditions.
- The Job Task Analysis should identify all of the tasks and subtasks required for competent performance. Inclusion of criticality and frequency of tasks and subtasks is highly recommended.
- The Job Task Analysis should follow well accepted procedures for occupational analysis, such as the use of a DACUM (Developing a Curriculum), including review and validation by subject matter experts (SMEs).
- There is documentation of Committee members, their credentials and the process that was followed to create the Job Task Analysis. The process of developing a Job Task Analysis should include a balanced involvement of interested parties; and should safeguard impartiality.

Candidates for Training Program Accreditation, Independent Instructor Certification and Independent Master Trainer Certification must compare their course content to at least one IREC ISPQ-approved Job Task Analysis and must be able to show that, through course content and any prerequisites, the full requirements of the Job Task Analysis are covered. In addition, Candidates are required to use the most recent version available of the IREC ISPQ-approved Job Task Analysis for their comparison. See the “Key Docs” section of the IREC ISPQ website for a current listing of IREC ISPQ-approved Job Task Analyses.

If an applicable Job Task Analysis does not exist for a given specialty within the renewable energy, energy efficiency, or distributed generation fields, candidates for IREC ISPQ recognition are encouraged to participate in the formation of a relevant technical committee of subject matter experts to formulate the needed Job Task Analysis

1.5 Application

Candidates for IREC ISPQ recognition must submit an Application Packet demonstrating that they meet the relevant points of the IREC ISPQ Standard 01022 and, where applicable, a Job Task Analysis.



Each type of IREC ISPQ recognition (for six recognitions - Accredited Training Program[®], Accredited Continuing Education Provider[®], Certified Independent Master Trainer[®], Certified Affiliated Master Trainer[®], Certified Affiliated Instructor[™], and Certified Independent Instructor[™]), has its own Application, which will guide Candidates through the process of applying. The Application Packets address the applicable sections of the IREC ISPQ Standard 01022. Applications can be accessed through the IREC ISPQ website, at www.ispqusa.org, or by emailing info@ispqusa.org.

1.6 Review Process

Upon receipt of the completed Application Packet, IREC will assign an assessor to review the packet against the IREC ISPQ Standard 01022. If necessary, the assessor will request that the candidate provide supplemental documentation or additional clarification. This step is called the Desk Assessment.

Candidates for recognition as Certified Affiliated Instructor, Certified Independent Instructor, Certified Affiliated Master Trainer, or Accredited Continuing Education Provider will require a Desk Assessment. In some cases, the assessor may feel that an On-Site Assessment is also called for. In these cases, IREC will decide if the On-Site Assessment is justified and the candidate will be notified in advance and invoiced for the additional costs. IREC reserves the right to perform spot assessments.

Candidates for Accredited Training Program or Certified Independent Master Trainer will need to undergo an On-Site Assessment following their Desk Assessment. The expense of the On-Site Assessment is included in the Application Fees, except for the assessor's travel costs which are billed separately.

During an On-Site Assessment, an assessor or a team of assessors will confirm that conditions actually meet the statements made in the Application materials and that the candidate does in fact conform to the IREC ISPQ Standard and the chosen Job Task Analysis.

At the conclusion of the assessment process, the assessor will write a report either recommending the candidate for award or recommending that the candidate be denied award. This recommendation, along with a report on the assessment outcomes, is sent to the IREC ISPQ Award Committee, a committee of experienced educators, trainers, subject matter experts, and/or standards-developers which together make the final decision on whether the candidate has satisfied all accreditation/certification requirements.

For more details on the application and review process, see Section 5.

1.7 Accreditation and Certification Timeline

The review process can take anywhere from several weeks to several months, depending on the type of recognition sought and the detail and organization of the candidate's Application materials. Candidates for Training Program Accreditation and Independent Master Trainer Certification can expect the review process to take from a few to several months since it will necessitate both a Desk Assessment and an On-Site Assessment. Candidates for other types of recognition will not generally need an On-Site Assessment and therefore could have a faster review time. A limitation of one year has been placed on the review process. If at the end of one year, a candidate's review process has not been completed, the candidacy will end and the candidate will need to reapply unless IREC notifies the candidate of an extension.

As the regional licensee, IREC has the authority to make decisions about the Accreditation and Certification process which may include waiving parts of the Assessment process or adding to the Assessment process where justified.

1.8 Value of IREC ISPQ Recognition

Accreditation of a program or certification of an individual does not guarantee that every facet of the candidate's qualifications and program are of equal quality, but it does indicate that the accredited program or certified individual has demonstrated compliance with the relevant IREC ISPQ Standards.

Students looking for quality training can be reassured that IREC ISPQ-recognized programs, institutions, or trainers are qualified to carry out the training, and that the content of the training has been vetted against industry-developed standards for completeness. The students who complete Accredited Programs or who follow recognized curricula taught by certified individuals can conclude that the training covered the full scope of an approved Job Task Analysis. The students who complete continuing education courses through an IREC ISPQ-Accredited Continuing Education Provider can expect to learn skills or information relevant to their renewable energy, energy efficiency, or distributed generation specialties.

Accredited organizations and certified individuals can include the IREC ISPQ mark/designation on their marketing materials and can identify themselves as IREC ISPQ Accredited/Certified by the Interstate Renewable Energy Council, Inc. However, permission to use a specific accreditation or certification mark does not include the permission to use the IREC or IREC ISPQ trademarks and/or logo(s), which are the sole and exclusive right of IREC. For more information concerning use of IREC ISPQ marks, see Section 6.4.

In addition, IREC ISPQ Accredited Training Programs, IREC ISPQ Certified Independent Instructors and IREC ISPQ Certified Independent Master Trainers can give their students a certificate that shows that they have completed an IREC ISPQ-approved training course. Students can then use this certificate to market themselves to potential employers who recognize the value of qualified training.

1.9 Violations of IREC ISPQ Program Policies by Non-Accredited Institutions or Non-Certified Individuals/ Eligibility for IREC ISPQ Accreditation or Certification

If a non-accredited institution or non-certified individual has been notified by IREC that they have violated the IREC ISPQ Program policies and if, after an appropriate opportunity to respond, the IREC ISPQ Accreditation and Certification Program determines that a non-accredited institution or non-certified individual has acted contrary to IREC ISPQ Program policies, the institution or individual may be disqualified from, and otherwise ineligible to apply for, IREC ISPQ Accreditation and/or Certification should accreditation and/or certification be sought in the future. The IREC ISPQ Program reserves the right to issue any other appropriate sanctions or conditions related to eligibility for IREC ISPQ Accreditation or Certification.

2 Eligibility

2.1 IREC ISPQ Accredited Training Program[®] Eligibility

To receive IREC ISPQ Training Program Accreditation for a specific job category, the applying institution must provide sufficient evidence that program graduates will have the necessary knowledge and skills to perform successfully on the job. In most cases and for most job categories, training program accreditation will require entering students to have the appropriate background and experience to meet well-defined prerequisite requirements. For example, some training programs require entering students to be licensed electricians for PV (photovoltaic) installer training, others require entering students to be licensed plumbers for solar thermal installer training; basic math skills may be required for an energy auditor program, while energy audit training may be a prerequisite to quality control inspector training. Depending on the job category and associated prerequisite requirements, the length of training required for accreditation may range from one week to several months to several years.

Candidates for IREC ISPQ Training Program Accreditation must cover all tasks and subtasks in an IREC ISPQ-approved Job Task Analysis, and be of sufficient length and depth to provide learners with the

knowledge and skills to successfully perform those tasks. By achieving IREC ISPQ Training Program Accreditation, institutions demonstrate that they have a quality program in terms of five key areas:

- Properly targeted students possessing the required background and experience, and meeting all prerequisite requirements;
- Subject matter content and curriculum that are aligned with an IREC ISPQ-approved Job Task Analysis for a specific job;
- Faculty with the appropriate background and experience to teach the full range of subject matter included in the curriculum;
- Appropriate training facilities, including classrooms, laboratories, system components, work stations, tools, instrumentation, safety equipment, and other teaching hardware; and
- Institutional support in terms of financial, administrative, and managerial services.

Training Program Eligibility Requirements

For IREC ISPQ Accreditation a Program must:

- Hold legal status as a corporation, or be a subsidiary of a legally incorporated entity;
- Demonstrate financial viability;
- Warrant that the facilities where training occurs will meet IREC ISPQ Standards; Have actively taught the relevant courses for at least the past year (programs that cannot demonstrate a continuous year of operation can apply for provisional accreditation);
- Teach a course or curriculum that covers an IREC ISPQ-approved Job Task Analysis;
- Have written policies for confidentiality, non-discrimination, and quality to guide training; and
- Ensure that any staff or instructors have adequate training and preparation.

In addition, all candidates for IREC ISPQ recognition must demonstrate that they meet the relevant requirements of IREC ISPQ Standard 01022.

Note: A program does not have to demonstrate that it has IREC ISPQ certified instructors to apply for accreditation. However, Instructors must be qualified (see section 2.7 for qualifications).

In many cases, Training Programs, Continuing Education Providers, Independent Instructors and Independent Master Trainers may conduct training at more than one site. For the purposes of Accreditation and Certification, IREC recognizes Mobile Training, Auxiliary Sites, and Affiliate Programs.

2.1.1 Mobile Training

For the purposes of IREC, mobile training is defined as a situation where Instructors travel to sites not owned or managed by the Accredited Training Program, Accredited Continuing Education Provider, a Certified Independent Instructor, or a Certified Independent Master Trainer to conduct training courses within the curricula for which the Program, Provider, Instructor, or Trainer is seeking or has achieved IREC ISPQ recognition. Mobile Training is acceptable under the IREC ISPQ Accreditation and Certification system as long as the parent Program or Trainer takes full responsibility for ensuring that student preparation and the facilities meet the requirements of the IREC ISPQ Standard and that the necessary equipment and safety precautions are available at the site throughout training.

2.1.2 Auxiliary Sites

For the purposes of this policy, “Auxiliary Sites” are sites that are **regularly** used by the Program, Provider, Instructor, or Trainer for training within the curricula for which it is seeking or has achieved the IREC ISPQ recognition, and with which the Program, Provider, Instructor, or Trainer has an established legal relationship. However, “Auxiliary Sites” do not have their own course administration, nor do they operate with any degree of autonomy from the Program, Provider, Instructor or Trainer itself. Another term for this kind of site might be a “branch.”

Auxiliary Sites should be declared within the IREC ISPQ Application materials (see item 2.9 on the Program, Provider, Instructor and Trainer application forms). The candidate Program or Trainer should demonstrate in its responses throughout the Application that the Auxiliary Site or Sites meet the requirements of the IREC ISPQ Standard (see Tier 1.2 of the IREC ISPQ Standard in particular).

If such a site is added by the Accredited Training Program, Accredited Continuing Education Provider, Certified Independent Instructor or Certified Independent Master Trainer **after** it has achieved IREC ISPQ Accreditation/Certification, the Program, or Trainer must inform IREC in writing of the addition of the site and should describe how the site meets the facilities requirements of the IREC ISPQ Standard. In addition, the Program, Provider, Instructor, or Trainer must warrant that the other applicable points of the IREC ISPQ Standard will be applied at the new site. See Section 7.3 on Reporting Substantial Changes.

Note: It is a violation of IREC ISPQ policies for an Accredited Training Program, Accredited Continuing Education Provider, Certified Independent Instructor or Certified Independent Master Trainer to claim IREC ISPQ recognition and use the IREC ISPQ marks/designations for Auxiliary Sites without first informing IREC that the Site(s) exist and warranting that they take full responsibility for the quality of the training and for the assuring that the facility meets the requirements of the IREC ISPQ Standard.

2.1.3 Affiliate Programs

In some cases, Accredited Training Programs may develop or may be engaged in “affiliate” relationships with other training programs. For the purposes of this policy, “affiliate” programs are defined as educational programs that enjoy a legal connection through licensing to a parent program or institution, or through a national or regional organizational membership. Affiliate training bodies must share a common curriculum and must operate under agreements to honor the training and quality standards of the parent program, institution, or organizational membership.

In such cases, it may be acceptable for the main or Principal Program to apply for Accreditation in affiliation with other affiliate programs. In this case, the Principal Program must demonstrate in its application that all the affiliate programs meet the IREC ISPQ requirements for documentation, management, administration, facilities, etc., and warrant that it accepts responsibility for the continued maintenance of these programs to the terms of the IREC ISPQ Standard. If any one of the affiliate programs fails to maintain the IREC ISPQ Standard, both the offending institution and the Principal Program would be subject to revocation of their Accreditation status.

The application for Accreditation for affiliate programs needs to include documentation in the form of a signed testament from the administrator of the Principal Program along with signed testaments from the administrators of each affiliate program acknowledging their understanding of and adherence to the IREC ISPQ Standard, along with a signed Code of Ethics from each program

administrator. The programs must also demonstrate the nature of their affiliation, including evidence that each affiliated program uses the same rules for administration, management, and quality as the Principal Program.

In addition to the \$3,000 Program Application Fee, candidates applying with affiliate programs should include \$500 for each additional affiliate program per Principal Application.

IREC reserves the right to determine when the affiliate application method is acceptable. IREC also reserves the right to request documentation from affiliate partners and may choose to require an On-Site Assessment at any or all of the affiliate partners, with the costs of the On-Site Assessment to be borne by the candidate.

Note: It is in violation of IREC ISPQ policies for an Accredited Training Program, Accredited Continuing Education Provider, Certified Independent Instructor or Certified Independent Master Trainer to claim IREC ISPQ recognition and use the IREC ISPQ marks/designations for affiliated programs without following the proper application process and warranting that the Principal Program takes full responsibility for the quality of the training and for the facility meeting the requirements of the IREC ISPQ Standard.

2.1.4 On-line Courses

An on-line course or courses may be an integral part of a total training package or curriculum that adequately prepares learners to do a job defined by an IREC ISPQ-approved Job Task Analysis. Typically this will require that students meet significant background, experience and other training prerequisites for a specific job category. If such requirements are met, application for Training Program Accreditation is appropriate. However, institutions offering an on-line course or courses without satisfying background, experience and other training prerequisites for a specific job are encouraged to pursue Continuing Education Provider Accreditation rather than Training Program Accreditation.

For the purposes of this policy, on-line courses are defined as stand-alone, web-based training courses which include frequent and meaningful interaction between learners and instructors. The format could be self-paced but with instructor timely feedback. See Tier 5 in IREC ISPQ International Standard 01022.

On-line, self-paced lessons without instructor involvement can be used to augment a training program, for example as pre or post training "homework," but cannot qualify for IREC ISPQ Accreditation as a stand-alone, on-line course.

2.2 IREC ISPQ Accredited Continuing Education Provider[®] Eligibility

Continuing Education Providers offer short courses or workshops for the professional development of participants. The courses often focus on developing specialized skills (e.g., reading blueprints, meeting building code requirements, managing projects, collecting and reducing performance data, effectively performing blower door tests, using and reading infrared scanners, etc.) – skills that enhance the capability of practitioners to perform better on the job. Continuing education courses are typically of shorter duration (e.g., several hours to several weeks) than those for training programs. Usually the courses have minimal or no prerequisite requirements, and they may or may not be aligned with an IREC

ISPQ-approved job task analysis. Examples include entry level and preparatory courses that stress energy fundamentals; courses that complement or supplement the knowledge of the worker; courses that focus on a subset of a Job Task Analysis rather than on a full range of job skills; and courses that are designed to meet the continuing education requirements of various practitioners (e.g., to meet the continuing education requirements for professional certifications for installers, professional engineers, architects, etc.).

Continuing education providers in the areas of renewable energy, energy efficiency, and distributed generation can seek IREC ISPQ Continuing Education Provider[®] Accreditation through IREC to demonstrate that the continuing education course or courses being offered are relevant, are of high quality, and are focused on enhancing the professional development of energy practitioners. Providers must also demonstrate that they use high-quality management and administrative procedures, and that their trainers have the appropriate background and experience for the subject matter being taught.

Continuing Education Provider Eligibility Requirements

For IREC ISPQ accreditation, a continuing education provider must:

- Show evidence that the subject matter content supports or is relevant to renewable energy, energy efficiency, or distributed generation fields;
- Teach a course or courses that complement or supplement the knowledge of the worker or provide basic fundamentals;
- Show evidence that the trainers for the course(s) have the appropriate background, experience, and preparation to teach the course(s); and
- Show evidence that high standards of confidentiality, non-discrimination, and quality management of the training are consistently used.

In addition, all candidates for IREC ISPQ recognition must demonstrate that they meet the relevant requirements of IREC ISPQ Standard 01022.

See Section 2.1.1, 2.1.2, 2.1.3, and 2.1.4 on Mobile Training, Auxiliary Sites, Affiliate Programs, and On-line Courses. Continuing Education Providers who maintain more than one regular teaching site or who have teaching arrangements with multiple sites may find themselves needing to apply for recognition of additional sites or affiliate programs, as described in the sections above. Contact IREC if you have any questions about receiving IREC ISPQ recognition to teach at multiple sites.

2.3 IREC ISPQ Certified Affiliated Master Trainer[®] Eligibility

Master Trainers are those trainers with considerable experience and education who are qualified both to teach conventional students as well as fellow instructors within the renewable energy, energy efficiency, and distributed generation fields. These trainings are designed to prepare individuals for job entry, career advancement, and/or skill updating in specific levels of professional and practical competency.

Affiliated Master Trainers have the same level of experience and expertise as Independent Master Trainers, but they rely on an IREC ISPQ Accredited Training Program, Accredited Continuing Education Provider, or Certified Independent Master Trainer to meet the requirements of the IREC ISPQ Standard related to facilities, equipment, documentation, and management systems. Affiliated Master Trainers must therefore be employed or be on contract with an IREC ISPQ-recognized individual or institution, in addition to demonstrating adequate levels of education and experience in teaching renewable energy, energy efficiency, or distributed generation topics.

Certified Affiliated Master Trainer Eligibility Requirements

For IREC ISPQ Certification, Affiliated Master Trainers must:

- Be employed by or be on contract with an Accredited Training Program, Accredited Continuing Education Provider, or a Certified Independent Master Trainer (The Affiliated Master Trainer's employer is responsible for providing the administrative and management infrastructure that supports quality training. The employer will also receive the annual fees invoice.);
- Document training experience and education to meet the IREC ISPQ requirements for **1280 contact hours** (see Section 2.7 on Experience Requirements below);

In addition, all candidates for IREC ISPQ recognition must demonstrate that they meet the relevant requirements of IREC ISPQ Standard 01022.

If Accredited Training Programs or Accredited Continuing Education Providers agree in writing, a candidate for Affiliated Master Trainer can become affiliated with more than one IREC ISPQ accredited organization.

2.4 IREC ISPQ Certified Independent Master Trainer® Eligibility

Master Trainers are those instructors with considerable experience and education who are qualified both to teach conventional students as well as fellow instructors within the renewable energy, energy efficiency, and distributed generation fields. These trainings are designed to prepare individuals for job entry, career advancement, and/or skill updating in specific levels of professional and practical competency.

In addition, Independent Master Trainers are qualified to deliver these trainings independent of a fixed facility or program. A Certified Independent Master Trainer is responsible for the documentation and quality management of the training s/he provides, and of the qualifications of any staff s/he employees. A Certified Independent Master Trainer ensures that all training is delivered in facilities and with equipment and resources that meet the IREC ISPQ standards.

Independent Master Trainer Eligibility Requirement

For IREC ISPQ Certification, Independent Master Trainers must:

- Document training experience and education to meet the IREC ISPQ requirements for **1280 contact hours** (see Section 2.7 on Experience Requirements below);
- Warrant that the facilities where training occurs will meet IREC ISPQ Standards;
- Hold legal status such as incorporation;
- Demonstrate financial viability;
- Have actively taught the relevant courses for at least the past year (candidates that cannot demonstrate a continuous year of operation can apply for provisional certification);
- Teach a course or curriculum that covers an IREC ISPQ-approved Job Task Analysis;
- Have written policies for confidentiality, non-discrimination, and quality that guide the training; and
- Ensure that any staff or instructors have adequate training and preparation

The Master Trainer is responsible for making sure the administrative and management infrastructure supports quality training. In addition, the Trainer is responsible for paying the annual fees.

Interstate Renewable Energy Council, Inc.

All candidates for IREC ISPQ recognition must demonstrate that they meet the relevant requirements of IREC ISPQ Standard 01022.

See Section 2.1.1, 2.1.2, 2.1.3, and 2.1.4 on Mobile Training, Auxiliary Sites, Affiliate Programs, and On-line Courses. Independent Master Trainers who maintain more than one regular teaching site or who have teaching arrangements with multiple sites may find themselves needing to apply for recognition of additional sites or affiliate programs, as described in the sections above. Contact IREC if you have any questions about receiving IREC ISPQ recognition to teach at multiple sites.

2.5 IREC ISPQ Certified Affiliated Instructor™ Eligibility

Instructors are those professionals who teach renewable energy, energy efficiency, or distributed generation courses. Instructors should have the appropriate experience and education to deliver trainings on a specific expertise within the renewable energy, energy efficiency, or distributed generation field.

Affiliated Instructor Eligibility Requirements

For IREC ISPQ Certification, Affiliated Instructors must:

- Be employed by or be on contract with an Accredited Training Program, Accredited Continuing Education Provider, or a Certified Independent Master Trainer (The Instructor's employer is responsible for providing the administrative and management infrastructure that supports quality training. In addition, the Instructor's employer will receive the invoice for annual fees on behalf of the employee); and
- Document training experience and education to meet the IREC ISPQ requirements for **470 contact hours** (see Section 2.7 on Experience Requirements below)

In addition, all candidates for IREC ISPQ recognition must demonstrate that they meet the relevant requirements of IREC ISPQ Standard 01022.

If Accredited Training Programs or Accredited Continuing Education Providers agree in writing, a candidate for Affiliated Instructor can become affiliated with more than one IREC ISPQ accredited organization.

2.6 IREC ISPQ Certified Independent Instructor™ Eligibility

Instructors are those professionals who teach renewable energy, energy efficiency, or distributed generation courses. Instructors should have the appropriate experience and education to deliver trainings on a specific expertise within the renewable energy, energy efficiency, or distributed generation field.

Requirements are the same as those for Affiliated Instructors as described above, however Independent Instructors are qualified to deliver these trainings independent of a fixed facility or program, taking personal responsibility for the quality of the facility, the resources the facility provides, and the policies and procedure which govern the relevant renewable energy, energy efficiency, or distributed generation training.

Independent Instructor Eligibility Requirements

For IREC ISPQ Certification, Independent Instructors must:

- Document training experience and education to meet the IREC ISPQ requirements for **470**

Interstate Renewable Energy Council, Inc.

contact hours (see Section 2.7 on Experience Requirements below);

- Warrant that the facilities where training occurs will meet IREC ISPQ Standards;
- Hold legal status such as incorporation;
- Demonstrate financial viability;
- Have actively taught the relevant courses for at least the past year (candidates that cannot demonstrate a continuous year of operation can apply for provisional certification);
- Teach a course or curriculum that covers an IREC ISPQ-approved Job Task Analysis; and
- Have written policies for confidentiality, non-discrimination, and quality that guide the training.

The Independent Instructor is responsible for making sure the administrative and management infrastructure supports quality training. In addition, the Instructor is responsible for paying the annual fees.

All candidates for IREC ISPQ recognition must demonstrate that they meet the relevant requirements of IREC ISPQ Standard 01022.

See Section 2.1.1, 2.1.2, 2.1.3, and 2.1.4 on Mobile Training, Auxiliary Sites, Affiliate Programs, and On-line Courses. Independent Instructors who maintain more than one regular teaching site or who have teaching arrangements with multiple sites may find themselves needing to apply for recognition of additional sites or affiliate programs, as described in the sections above. Contact IREC if you have any questions about receiving IREC ISPQ recognition to teach at multiple sites.

2.7 Experience Requirements for Master Trainers and Instructors

In order to become certified as an IREC ISPQ Certified Instructor or Certified Master Trainer, an applicant must have a combination of **teaching** and actual **practical experience**.

Teaching experience includes both general and field-related (energy efficiency, solar, wind, etc.) in-classroom or on-site experience. The applicant can also receive credit for any specialized training related to teaching skills or pedagogy they have received (degrees, continuing education courses, etc.).

Practical experience can include a variety of industry and field-related work such as receiving a nationally recognized field-related credential, service on field-related technical committees, industry experience in sales or marketing, and actual installation experience. Practical experience claimed on a candidate application must have been acquired in the last five years.

Finally, an applicant for IREC ISPQ certification has the opportunity to present other information to justify their application for certification.

As part of the application process, candidates for Master Trainer and Instructor recognition will be required to **document** all experience. An Experience Requirements worksheet has been developed as an addendum to the Master Trainer and Instructor Applications.

The unit of measure used for calculating professional experience requirements is the contact hour. **1 Contact Hour** = no less than 50 minutes of classroom time with either direct student-teacher interaction OR a planned activity where the learner receives feedback and where his/her progress is monitored (examples include course labs, computer-assisted instruction, interactive video/CD/DVD and/or web site learning).

The requirements for Certified Instructors and for Master Trainers are broken out in the chart below. Please note that while candidates can use a variety of equivalencies to reach the required number of contact hours, two types of experience are **REQUIRED**: candidates must document that they have spent a **MINIMUM** number of contact hours teaching in their specific discipline (see 1.A on the chart below); and candidates are required to document that they have participated in a **MINIMUM** number of in-the-field installations or projects/jobs related to their specific discipline (see 2.1 on the chart below).

It is expected that the documented experience will be recent experience (within the last 5 years). If a candidate for Master Trainer or Instructor needs to include experience that occurred more than 5 years ago to meet the minimum hour requirements, a written justification for why this experience should be considered is required.

In order to become certified as an IREC ISPQ Certified Instructor, the candidate must be able to document a total of **470 contact hours** composed of actual teaching experience and practical experience as outlined in the chart below.

In order to become certified as an IREC ISPQ Master Trainer, the candidate must have a total of **1,280 contact hours** composed of actual teaching experience and practical experience as outlined in the chart below.

If candidates find that their experience and education does not fit into the IREC ISPQ Experience Requirements outlined in the chart below, they can opt to explain why they still feel they are qualified for IREC ISPQ Certification in a written justification. Some considerations might be: more extensive field experience than required, time spent developing relevant courses, consideration of specialized teaching experience, time spent in student counseling, or successful writing and presentation of peer-reviewed papers on a relevant subject.

Candidates who choose to justify their experience in writing should create a short essay, table, or outline that is detailed yet clear and concise. They should attach relevant documentary evidence.

In addition to the detailed information requested in the chart below, candidates for IREC ISPQ Master Trainer or IREC ISPQ Instructor Certification must provide a resume describing their work experience and background.

Table 2.7: Instructor and Master Trainer Experience	Contact Hours Required	
	Instructor	Master Trainer
Section 1: Teaching Experience		
A. Specific Teaching Experience (Required)		
1) Applicant has performed in-class course instruction focused on the relevant renewable energy, energy efficiency, or distributed generation topic for which s/he is applying for certification.	min 120	min 600
B. General Teaching Experience (Optional)		
1) Applicant has performed in-class course instruction in any topic (other than the renewable energy, energy efficiency, or distributed generation teaching experience listed above in 1.A).	no minimum	no minimum
2) Applicant has received specialized training in education:		
a. Continuing education courses in pedagogy, teaching methodology, instructional development taken within the last three years (and documented by contact hours spent in class)	max 50	max 50
b. B.A. in education is worth 60 contact hours	max 60	max 60
c. M.A. in education is worth 60 contact hours	max 60	max 80
This section must total at least:	220	900
Section 2: Practical Experience		
1) Relevant professional installation experience = 20 contact hours per installation (Required)	min 60 (3 installs)	min 100 (5 installs)
2) Nationally recognized professional certification in a relevant renewable energy, energy efficiency, or distributed generation specialty = 30 contact hours	max 30	max 30
3) Work on a relevant technical committee (i.e. IEEE, NABCEP, IEC, book preparation, etc.) = 20 contact hours per committee	max 20	max 20
4) Non-field experience in a relevant industry position (i.e. administration, management, sales or marketing within your specialty field) = 20 contact hours per documented year of employment	max 60	max 100
5) Applicant has received specialized training in the relevant renewable energy, energy efficiency, or distributed generation topic for which s/he is applying for certification:		
a. Continuing education courses in the relevant RE, EE or DG topic taken within the last three years (and documented by contact hours spent in class)	max 100	max 150
b. Associates degree or vocational or technical certificate in a relevant topic (energy management, electrician, etc.) is worth 40 contact hours	max 40	max 40
c. B.A. or B.S. degree in a relevant field is worth 60 contact hours	max 60	max 60
d. M.A. or M.S. degree in a relevant field is worth 60 contact hours	max 60	max 60
This section must total at least:	250	380
Grand Total for section 1 and section 2 must equal at least:	470	1,280

In addition, applicants whose documented hours do not reach the IREC ISPQ requirements listed above may choose to explain why they should still qualify for certification by documenting other relevant experience. Complete instructions for using this “Other” category are contained in the relevant Application.

2.8 Claiming More Experience than Necessary

All experience claimed on the IREC ISPQ Experience Worksheet **must** be documented. Attach transcripts, letters verifying employment, permits documenting installations, or other evidence that the experience you are claiming is legitimate.

Given this requirement, it is not recommended that you claim **more** experience than is required for the IREC ISPQ recognition you are seeking. Claiming more experience than required may slow down your assessment, especially if your documentation is vague or is missing.

2.9 Documenting Experience for Instructor and Master Trainer Certification

To document installation or project experience as part of Section 2 in the Practical Experience Worksheet, candidates are asked to list energy efficiency projects/jobs or renewable energy installed systems, starting with the most current, and provide a concise description of work performed at the job site, including the system size, a list of components, the level of their responsibility on the jobsite, and any other pertinent information.

In addition, for each project/job or installation, applicants will need to provide: a) location of the job site, including some combination of the following: county, lot number, and/or physical address; b) if required in the jurisdiction, permit number(s) and permitting authority for any permits required to perform the work; and c) copies of any inspection certificates or permits involved.

Optional documentation includes anything that the candidate feels verifies the installation and demonstrates their successful role. For example, the candidate might attach letters from customers, design plans, photos, a letter from the employer asserting that the work was performed as listed or other documentation. If a license for solar installation is required in the jurisdiction in which the work was performed, candidates should submit their license number, or the license number under which the work was performed.

2.10 International Experience

Experience for work completed internationally is accepted as long as the contact hours and courses are documented and verifiable.

2.11 On-Line Class Room Equivalent for Instructor/Trainer contact hours

Calculate one-to-one equivalence between online and conventional classroom courses providing that the instructor/trainer is required to have interaction with students on-line by answering questions, grading, and on-line chats, etc.

3 Application Fees

3.1 IREC ISPQ Candidate Fee and Refund Schedule

All fees are in U.S. dollars.

Credential	Fee Due with Application	Refundable IF candidacy is cancelled prior to Desk Assessor assignment	Additional Fees	Annual Fees (See Initial Fee Below)
Accredited Training Program®	\$3,000, additional Job Task Analyses \$1,000 each	\$2500*	On-Site Assessment Travel costs**	\$500
Certified Independent Master Trainer®	\$3,000, additional Job Task Analyses \$1,000 each	\$2500*	On-Site Assessment Travel costs**	\$350
Certified Affiliated Master Trainer®	\$500, additional applicants \$400 each	Not refundable	**	\$100
Certified Independent Instructor™	\$750, additional Job Task Analyses \$500 each	\$250*	**	\$350
Certified Affiliated Instructor™	\$500, additional applicants \$400 each	Not refundable	**	\$100
Accredited Continuing Education Provider®	\$750 for each Job Task Analysis	\$250*	\$2,250 if an On-Site Assessment is deemed necessary, plus travel costs**	\$350
Course Additions to Existing Accredited Training Program	\$350	Not refundable	**	**

IREC reserves the right to review and adjust fees periodically

* The refund amount may be reduced, at IREC's discretion, to cover costs incurred in reviewing the application, travel, or other costs.

** Additional Fees may be assessed as needed to cover IREC and assessor time requirements & costs including spot assessments ***.

*** Spot assessment fees will be assessed on a case-by-case basis. Fees will include assessor fees plus travel costs.

3.2 Add-On Discounts

If a candidate for Accredited Training Program prepares for the review of its curriculum against more than one Job Task Analysis within a single application, each additional Job Task Analysis shall be charged at an add-on rate of \$1,000. A candidate program with its curriculum being compared against two Job Task Analyses would send a check or money order, payable to IREC, for US \$4,000 (\$3,000 + \$1,000). A candidate program with its curriculum being compared against three Job Task Analyses would send a check or money order, payable to IREC, for US \$5,000 (\$3,000 + \$1,000 + \$1,000). A similar calculation would apply to a candidate for Certified Independent Master Trainers and Certified Independent Instructors; using the appropriate base fee, add \$1,000 for each additional Task Analysis.

If a candidate for Accredited Training Program, Certified Independent Master Trainer, or Accredited Continuing Education Provider simultaneously submits applications for more than one candidate for Certified Affiliated Master Trainer and / or Certified Affiliated Instructor, each additional application shall be charged at a rate of \$400 (rather than the full \$500 application fee). For example, an application on behalf of one Affiliated Master Trainer and two Affiliated Instructors (submitted together), would need to include a check or money order, payable to IREC, for US \$1300 (\$500 + \$400 + \$400).

If an IREC ISPQ Accredited Training Program would like to add a course or courses to their already existing accreditation, they may utilize the Course Additions to Accredited Training Programs abbreviated Application designed for this purpose. This abbreviated Application can be accessed through the IREC ISPQ website, at www.ispqusa.org, or by emailing info@ispqusa.org. Each course being added to an existing accreditation shall be charged at a rate of \$350.

The abbreviated Application may only be used to add a course or courses to an existing Training Program. Assessment of a new program requires use of the full application, whether or not the Training Program already carries an IREC ISPQ Accreditation.

IREC ISPQ Add-on Fee Schedule			
	More than one Job Task Analysis at once	More than one Trainer applying at once	Additional affiliate programs OR new courses
Accredited Training Program®	\$1,000 per additional Job Task Analysis		\$500 per additional affiliate program; \$350 for a new course being added to an existing accreditation
Certified Independent Master Trainer®	\$1,000 per additional Job Task Analysis		
Certified Independent Instructor™	\$500 per additional Job Task Analysis		
Certified Affiliated Master Trainer®		\$400 per each additional applicant	
Certified Affiliated Instructor™		\$400 per each additional applicant	

3.3 Additional Application Fees: Staff Time Reimbursement

The expected time investments on the part of the IREC Staff and assessors for a normal candidate review are given below. In addition to the standard application fees (listed above), candidates may be invoiced to cover excessive time required to review an incomplete or disorganized Application Packet. When an institution or individual requests assistance to resolve an issue or when staff is required to search/research the matter, the institution or individual may also be invoiced to reimburse staff time.

For time investments above and beyond the expected review times, candidates will be charged in half- and full-day increments as follows:

	Half Day	Full Day
Candidate Charge Rate:	\$350	\$700

Candidates shall not reimburse assessors directly. IREC will invoice institutions or individuals when additional time has been incurred by IREC Staff, IREC ISPQ Registered Assessors, or other third parties working under IREC's direction for the benefit of a candidate.

3.4 Additional Application Fees: Copy Services

If the IREC Staff must reproduce copies of a candidate's Application Packet, addenda, or other paperwork, the candidate will be billed for the cost at a commercial rate.

3.5 Additional Assessment Fees: Travel Expenses

In addition to the fixed Application Fee (listed in the chart above), candidates must also reimburse IREC for the travel costs incurred in conjunction with an On-Site Assessment team visit. Reimbursable items include: cost of travel, hotel/motel expenses, and meals of the visiting team and staff members -- or an appropriate per diem for assessors.

3.6 Cancellation Refund Policy

If a candidacy is cancelled by IREC or voluntarily withdrawn by the candidate prior to the assignment of a Desk Assessor, part of the Application Fee may be eligible for refund, at IREC's discretion, per the chart in Section 3.1 above. The refund amount may be reduced, at IREC's discretion, if assessor travel plans have already been made at the time of cancellation or to cover other costs incurred in processing and reviewing the application.

3.7 Cancelled Assessment Refund Policies

If an On-Site Assessment is cancelled after travel plans have been made or after the assessment has begun due to candidate withdrawal or error, IREC will not refund any portion of the candidate application fees. In addition, the candidate will be liable for any travel costs incurred by the assessor(s) and will receive an invoice for the same.

If an On-Site Assessment is cancelled after travel plans have been made or after the assessment has begun due to assessor or IREC error, or due to weather, natural disaster, or some unforeseen event not controllable or attributable to the candidate, IREC will reimburse the Candidate up to \$700 and may waive travel costs, at IREC's discretion.

3.8 Late Fees

All fees are payable within thirty (30) days of the due date. Fees paid after thirty (30) days will be assessed a 5% penalty (minimum penalty \$15).

3.9 Returned Checks

Returned checks will be charged a 5% penalty (minimum penalty \$25)

3.10 Failure to Pay

Failure of an institution or individual to pay fees, penalties, and evaluation costs within ninety (90) days of the due date will be taken by IREC as conclusive evidence that the institution/individual has voluntarily withdrawn its Candidate, Accredited, or Certified status. IREC will send the institution or individual a letter of revocation requiring the institution or individual to immediately cease claiming IREC ISPQ-Accredited/Certified status and to return the Certificate to IREC.

4 Accreditation / Certification Policies

4.1 Candidate Confidentiality

The evaluation and accreditation/certification of the applicant/candidate is an activity requiring a high degree of confidentiality. The findings, recommendations and other information relating to a candidate are exchanged within an atmosphere of trust, confidentiality, and professional integrity. IREC makes such information available to other agencies, accrediting bodies, institutions, or individuals only upon the approval of the participating candidate, pursuant to these policies, or as required by law.

The participating candidate may disseminate any of the information it develops or receives from IREC, unless specifically marked as "Confidential" or "Not for Distribution"; however, such dissemination should occur only after the completion of the process, not during the process.

Except as required by regulations and statutory requirements, IREC will share information about candidates only with approved IREC ISPQ Registered Assessors or others specifically charged to review or handle applications. Information that will be kept confidential includes but is not limited to the personally identifiable information of management, staff, students and applicants.

4.2 Publication of Awardee & Disciplinary Information

IREC reserves the right to reveal the names and contact information of those individuals and institutions awarded accreditation or certification. In addition, IREC reserves the right to reveal the names of any awardees that have been subject to disciplinary procedures or have been found to have violated the agreements of their accreditation or certification status.

4.3 Non-Discrimination

IREC is dedicated to the principles of equal opportunity and equal access to its programs and services. IREC does not discriminate against any individual on the basis of religion, gender, ethnic background, nationality, disability, sexual orientation, or other reason prohibited by law.

IREC awards credentials without regard to an applicant's membership or non-membership in IREC or any organization, association or other group.

4.4 Institutional Integrity

IREC must be assured that any institution or individual that seeks candidate status for accreditation or certification, or reaffirmation of accreditation or certification, conducts its affairs with acceptable standards of honesty and integrity.

When IREC has any cause to believe that a candidate or member institution has acted in an unethical manner, it will evaluate the matter and take appropriate action: see IREC's ISPQ Program Compliance and Complaint Procedure in Section 9 of this Handbook. If an institution misrepresents itself in documents filed with IREC for purposes of candidate status for accreditation, certification, or reaffirmation, IREC will immediately sever its relationship with the institution and may publish the decision.

Institutions must meet all lawful obligations. Failure of an institution to conform to legal obligations imposed by governments and their agencies shall be cause for IREC to remove the institution's candidate or accredited/certified status. IREC may publish an action taken for such cause.

4.5 Withdrawal of Status

A candidate for accreditation or certification, an accredited institution, or a certified individual can withdraw its candidacy, accredited, or certified status at any time by notification to IREC in writing. When an Awardee voluntarily withdraws its Award status, IREC will indicate in any public notice that the withdrawal was voluntary on the part of the Awardee.

Failure of an institution or individual to pay its fees, penalties, or other evaluation costs within ninety (90) days of the due date will be taken by IREC as conclusive evidence that the institution or individual has voluntarily withdrawn its candidacy or accreditation/certification status.

Withdrawals or cancellations of candidacy may be subject to refunds, per the policies in Section 3.1. Withdrawals do not relieve the candidate of financial obligations already incurred.

4.6 Corrections

Misinformation published in IREC's official publications shall be corrected in the next issue of the relevant publication. Any misinformation submitted by letter to an institution or individual relative to its status as a candidate for accreditation or certification; its status as to meeting the policies, standards, and/or procedures of IREC; or the actions of IREC toward the institution or individual shall be corrected by letter. If the letter containing the misinformation was copied to any agency or other recognized accrediting agency or anyone else, the letter of correction shall be copied to every agency or person to whom the letter of misinformation was copied.

IREC shall make public correction of any misleading or incorrect information made public concerning the candidacy or accredited/certified status of an institution or individual.

4.7 Records Maintenance

IREC shall maintain complete and accurate records of each candidate for at least a year after the candidacy ends if it ends unsuccessfully.

IREC shall maintain complete and accurate records of each Awardee, including Annual Reports and Application Materials, throughout the duration of the Awardee's status and until a year following the conclusion of an Awardee's status.

Candidates for and Awardees of IREC ISPQ recognition are required to also maintain a permanent accreditation/certification file. The file should contain the following information in chronological order:

- 1) Copy of all substantive correspondence with IREC or IREC ISPQ-Registered Assessors;
- 2) Copy of the most recent Candidate Application or Internal Audit;
- 3) Copy of the most recent accreditation / certification assessment report and all other reports since the last accreditation / certification visit or official IREC award letter;
- 4) Copy of any Corrective Action Plan;
- 5) Copy of any change applications or notifications;
- 6) Copy of all Annual Reports since the last accreditation / certification assessment;
- 7) A record or copy of all promotional and advertising material must be kept on file from one assessment visit until the next.

4.8 Use of Consultants

Candidates for IREC ISPQ recognition might wish to engage a consultant to provide assistance in understanding and implementing the IREC ISPQ Standard, conducting an Internal Audit, completing application materials or annual reports, or identifying the exhibits or other documentation needed to support or implement the application material.

IREC considers the process of working through and filing an application to be a learning experience and encourages all candidates and awardees to conduct their self-study and complete their application materials either themselves or through an in-house employee. If a contractor is employed to assist with the process, IREC encourages candidates and awardees to work closely with the contractor and to maintain full ownership of the process and outcomes.

4.9 Electronic Communications

Electronic communications, such as email, will be considered an acceptable "written" means of communication between IREC, its agents and assessors, candidates, and awardees as long as there is confirmation that the intended party received the electronic communication. Assessors and candidates may also use electronic communication to conduct the Desk Assessment and any preparation for or follow-up to an On-Site Assessment. Copies should be kept of all email that is part of an assessment process until at least one year has passed from the conclusion of the assessment.

4.10 Change of Contact Information

All programs or individuals who have been awarded Accredited or Certified status and those who are in the process of applying for award (candidates) should inform IREC promptly of any change that would affect communication between IREC and the institution. Such changes shall include but are not limited to:

- a) Change in mailing address
- b) Change in on-site chief administrative officer or contact of record

Inform IREC in writing at:

Interstate Renewable Energy Council
IREC ISPQ Application Processing Center
125 Wolf Road, Suite 410
Albany, NY 12205
info@ispqusa.org

5 Application Process and Timeline

5.1 Candidate Application

5.1.1 Letter of Intent:

All candidates are required to submit a one-page letter notifying IREC that they intend to apply for an ISPQ credential. The letter should include the designation, the course(s) title, Job Task Analyses to be used (if applicable), the projected date that the application will be submitted and contact information including name, mailing address, email address and phone number. Letters of Intent should be sent by email correspondence to info@ispqusa.org and should be submitted within 60 days of the projected date of the application.

5.1.2 Application:

An interested candidate will complete an Application Packet, including documentation, and submit it with the appropriate fees to IREC, which will a) date-stamp the Application; b) assign a candidate number to the candidate; c) flag any missing materials; and d) confirm receipt of the application with the candidate.

5.1.3 Basic Timeline:

The term of a candidacy is one (1) year from the date on which IREC receives the Application Packet. A candidacy that has become inactive or that has not completed requests for additional documentation or other actions will be closed after a year elapses. A Desk Assessment should be started within four (4) weeks of the assessor's receipt of the Application Packet. An On-Site Assessment (if one is required) must be completed within four (4) months of the conclusion of a Desk Assessment. And the whole assessment and review process should conclude within one (1) year from the date on which IREC received the Application Packet.

5.1.4 Resource Assessment:

When the application is materially complete, IREC will have four (4) weeks to conduct a resource assessment and choose an assessor.

A resource assessment verifies that IREC has sufficient resources of knowledge, expertise, time, finances, and assessors to conduct the assessment of the given candidate. If IREC concludes that it does NOT have sufficient resources, it will inform the candidate of the closing of the candidacy and will explain why the office was not qualified to conduct the accreditation or certification process.

5.1.5 Assessor Selection:

As soon as the resource assessment is completed, IREC will choose an assessor from among its registered assessors. A proposed assessor must divulge any conflicts of interest to IREC and either accept or reject the assessment role within 2 weeks of referral by IREC.

Note: If a team of assessors is chosen, IREC will also select a Lead Assessor to supervise the process. All communication between IREC and the team of assessors will be through the Lead Assessor.

5.1.6 Candidate Objection to an Assessor:

Once IREC has confirmed the assessor's availability, it will inform the candidate of the assessor chosen. The candidate has an opportunity to object to an assessor in case the candidate perceives a conflict of interest. The candidate must inform IREC of the objection within two weeks or the appointment stands.

If a candidate objects to an assigned assessor, IREC will select another assessor and follow the process through again. A second rejection will require a ruling by a Grievance Committee on whether to proceed with the candidate's assessment and whom to assign to the process.

5.2 The Desk Assessment

5.2.1 Receipt of the Application Packet:

Once the appointment of the assessor (or team of Assessors, hereinafter referred to as "Assessor") has been finalized, IREC will transmit the full candidate Application to the Assessor. The assessor will confirm via email receipt of the packet with the candidate.

5.2.2 Desk Assessment:

The assigned Registered IREC ISPQ Assessor will conduct a desk review of the candidate's application materials, comparing the application materials to the Application, verifying that the candidate meets applicable requirements of IREC ISPQ Standard 01022. The assessor should begin (and if possible, complete – depending on the responsiveness of the candidate) the Desk Assessment within four (4) weeks of receiving the Application Packet.

5.2.3 Soliciting Supplemental Documentation:

In most cases, candidates will have some nonconformities or more information or clarification will need to be addressed as part of the Desk Assessment. The assessor will seek answers to questions and request additional documentation if necessary. All candidate-assessor interaction must be logged. While assessors must avoid entering into a "consultative" relationship with a candidate, the assessor may seek to resolve minor deficiencies by alerting the candidate to the deficiencies and allowing the candidate to make corrections where practical.

Note: If at any time during the Desk Assessment process a candidate becomes non-responsive, the candidacy will lapse at the designated one-year anniversary from the receipt of the Application Packet. If an assessor should discover that a candidate has been less than completely honest and

accurate in the Application materials, the assessor should conclude the Desk Assessment immediately and notify IREC.

5.2.4 Conclusion of the Desk Assessment:

Upon completion of the Desk Assessment the Desk Assessor will enter the necessary information in the Desk Assessment Report form and write a cover letter giving his/her conclusions about the preparedness of the candidate and the candidate's accuracy in adhering to the applicable points of the IREC ISPQ Standard. The Cover letter should make one of the following recommendations:

- a) Progression to the On-Site Assessment: if one is needed or to Award if one is not;
- b) Termination: closure of the candidacy because the candidate does not meet the IREC ISPQ Standard; or
- c) Additional Assessment: An on-site assessment may be conducted if the Desk Assessment has revealed some serious concerns in the candidate's ability to meet the IREC ISPQ Standard, and the possibility exists that these concerns are capable of remediation with additional work on the part of the candidate. For example, in rare cases where an On-Site Assessment is not normally needed (e.g., Affiliated Master Trainers, Certified Instructors, or Continuing Education Providers), the assessor might recommend an On-Site Assessment instead of immediate award. This conclusion is addressed in Section 5.2.6 below.

The Desk Assessment Report and its cover letter will include justification for the recommendation.

Note: Candidates for Training Program and Independent Master Trainer recognition must submit to an On-Site Assessment as part of the review process. Only candidates whose application materials conform to the requested format and demonstrate the ability of the candidate to satisfy compliance with the requirements of the Standard will proceed to the On-Site Assessment phase.

Note: Candidates for recognition as Continuing Education Providers, Affiliated Master Trainers, Independent Instructors or Affiliated Instructors will not usually need to submit to an On-Site Assessment. Exceptions will be made at IREC's discretion. IREC reserves the right to perform spot assessments. Travel costs for all on-site assessments are the responsibility of the candidate.

5.2.5 Sending in the Recommendation:

The assessor will send the report to IREC after completing the Desk Assessment Report which includes the cover letter. The Desk Assessment Report and cover letter shall include a recommendation for a) progression/award; b) termination; or c) additional documentation.

5.2.6 Additional Assessment:

In some cases, the Desk Assessor may determine that, while the candidate is not currently in compliance with the IREC ISPQ Standard, compliance may be demonstrated through the submission of additional documentation. In such cases the file will be referred to IREC for determination of whether further documentation will be required / allowed. IREC will decide whether to send the assessor's Desk Assessment Report and Cover Letter to the IREC ISPQ Award Committee for a Ruling, or whether to give the assessor approval to proceed directly with additional Assessment. This may mean a continuation of the Desk Assessment, or may mean movement to an On-Site Assessment where one is not normally needed.

The candidate will be expected to bear the additional expense of continued assessment, including

the assessor's time, any travel costs, or other expenses associated with the assessment. IREC will invoice the candidate accordingly, and payment should be received before the assessment process continues.

5.2.7 Receipt of Desk Assessment Materials by IREC:

Upon receipt of the Desk Assessment Report, cover letter, and additional documentation provided by the assessor, IREC will confirm receipt with the Assessor. IREC will review the file to determine if any additional information is required. If the file is complete, and no further assessment activities are required, IREC will forward all relevant materials to the IREC ISPQ Award Committee (skip to Section 5.4.4). If an On-Site Assessment is required, proceed to Section 5.3.

5.3 The On-Site Assessment

5.3.1 Continuation of Assessor:

After receiving confirmation from IREC of receipt of the Desk Assessment Report, etc., the assessor should proceed to schedule an On-Site Assessment (5.3.2) unless there are mitigating circumstances. Mitigating circumstances might include: the assessor's intention to resign or IREC's intention to re-assign the assessor.

If for any reason a new assessor is to be appointed, IREC will follow the procedure outlined above. If there is a change in an assessor or an addition of assessors, the candidate will be informed and will have a two-week period in which to submit an objection to IREC. *Unless there is a need for a change, the Desk Assessor will continue as On-Site Assessor.*

5.3.2 Setting a Date:

The On-Site Assessor will contact the candidate directly to schedule a date for the On-Site Assessment. The On-Site Assessment **should take place within four (4) months** of the completion of the Desk Assessment unless mitigating circumstances can be documented.

Once a date has been agreed upon, the Assessor shall send a formal communication to the candidate (copying IREC) to confirm the logistics and schedule and giving an estimate of the expected travel costs.

5.3.3 On-Site Assessment Costs:

The candidate must be current in any payments to IREC before the On-Site Assessment takes place.

Candidates for Training Program Accreditation and Independent Master Trainer Certification will have covered the basic costs of an On-Site Assessment in their application fees. However if they have incurred additional assessment time, or if a candidate that usually does not need an On-Site Assessment is deemed to need one, the candidate will be invoiced by IREC for sums due. Payment must be received before the On-Site Assessment is scheduled.

5.3.4 Conducting an On-Site Assessment:

The assessor (or team of assessors) will visit the candidate institution, organization, or individual to conduct an On-Site Assessment, verifying that the facilities and resources described in the application materials actually exist and are maintained as described.

5.3.5 Closing Assessment Report:

At the conclusion of the On-site Assessment, the assessor(s) will meet with the candidate to review

the findings in a Closing Assessment Report. The assessor will leave a signed copy of this report with the candidate.

5.4 Following the On-Site Assessment

5.4.1 Corrective Action Plan:

All deficiencies identified by the assessor must be addressed by the candidate in the form of a Corrective Action Plan which describes how the deficiencies will be corrected and which provides a timeline for all work to be completed. The candidate should send a copy of this Corrective Action Plan to the assessor within two (2) weeks following the conclusion of the assessment.

5.4.2 Completion of the On-Site Closing Assessment Report:

If there were nonconformities and a Corrective Action Plan was requested, the assessor will wait to receive the candidate's Corrective Action Plan. The assessor will then have one (1) week to write a cover letter for the Closing Assessment Report giving one of the following recommendations to the IREC ISPQ Award Committee:

- a) Award;
- b) Termination: the candidate does not meet the IREC ISPQ Standard; or
- c) Additional Assessment: the On-Site Assessment has revealed some flaws in the candidate's ability to meet the IREC ISPQ Standard serious enough to delay Award, but these flaws should be capable of remediation with additional work on the part of the candidate.

The assessor should collect the Closing Assessment Report and the Corrective Action Plan (if there were nonconformities) with the cover letter, which states the assessor's recommendation and reasons behind it. These documents will be sent to IREC within one week of receiving the Corrective Action Plan. The Corrective Action Plan and the Closing Assessment Report should be filed with IREC within three (3) weeks of the conclusion of the On-Site Assessment, providing the candidate was timely in providing all information requested in the Corrective Action Plan.

The assessor should also create an invoice listing travel costs associated with the On-Site Assessment and send this to IREC along with the Closing Assessment Report package.

5.4.3 Reimburse Assessor, Invoice the Candidate:

When IREC receives the Closing Assessment Report package, including the assessor's invoice, IREC will invoice the candidate for applicable travel costs and reimburse the assessor.

If IREC has any questions or concerns about the Closing Assessment Report or the Corrective Action Plan, it may initiate additional discussion with the assessor. IREC will forward the cover letter, Closing Assessment Report, and the Corrective Action Plan (if there is one) to the IREC ISPQ Award Committee for a Ruling.

5.4.4 IREC ISPQ Award Committee Ruling:

After reviewing the assessor's reports (the Desk Assessment Report and/or the Closing Assessment Report and the candidate's Corrective Action Plan if there is one), the IREC ISPQ Award Committee will meet via conference call with the assessor(s) to discuss the Assessor's Recommendation.

The IREC ISPQ Award Committee will consider the assessor's recommendation, and take one of the following actions with respect to the application:

- a) Award;
- b) Termination: closure of the candidacy; or
- c) Additional Assessment. Due to nonconformities, continued exchange is recommended between IREC and the candidate in order to collect missing documentation or resolve nonconformities following the candidate's Corrective Action Plan.

5.4.5 Sending the Ruling Back:

The IREC ISPQ Award Committee will send its written Ruling back to IREC. A copy of this ruling will be retained in the candidate file, and another copy will be sent to the assessor. IREC will send notice of the ruling to the candidate.

5.5 Awarding the Credential

5.5.1 Award Package:

IREC will send the successful candidate an Award Package, along with notice of the IREC ISPQ Award Committee's Ruling. This package contains information about the term and limitations on the Award, instructions on how to maintain IREC ISPQ Award status, and an actual certificate.

5.6 Termination or Supplemental Documentation

5.6.1 Termination:

If the IREC ISPQ Award Committee rules for Termination, IREC will send a traceable letter to the candidate explaining the outcome, including a copy of the Ruling. This communication should include instructions on how and when the candidate could re-apply for IREC ISPQ recognition, or how to file an appeal.

5.6.2 Supplemental Documentation:

In some cases, the IREC ISPQ Award Committee may determine that a candidate does not satisfy the requirements for Award but does not merit Termination. In these cases, IREC will follow the IREC ISPQ Award Committee's direction in communicating with the candidate, requesting further documentation and/or requesting clarification, re-engaging an assessor, or other actions as appropriate. The candidate shall be responsible for any continuing or extra costs.

5.6.3 Additional Assessments:

After the credential is awarded, the IREC ISPQ Award committee may determine that an additional review or assessment is necessary due to changes in the administration, facility, training or other information received regarding the candidate. In those cases, IREC reserves the right to perform a spot assessment.

6 Award Status

6.1 Provisional Accreditation or Certification: 1st Year Renewal

Those candidates for Training Program Accreditation, Continuing Education Provider Accreditation, Interstate Renewable Energy Council, Inc.

Independent Master Trainer Certification or Independent Instructor Certification who did not meet IREC ISPQ Standard 01022: 2.5 “Minimum Prior Experience,” may have been awarded “Provisional Accreditation/Certification” status. This status confers the same rights and obligations as full Award, with the added requirement that Provisional Awardees demonstrate in their first Annual Report that they have successfully completed a year of training. Provisional Awardees will receive a provisional Certificate of Accreditation/Certification, which will be replaced with a 4-year (instead of 5-year) Certificate once they demonstrate their adherence to the IREC ISPQ Standard in their first Annual Report.

If Provisional Awardees cannot demonstrate that they have successfully implemented the Program or courses for which they received IREC ISPQ Award status, their status will be rescinded.

6.2 Scope of Award

Only candidates, who have received an Award Package from IREC for their award, can publicly claim to be Accredited or Certified by IREC to the IREC ISPQ Standard.

IREC ISPQ recognition includes a specific scope of approval, indicating the technology or technical expertise for which the institution or individual has been evaluated. **For example:** Training Programs, Independent Master Trainers, or Independent Instructors whose curricula have been evaluated against the ISPQ-approved Job Task Analysis for PV Installation, **are not IREC ISPQ accredited** to teach courses on biomass or solar thermal. Institutions and individuals awarded IREC ISPQ recognition are required to strictly identify the scope of their Award in any printed, published, or public references to the Award.

It is in violation of IREC policies for an Accredited Training Program, a Certified Independent Master Trainer or a Certified Independent Instructor to claim IREC ISPQ recognition or to use the IREC ISPQ marks/designations for auxiliary sites outside the scope of the IREC ISPQ review unless they have informed IREC in writing of the additional sites and those sites have received approval from the IREC ISPQ Award Committee.

It is in violation of IREC policies for an Accredited Training Program, a Certified Independent Master Trainer or a Certified Independent Instructor to claim IREC ISPQ recognition or to use the IREC ISPQ marks/designations for affiliate programs, or for courses or curricula outside the scope of the IREC ISPQ review without first following the application and recognition requirements and duly receiving an Award notice for affiliate programs or additional curricula.

6.3 Wording of Reference to Award

An institution or individual must be accurate in reporting on its IREC ISPQ status to the public, whether through catalogs, brochures, advertisements and news releases. Any reference made to its IREC ISPQ status must be accurate, including the specific training and instruction programs covered by that status, and the name, address, email address of IREC (info@ispqusa.org).

Institutions and individuals that are found to be misrepresenting their status with IREC shall publish a correction in appropriate newspapers and/or other news media. Documentation that the correction has been made through the news media must be submitted to IREC. IREC reserves the right to take additional disciplinary actions if warranted.

6.4 Use of the Accreditation/Certification Marks and Designations

Accredited institutions and certified individuals may use the appropriate IREC ISPQ Accreditation or Certification marks and designations as an identifier on marketing materials, course materials, student

certifications, transcripts, the business cards of personnel who fall under the scope of the IREC ISPQ Award, or in course catalogs. Awardees will receive a copy of the appropriate mark/designation in their Award package.

Institutions that have not achieved Accreditation and individuals that have not achieved Certification shall under no circumstances use the IREC ISPQ mark. IREC may prosecute institutions or individuals found in violation of this policy.

The Accreditation/Certification Marks and Designations are shown below:



For complete information regarding the IREC Trademark and Certification Mark Use Policy please refer to Appendix 1.

6.5 Media Statements

Candidate status does not confer any formal recognition by IREC. Therefore, candidates may not refer to their IREC ISPQ candidate status in published statements. Only institutions or individuals that have received an Award Package from IREC can publicly claim to be ISPQ-Accredited or ISPQ-Certified by IREC.

6.6 Advertising

All public statements by an Accredited institution or a Certified individual must accurately convey the institution or individual's ISPQ status, and cannot include any false or misleading representations regarding the institution, its programs, or services.

- a) All advertisements placed by a training institution or its representatives seeking prospective students, must clearly indicate that training is being offered, and shall not, either by actual statement, commission, or omission, imply that prospective employees are being sought.

- b) A record or copy of all promotional and advertising material must be kept on file from one assessment visit until the next.
- c) An Accredited institution or Certified individual assumes the responsibility for all representations made by the sales personnel or other employees in procuring students on its behalf.

6.7 Student Recruitment

All recruitment activities used by institutions or individuals must be truthful and cannot include any false or misleading representations concerning the institution, its programs and services, or employment.

The following list of practices in student recruitment that must be avoided does not represent a complete listing, but demonstrates to candidates and awardees the type of recruitment practices that are not within the scope of the IREC ISPQ Standard:

- a) Guaranteeing employment;
- b) Misrepresenting job placement, employment opportunities, or potential salaries for those who complete the program (unless it is a training program specifically tied to employment with a sponsoring employer);
- c) Misrepresenting program costs;
- d) Misrepresenting abilities required to complete intended programs;
- e) Misrepresenting sales personnel as career counselors;
- f) Misrepresenting transfer of credit to another institution; and/or,
- g) Misrepresenting its accreditation/certification status.

6.8 Ethics Reporting Requirement

All awardees of IREC ISPQ Accreditation or Certification have a responsibility both to maintain the IREC ISPQ Standard by which they were qualified and to report ethics violations, whether internal or external, when they become aware of them. IREC will take action regarding ethics violations through a process described in IREC's ISPQ Program Compliance and Complaint Procedure (See Section 9 in this Handbook). IREC reserves the right to remove accredited or certified status from awardees who can be shown to be in violation of the IREC ISPQ Standard or the IREC ISPQ or similar Code of Ethics. In addition, IREC reserves the right to publicize the names or institutions or individuals for whom accreditation or certification are rescinded.

6.9 Instructor or Master Trainer Change in Employment & Inactive Status

By definition, an IREC ISPQ Certified Affiliated Instructor or Certified Affiliated Master Trainer must be employed by or be on contract with an Accredited Training Program or Accredited Continuing Education Provider, or a Certified Independent Master Trainer. If the employer of a Certified Affiliated Instructor or a Certified Affiliated Master Trainer should lose IREC ISPQ status, this will affect the status of the Affiliated Instructor or Affiliated Master Trainer.

In addition, if a Certified Affiliated Instructor or a Certified Affiliated Master Trainer should, either voluntarily or involuntarily, leave employment with an IREC ISPQ-recognized employer, the status of the

Affiliated Instructor or Affiliated Master Trainer will become “inactive”. The unaffiliated Instructor or unaffiliated Master Trainer – or one whose employer has lost or changed status – cannot claim to be actively IREC ISPQ Certified and must note, whenever using the IREC ISPQ mark/designation or making any statements about IREC ISPQ status, that their Certified status is “inactive” pending appropriate employment. No mark designation can be used while inactive.

Certified Affiliated Instructors or Certified Affiliated Master Trainers, who find themselves, whether voluntarily or involuntarily, no longer employed by or on contract with an IREC ISPQ-recognized employer, shall notify IREC in writing within sixty (60) days. In addition, when an Instructor or Master Trainer whose Certification has been inactive is re-employed by a recognized employer, the Instructor or Trainer should notify IREC and should provide a letter on letterhead signed by the responsible employer verifying the re-employment and the acceptance of responsibility by the new employer for the Instructor/Master Trainer’s administrative and management quality. Full contact information for the new employer should be provided so that the Instructor or Master Trainer Certification can be re-activated, IREC’s ISPQ files can be updated and IREC can invoice the employer for annual fees.

An “inactive” period does not halt the Affiliated Instructor’s or Affiliated Master Trainer’s certification time period. Re-activating the Certification status reinstates the certification within the original five-year time period of the Certification status. If a Certification status arrives at its renewal period while the Affiliated Instructor or Affiliated Master Trainer is “inactive”, they may pay a \$25 holding fee to maintain inactive status for another year, and will renew their Certification when next they are employed by an IREC ISPQ-recognized employer. Otherwise, their Certification will lapse.

6.10 Replacement or Additional Certificates

Awardees of IREC ISPQ status may request replacement or additional certificates by writing to IREC and enclosing \$10 per certificate.

7 Annual Status Maintenance: Reports and Fees

7.1 Provisional Accreditation or Certification: 1st Year Renewal

For those candidates for Training Program Accreditation or Independent Master Trainer Certification who did not meet IREC ISPQ Standard 01022: Tier 2.5 “Minimum Prior Experience,” their first Annual Report will need to include additional documentation showing that they have successfully completed their first year of training in the Accredited / Certified courses. Their report should include evidence that students have learned the principles and competencies they were supposed to learn, that the organization or Independent Master Trainer is in fact implementing quality management through an annual internal audit and course reviews and improvements, and that they are otherwise in compliance with IREC ISPQ Standard 01022. The Annual Report must also include any items which were identified and requested as part of the Provisional Accreditation or Certification ruling from the Award Committee.

In addition, provisional Awardees at the conclusion of their first year will need to include the correct Annual Fee contained in Section 7.5 below, as well as the Annual Report requirements outlined in Section 7.2.

7.2 Annual Report

Accreditation/Certification is for a period of five (5) years. Each year during the award period, awardees

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must complete an annual report and submit annual fees in order for their status to remain current.

Approximately six weeks prior to an Awardee's one-year anniversary of award, it will receive an invoice from IREC for the annual fees and a reminder of the need for an Annual Report. The Annual Report and annual fee are due within thirty (30) days of the invoice date.

7.2.1 IREC ISPQ Accredited Training Programs[®], Accredited Continuing Education Providers[®], Certified Independent Master Trainers[®] and Certified Independent Instructors[™]

Accredited Training Programs, Accredited Continuing Education Providers, Certified Independent Master Trainers and Certified Independent Instructors will need to submit a document describing their training activities for the past year, both in the program and in any other training activities. The Annual Report for Accredited Training Programs and Accredited Continuing Education Providers should include a list of all instructors and resumes for any instructor who was newly added to the program for which accreditation was awarded.

In addition, Training Programs, Continuing Education Providers, Independent Master Trainers, and Independent Instructors will need to provide documentation on the number of students that attended the course(s) for which IREC ISPQ credential was awarded. Evidence must be provided showing that students have learned the principles and competencies they were supposed to learn, that the organization or Independent Master Trainer is in fact implementing quality management through an annual internal audit and course reviews and improvements, and that they are otherwise in compliance with IREC ISPQ Standard 01022. To meet these requirements the Annual Report should include a summary of results of the final exam (pass/fail rate), a summary spreadsheet of all Student Evaluations from the course or program during the past year, and a description of what has been learned from the Student Evaluations and what changes have been implemented based on what was learned from the evaluations or other feedback mechanism. See checklist in Section 7.4 below.

An Awardee's report should include other documentation and any changes to program structure, administration, policy, or marketing materials. See Section 7.3 on "Changes."

Failure to submit an annual report and the annual fee by ninety (90) days following the invoice date shall be grounds for an Awardee to lose its accredited or certified status.

Affiliate Program annual reports and fees are the responsibility of the principal program (the principal program is the one that is accredited). The annual report including information on all affiliated programs must be submitted. Programs with affiliates are responsible for the annual fee, and the annual report (see 2.1.3 for more information on affiliated programs).

7.2.2 IREC ISPQ Certified Affiliated Master Trainers[®] and Certified Affiliated Instructors[™]

Certified Affiliated Master Trainers and Certified Affiliated Instructors should send an annual report on their anniversary date. The Master Trainer or Instructor should describe his or her training activities over the past year that relate to the Certification. They should also list any continuing education or practical training received during the year. (See 8.3 for continuing education requirements.)

Annual fees for Certified Affiliated Master Trainers and Certified Affiliated Instructors will be invoiced to the employing Program, Provider, or Independent Master Trainer.

7.3 Reporting Substantive Changes

A candidate for or awardee of IREC ISPQ Accreditation or Certification Status may undergo changes that may affect their IREC ISPQ status. Such changes may include the addition or reduction of training facilities, alterations to the curriculum or training courses, changes to the staff, or the like (see the more complete list below).

Candidates for IREC ISPQ Accreditation or Certification must keep IREC apprised of any substantive changes that occur during their review process.

As part of their Annual Report, Awardees are required to identify any substantive changes that may have a bearing on the scope or continuation of their accreditation or certification. Upon notification within an Annual Report of a substantive change, IREC will review the information and determine what action, if any, needs to be taken. Rarely, further review up to and including an On-Site Assessment may be deemed appropriate. However IREC reserves the right to perform spot assessments (5.6.3 above)

In the event that additional investigation or a Desk or On-Site Assessment is warranted, the candidate or awardee will be invoiced by IREC for the costs of the investigation or assessment. The invoice must be paid before the investigatory or assessment work can be conducted.

Among other changes, the following program actions are considered substantive and must be reported to IREC as part of an Annual Report:

A. Changes in Other Certifications, Accreditations, or Registrations

- 1) Loss of approval or licensure from a state approval agency or change or status
- 2) Loss of candidate, accredited, or certified status, or being placed on public probation by another nationally recognized accrediting agency, either institutional or programmatic
- 3) Loss of good standing with a regulatory or governing body or change of status
- 4) Findings of a regulatory/oversight agency (e.g., U.S. Department of Education, state approval agency, or nationally recognized accrediting agency) that may affect operations and/or institutional stability

B. Changes in the Facilities

- 5) The permanent or temporary closing of the main campus, an auxiliary site or an affiliate program
- 6) Change of location of a principal program, auxiliary site or an affiliate program

C. Changes to Curriculum or Courses

- 7) Addition of new program, or addition of new courses to a reviewed curriculum
- 8) Change in the objective, length, content, or other revisions to an existing curriculum (Please note that if the IREC ISPQ-approved Job Task Analyses on which the curriculum is based has been recently updated, the Annual Report should include either information about how curriculum has changed to conform to the new Job Task Analysis or information about when the curriculum will be changed, for follow up in the next annual report.)

- 9) Change in the distribution of or accounting of credit hours
- 10) Dropping or discontinuation of a training curriculum
- 11) Significant increase or decrease in the publicized schedule/calendar of program offerings
- 12) Change in pre-requisite requirements

D. Changes to Teaching Staff or Schedule

- 13) Addition or change of instructor
- 14) Teaching out students of another institution; reciprocal teach-out agreement
- 15) Substantial disruption of classes such as faculty walk out, facility eviction, etc.

E. Changes to Administration or Management

- 16) Change in the program's or individual's mission or objectives
- 17) Change of ownership or control
- 18) Change of 50% or more in the voting membership of a non-profit institution's board within any twelve (12) month period
- 19) Execution of an agreement that effectively nullifies the power of the governing board of an institution to control the institution
- 20) Change of governance
- 21) Merger of two (2) or more institutions (including an accredited institution becoming a branch of another institution)
- 22) Division of one (1) institution into two (2) or more institutions
- 23) Change to become a degree-granting institution

F. Change in Financial or Legal Status

- 24) Institution or owner filed for bankruptcy or entered into receivership
- 25) Significant reduction in funding level
- 26) Change from for-profit to non-profit corporation or vice-versa

G. Civil or Criminal Action

7.4 Checklist for Annual Report Requirements for Training Programs, Continuing Education Providers, Independent Master Trainers, and Independent Instructors

Required Item	Included (yes/no)	Page where found in report
Description of training activities for past year		
New instructor(s) resume(s)		
Number of students taught in each course		
Summary results of final assessment (exam) – pass/fail rate		
Summary chart of student evaluations		
Description of changes made to course(s) based on evaluations and feedback		
Changes in course or program structure		
Changes in administration or management		
Changes in policies		
Changes in marketing materials		
Changes in other certifications, accreditations, or registrations		
Changes in facilities		
Changes to curriculum or courses (see Section 7.3)		
Changes to teaching staff or schedule		
Change in financial or legal status		
Civil or criminal action		

7.5 Submitting the Annual Report

Candidates should submit the Annual Report and all of its attachments to info@ispqusa.org. The annual fees should be sent within 30 days of the invoice date, payable to IREC, at:

Interstate Renewable Energy Council
IREC ISPQ Application Processing Center
125 Wolf Road, Suite 410
Albany, NY 12205

Interstate Renewable Energy Council, Inc.

7.6 Annual Fees

All IREC ISPQ Accredited Training Programs, Accredited Continuing Education Providers, Certified Independent and Affiliated Master Trainers, and Certified Independent and Affiliated Instructors will be assessed annual fees. Institutions will be invoiced approximately six weeks prior to their anniversary date of award.

Invoices to Training Programs and Independent Master Trainers will include fees for Certified staff members (Affiliated Master Trainers or Affiliated Instructors). Certified Affiliated Master Trainers and Certified Affiliated Instructors will NOT receive a separate invoice – their fees are the responsibility of their employers.

7.6.1 <u>Annual Fees Detail</u>		
	Base Fee	Certified Staff Fees
<u>Accredited Training Program</u>	\$500	\$100 x # of IREC ISPQ Certified Affiliated Master Trainers or Affiliated Instructors employed
<u>Accredited Continuing Education Provider</u>	\$350	\$100 x # of IREC ISPQ Certified Affiliated Master Trainers or Affiliated Instructors employed
<u>Certified Independent Master Trainer</u>	\$350	\$100 x # of IREC ISPQ Certified Affiliated Master Trainers or Affiliated Instructors employed
<u>Certified Independent Instructor</u>	\$350	

7.7 Late Fees

The annual fees are payable within thirty (30) days of the due date. Fees paid after thirty (30) days from the due date will be assessed a 5% penalty (minimum penalty \$15).

7.8 Returned Checks and Late Payments

Returned checks or refused credit cards will be charged a 5% penalty (minimum penalty \$15).

7.9 Refunds

Annual fees are not refundable.

7.10 Failure to Pay

Failure of an institution or individual to pay fees, penalties, and evaluation costs within ninety (90) days after the due date will be taken by IREC as conclusive evidence that the institution/individual has voluntarily withdrawn its Candidate, Accredited, or Certified status. IREC will send the institution or individual a letter of revocation requiring the institution or individual to immediately cease claiming IREC ISPQ status and return the IREC ISPQ-issued Certificate.

7.11 Failure to Meet the IREC ISPQ Standard

The IREC ISPQ Standard and the Accreditation and Certification recognitions were designed to assure the public, students, and other renewable energy, energy efficiency, and distributed generation stakeholders of the quality of training providers. Institutions or individuals must continuously satisfy the requirements of the IREC ISPQ Standard.

Awardees who fail to demonstrate in their annual report that they continue to meet the requirements of the Standard, including the Code of Ethics which Candidates for Accreditation and Certification are required to sign, will be subject to investigation. If an investigation fails to satisfy IREC or its assessor that the institution or individual does in fact continue to meet the IREC ISPQ Standard, the institution or individual could have their status revoked or be subject to some other sanction such as suspension.

Awardees who are accused of violations to the Standard or Code of Ethics and for whom an investigation and disciplinary hearing find cause of a possible violation (as described in the IREC ISPQ Program Compliance and Complaint Procedure), may be subject to having their status revoked or some other sanction such as suspension.

Awardees who make false or misleading claims related to their IREC ISPQ status, or who display the IREC ISPQ recognition mark inappropriately, and who do not respond to requests for corrections, may also be subject to having their status revoked following an investigation.

Awardees whose status is revoked in this way may file an appeal. See the IREC ISPQ Program Compliance and Complaint Procedure (Section 9).

In addition, IREC reserves the right to publicize the names of those awardees whose status is revoked in order to prevent confusion or correct misunderstandings about the qualification of any given training institution or individual.

7.12 Failure to Supply Annual Reports or Pay Fees

An IREC ISPQ Awardee shall provide all of the applicable information requested in the annual report. Failure to submit any report or additional documentation requested by IREC by the deadline given shall be grounds for a program to lose its accredited or certified status.

8 Status Renewal

8.1 Duration of the Award Status

IREC ISPQ recognition, other than provisional awards, is for a period of five years. During those five years, the Awardee must file an annual report each year and pay annual fees, as described above in the Section 7 on Annual Status Maintenance.

8.2 Status Renewal Requirements for Accredited Institutions

Training Programs and Continuing Education Providers whose Accreditation is up for renewal must demonstrate that they continue to meet the relevant requirements of IREC ISPQ Standard 01022 and its revisions, including the requirements listed in Section 2 of this Handbook. They must complete an Application similar to the one completed for initial Accreditation. In addition, they must demonstrate that they have continued to regularly teach the course(s) for which Accreditation was originally granted, and that the course content has been updated to reflect changes in the technology or its industry. They must show that they have adhered to a process of continual improvement, using student feedback to improve course delivery and content where needed. They should show that they have regularly reviewed instructor performance and have in fact continued to provide appropriate training to staff members.

8.3 Status Renewal Requirements for Certified Individuals

Certified Instructors and Master Trainers whose Certification is up for renewal must demonstrate that they have actively taught courses relevant to their renewable energy, energy efficiency, or distributed generation specialty during the five years of their Certification. They must document the number of students they have instructed, and the student hours spent in the classroom or directly preparing course materials. They must also document training-related work such as curriculum preparation or textbook writing.

In addition, Certified Instructors and Master Trainers are required to document attendance at **12 contact hours** of Continuing Education or Instructor Training over the five-year period in the following categories:

- a) Pedagogy, Instructional Methods at least 2 contact hours
- b) Renewable energy, energy efficiency, distributed generation specialty courses at least 6 contact hours
- c) Safety or codes at least 1 contact hour

See Section 6.10 above for information on “inactive” status for Certified Instructor or Certified Affiliated Master Trainers whose employment with an IREC ISPQ-recognized organization or individual is altered or ends.

8.4 Status Renewal Fees

The fee schedule for Status Renewal is the same as for an original application and replaces the annual maintenance fee for the year in which the status renewal takes place, though Accredited Training Programs, Accredited Continuing Education Providers and Certified Independent Master Trainers will still need to pay the \$100 annual fee for any Certified Affiliated Instructors and Affiliated Master Trainers who are not up for renewal at the same time.

Award Status Renewal Fees (every fifth year)				
All fees are in U.S. dollars				
		Refundable IF		
	Fee Due with Renewal Application	Renewal request is cancelled prior to Desk Assessment		Additional Fees
Accredited Training Program [®]	\$3,000, additional Job Task Analyses \$1,000 each	\$2,500*		On-Site Assessment Travel costs**
Certified Independent Master Trainer [®]	\$3,000, additional Job Task Analyses \$1,000 each	\$2,500*		On-Site Assessment Travel costs**
Certified Affiliated Master Trainer [®]	\$500, additional applicants \$400 each	Not refundable		**
Certified Independent Instructor [™]	\$750, additional Job Task Analyses \$500 each	\$250		**
Certified Affiliated Instructor [™]	\$500, additional applicants \$400 each	Not refundable		**
Accredited Continuing Education Provider [®]	\$750 for each Job Task Analysis	\$250*		\$2,250 if an On-Site Assessment is deemed necessary, plus travel costs**

IREC reserves the right to review and adjust fees periodically

* The refund amount may be reduced, at IREC's discretion, to cover costs incurred in reviewing the application, travel, or other costs.

** Additional Fees may be assessed as needed to cover IREC and assessor time requirements & costs.

8.5 Conditions for Award Status Renewal

Maintenance of the accredited or certified status (as described above in Section 7 - Annual Status Maintenance) is dependent upon, demonstration that the awardee continues to meet the requirements of the IREC ISPQ Standard, including the Code of Ethics. Renewal of Award Status at the five-year mark is also dependent on demonstrating that the awardee continues to meet the requirements of the IREC ISPQ Standard.

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Candidates who are successful will receive a confirmation letter stating that their status has been renewed. They will also receive updated instruction on how to use the IREC ISPQ marks/designations and how to publicize their status.

Candidates who are not successful at renewing their status may appeal by following guidelines in the IREC ISPQ Program Compliance and Complaint Procedure. In the interim between the removal of their status and the conclusion of their appeal effort, the “candidate” must cease using any IREC ISPQ marks or referring to itself or any of its courses as IREC ISPQ-approved.

9 IREC ISPQ Program Compliance and Complaint Procedure

9.1 Compliance Deficiency Complaints and Reviews

IREC will review all written complaint communications and similar information reports (complaints) concerning IREC ISPQ certified or accredited providers (IREC ISPQ Providers) to determine if an investigation and review of the matter should be initiated. IREC will only consider written complaints that are signed by the individual submitting the complaint. Based on such review, and in its sole and exclusive discretion, IREC will determine whether a formal Compliance Deficiency Notice is warranted.

9.2 Formal Compliance Deficiency Actions/IREC ISPQ Grievance Committee

IREC will determine whether an IREC ISPQ Provider may have acted in a manner not consistent with the IREC ISPQ International Standard 01022, IREC ISPQ Program policies, rules, or agreements, including the policies identified in the Candidate Handbook. IREC will refer all complaints to the Grievance Committee for review and compliance determination.

Following a deficiency finding, IREC will notify the IREC ISPQ Provider in writing by issuing a Compliance Deficiency Notice, and require a written response within thirty (30) days. The identity of the complainant will be revealed to the IREC ISPQ Provider at the discretion of IREC. Based upon the information received and reviewed, including the IREC ISPQ Provider’s response to the Compliance Deficiency Notice, the Grievance Committee will determine whether the IREC ISPQ Provider’s status will be the subject of a Compliance Deficiency Action, which may include: probation, including conditions related to participation in the Program; or termination. The complainant will be notified of the determination in writing.

9.3 Appeal of Compliance Deficiency Action

- A. Appeal Submissions. Within thirty (30) days of the issuance of a Compliance Deficiency Action (Deficiency Action), an IREC ISPQ Provider may submit to the Executive Director a written appeal and request for review of the Deficiency Action. Appeals received beyond this time period will not be reviewed or considered. In order to complete an appeal within the prescribed time period, the IREC ISPQ Provider must submit a letter or other document to the Executive Director, which contains the following information and material: (a) a statement of the grounds for the appeal, including a complete explanation of the reasons that the IREC ISPQ Provider believes that the Compliance Deficiency Action should be reversed or otherwise modified; (b) a requested modification of the action; and, (c) accurate, complete copies of any material which support the appeal.

B. Grounds For Appeal. The grounds for appeal of a Deficiency Action are limited strictly to the following:

- 1) New Or Previously Undiscovered Information: The IREC ISPQ Provider has located relevant information that: was not previously in his/her/its possession; was not reasonably available prior to closure of the record; and, could have affected the Deficiency Action;
- 2) Misapplication Of IREC ISPQ Or Other Corporate Policies Or Agreements: IREC has misapplied the provisions of ISPQ Program Policies, other corporate policies, rules, or agreements, and the misapplication prejudiced the IREC ISPQ Provider; and/or,
- 3) Contrary Information Presented: The Deficiency Action is contrary to the most substantial information provided in the record of the matter, and the deficiency action is in error.

9.4 Informal Review by the Executive Director

Upon receipt, and prior to review by the Appeals Committee, appeals are subject to an informal review by the IREC Executive Director. Following review of an IREC ISPQ Provider appeal and request for review, the Executive Director may take one of the following actions:

- A. Decline to further process an inadequate, incomplete, or frivolous appeal; or,
- B. Refer the appeal to the Appeals Committee for review and resolution.

When the appeal is referred to the Appeals Committee for resolution, the Executive Director will provide the Committee with all relevant materials, including the documents and materials submitted by the IREC ISPQ Provider.

9.5 Final Appeal/IREC ISPQ Appeals Committee

Upon receipt of a complete appeal, the Appeals Committee will issue an appeal decision explaining the outcome of the appeal. With respect to each appeal, the Appeals Committee decision may include the following:

- A. A summary of any relevant portions of the Compliance Deficiency Action or findings;
- B. A summary of any relevant procedural or factual findings;
- C. The Committee's findings with respect to each appeal matter; and
- D. The Committee's final decision affirming, reversing, amending, or otherwise modifying any portion of the Compliance Deficiency Action and findings, including any disciplinary or remedial action.

Copies of the Appeals Committee Final Decision shall be sent to the parties, via U.S. mail, return receipt requested, or other appropriate delivery method.

9.6 Reinstatement and Reapplication Procedures Following Probation and Termination

A. Probation/Reinstatement: Following the expiration of a final probation decision issued pursuant Interstate Renewable Energy Council, Inc.

to this policy, the Appeals Committee will determine whether the IREC ISPQ Provider has satisfied the terms of the probation, including any conditions related to participation in the Program. If the IREC ISPQ Provider has satisfied the terms of probation in full, the IREC ISPQ Provider will request reinstatement and provide all information necessary for the Appeals Committee to verify that the probation has been completed. Upon such verification, the Appeals Committee will reinstate the IREC ISPQ Provider to active status. If the IREC ISPQ Provider has not satisfied the terms of probation in full, the Appeals Committee will notify the IREC ISPQ Provider of any failure to satisfy the probation terms, and may take the following actions: continuation of the probation order; and/or, issuance of additional disciplinary or remedial actions.

- B. Termination/Reapplication: One (1) year or more after the issuance of a final termination decision issued pursuant to this policy, the former IREC ISPQ Provider (former participant) may submit to the Appeals Committee a Petition for Permission to Reapply for Certified/Accredited Provider Status (Reapplication Petition). Subject to the time requirement above, the Appeals Committee will consider a Reapplication Petition from a former participant whose status has been terminated. Reapplication Petitions must include the following information: (a) The date that the final deficiency action was issued; (b) A statement of the reasons that the former participant believes support the acceptance of the Reapplication Petition, including a statement explaining why the former participant should now receive certified/accredited status, and why the Deficiency Action no longer applies to the former participant; and, (c) Copies of any relevant documents or other material upon which the former participant relies in support of the Reapplication Petition. Within ninety (90) days after the submission of a complete Reapplication Petition, or as soon after as practical, the Appeals Committee will review the information presented by the former participant and any other relevant information. The Committee will then determine the final outcome of the Reapplication Petition by majority vote in closed session.
- C. Appeals Committee Reapplication Petition Decisions: Following an Appeals Committee review of a Reapplication Petition, or as soon as practical, the Committee, by the Committee Chair or the Executive Director, will transmit its decision with respect to the Reapplication Petition. The final Committee decision will indicate whether the Reapplication Petition is granted, granted on condition, denied, or continued to a later date. If appropriate, the decision will indicate any Program participation conditions the Committee has required. Copies of the Appeals Committee decision will be sent to the parties, via U.S. mail, return receipt requested, or other appropriate delivery method. While no appeal of the Appeals Committee decision is permitted, the former participant may submit a new Reapplication Petition pursuant to this Section, one (1) year or more after the issuance of an Appeals Committee decision denying a Reapplication Petition.

10 Contacting IREC

IREC is the exclusive ISPQ Licensee for North America.

Phone: (518) 621-7379

Email: info@ispqusa.org

Websites: www.irecusa.org www.ispqusa.org

The trademarks, service marks, and certification marks associated with the Interstate Renewable Energy Council (IREC) and its programs are owned by IREC. Unauthorized use of such marks is expressly prohibited. See Appendix 1.

**INTERSTATE RENEWABLE ENERGY COUNCIL (IREC)
TRADEMARK AND CERTIFICATION MARK USE POLICY**


I. POLICY PURPOSE.

This Policy establishes the rules and requirements for use of all Interstate Renewable Energy Council (IREC) trademarks, including trademarks, service marks, certification marks, and collective membership marks.

II. IREC CORPORATE TRADEMARKS.

A. Mark Ownership.

The following organizational trademarks (IREC Marks) are owned and controlled by the Interstate Renewable Energy Council™ (IREC™):

-  IREC
Interstate Renewable Energy Council®
- Interstate Renewable Energy Council™
- IREC™

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

B. Prohibited Use of IREC Corporate Marks.

Individuals, businesses, and other organizations, including IREC credential holders, are not permitted to use the IREC Marks unless permission is given by IREC. Permission by IREC's ISPQ Award Committee to use IREC ISPQ Program Certification Marks, identified below, does not include authorization to use the IREC Marks.





C. Policy Violations and Related Matters.



Following the receipt of information indicating that an unauthorized use of an IREC Mark may have occurred, IREC, in consultation with legal counsel, will determine if responsive action(s) will be taken in accordance with this Policy and applicable Federal and State laws.

III. IREC CERTIFICATION MARKS/ ISPQ PROGRAM MARKS.

A. Mark Ownership.

The following certification marks and credentials (IREC Certification Marks) are owned and controlled by the Interstate Renewable Energy Council (IREC):

 <p>The logo consists of a black rectangular box. At the top, it features the IREC logo (a globe icon) and the text 'IREC Interstate Renewable Energy Council'. Below this, a red horizontal line separates the top section from the bottom section. The bottom section contains the text 'ISPQ ACCREDITED Continuing Education Provider' in white, with a small 'TM' trademark symbol at the bottom right.</p>	<p>IREC ISPQ Accredited Continuing Education Provider™</p>
 <p>The logo consists of a black rectangular box. At the top, it features the IREC logo (a globe icon) and the text 'IREC Interstate Renewable Energy Council'. Below this, a red horizontal line separates the top section from the bottom section. The bottom section contains the text 'ISPQ ACCREDITED Training Program' in white, with a small 'TM' trademark symbol at the bottom right.</p>	<p>IREC ISPQ Accredited Training Program™</p>
 <p>The logo is circular. The top half is black with the IREC logo (a globe icon) and the text 'IREC Interstate Renewable Energy Council'. A red horizontal line separates the top half from the bottom half. The bottom half is white with the text 'ISPQ CERTIFIED Independent Master Trainer' in black, with a small 'TM' trademark symbol at the bottom right.</p>	<p>IREC ISPQ Certified Independent Master Trainer™</p>
 <p>The logo is circular. The top half is black with the IREC logo (a globe icon) and the text 'IREC Interstate Renewable Energy Council'. A red horizontal line separates the top half from the bottom half. The bottom half is white with the text 'ISPQ CERTIFIED Affiliated Master Trainer' in black, with a small 'TM' trademark symbol at the bottom right.</p>	<p>IREC ISPQ Certified Affiliated Master Trainer™</p>

 <p>The logo is circular with a black top half and white bottom half. The top half contains the IREC logo (a globe icon) and the text "IREC Interstate Renewable Energy Council". The bottom half contains "ISPQ CERTIFIED" in large letters, followed by "Independent Instructor" and a small "TM" trademark symbol.</p>	<p>IREC ISPQ Certified Independent Instructor™</p>
 <p>The logo is circular with a black top half and white bottom half. The top half contains the IREC logo (a globe icon) and the text "IREC Interstate Renewable Energy Council". The bottom half contains "ISPQ CERTIFIED" in large letters, followed by "Affiliated Instructor" and a small "TM" trademark symbol.</p>	<p>IREC ISPQ Certified Affiliated Instructor™</p>

IREC retains all ownership and other rights related to the IREC Certification Marks. IREC may create and use additional certification marks, as it deems appropriate.

B. Authorized Use of IREC Certification Marks.

The IREC ISPQ Award Committee grants limited permission to use specific IREC Certification Marks to qualified renewable energy organizations and professionals, who satisfy all applicable IREC credentialing requirements. Consistent with applicable law and corporate policies, IREC will ensure that the Certification Marks are displayed and otherwise used properly, as such use represents IREC ISPQ certification to the public.

C. Organizations and Persons Authorized to Use the Certification Marks/Credential Holder Responsibilities.

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

Each IREC 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 Certification Marks. Among other requirements, each credential holder is responsible for ensuring that any use of the Certification Marks is consistent with this Policy, and is not contrary to applicable laws. IREC assumes no responsibility concerning the interpretation or application of these legal requirements.

IREC shall not be liable or otherwise responsible for any claims, complaints, suits, or damages whatsoever, relating to the use of the Certification Marks, or in connection with the use of these marks.

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D. Non-Assignability and Non-Transferability of the Certification Mark.

Permission to use IREC Certification Marks is limited to the IREC credential holder, and may not be transferred to, assigned to, or otherwise used by, any other individual, organization, business, or entity.

E. Appearance and Proper Use of the Certification Mark.

Each IREC credential holder may use the appropriate IREC Certification Mark in professional and business materials, including, but not limited to, business cards, letterhead, e-mail signatures, brochures, signs, stationery, telephone directory listings, or advertisements, consistent with the following rules:

1. Proper Use. Each individual IREC credential holder must use the appropriate Certification Mark only in conjunction with his/her name, and each organizational IREC credential holder must use the appropriate Certification Mark only in conjunction with the organization's name. Additionally, a Certification Mark must 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 IREC Certification Mark 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, IREC.

Any questions concerning the proper use of Certification Marks should be submitted to IREC in writing.

2. Examples of Proper Uses and Appearances of the Certification Marks. Proper uses and appearances of the IREC Certification Marks include, but are not limited to, the following examples.

➤ Proper Use Example No. 1.

ABC Renewable Energy



- Proper Use Example No. 2.

Jane C. Doe



- Proper Use Example No. 3.

John A. Smith



- Proper Use Example No. 4.

XYZ Solar Electric

IREC ISPQ Accredited Training Program™

- Proper Use Example No. 5.

John A. Smith

IREC ISPQ Certified Independent Instructor™

For more information or questions concerning the proper use of the IREC Certification Marks, please contact IREC's ISPQ Programs at www.ispqusa.org.

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

An IREC credential holder may not prohibit, restrict, or otherwise limit the authorized and appropriate use of the IREC Certification Mark(s) by another credential holder.

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G. Violation Reporting Responsibilities.

An IREC credential holder has the responsibility to report the unauthorized use, misuse, or other violation of this Policy to IREC in a timely manner, including any circumstances where the use of an IREC Certification Mark is related to an individual or organization that is not an IREC credential holder, or where a Certification Mark is used improperly by an IREC credential holder.

H. Policy Violation and Related Matters.

IREC reserves, and may use, the full range of legal remedies and certification-related sanctions available under applicable laws and corporate policies to protect the IREC Certification Marks. Infringement of any IREC Certification Mark will be challenged. IREC credential holders are required to cooperate fully in the review and resolution of such matters.

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

I. Disciplinary Actions Related to Mark Misuse By a Credential Holder.

Following notice and a reasonable opportunity to respond, an IREC credential holder or credential applicant who acts contrary to the terms of this Policy or applicable law, may be sanctioned by IREC. Such sanctions may include:

1. Denial and rejection of the applicant's certification application;
2. Private reprimand and censure;
3. Public reprimand and censure;
4. Conditions of continued certification;
5. Certification probation;
6. Certification suspension;
7. Revocation or termination of certification; and/or;
8. Other measures that IREC deems appropriate.

In addition, IREC may refer cases of certification mark misuse, infringement, or other similar matters to appropriate agencies and other organizations.

J. Third Party Policy Violations.

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