



Module 8 Practice Exercise

Write a cover letter to the Award Committee based on a sample scenario

INSTRUCTIONS: Based on the scenario presented below and in the Desk Assessment Report, draft a cover letter to the Award Committee that might accompany this report. Refer to information in your Assessor Manual as necessary regarding what this letter should cover.

Candidate: Acme Solar, Inc.

Application: IREC ISPQ Continuing Education Provider

Course: *Successful Solar Sales: Combining Technical Expertise with Sound Economics*

Background (Taken from their application): Acme Solar is a private company that sells and installs solar hot water and photovoltaic systems. In 2007 they began offering workshops at renewable energy conferences on how to more effectively sell PV and hot water systems. In 2010 they expanded the content and began offering a full day course in solar sales. They adapted their course in part from the NABCEP Task Analysis for PV technical Sales, hired a curriculum specialist to work with their instructors on the course format and content and began offering this new course at pre-conference workshops and to local contractors in the community.



Candidate: Acme Solar, LLC.(US-2020) • Continuing Education Provider Accreditation • 1/6/2011

DESK ASSESSMENT REPORT

Assessor Name: ___Laurel Hardy_____

1. Describe the candidate's background.

a) How long has the candidate been operating / involved in the RE/EE/DG fields?

Acme Solar was originally founded and incorporated in 2000 in Mixup, Oregon where they established a successful business in sales and installation of solar hot water and photovoltaic systems. They employ 23 people and have annual sales in excess of \$5 million. In 2007 they began offering short seminars on selling solar products at local, regional and national renewable energy conferences. In 2010 they expanded the content of these workshops into a full-day course and began offering these not only as pre-conference workshops but also as independent courses geared toward local area contractors.

b) How many students has the candidate taught?

Since March 2010 Applicant has taught 2 pre-conference workshops and 4 independent courses reaching 63 solar and building professionals. Records were not kept of earlier workshop attendance but are estimated at over 150.

c) If the candidate is an Affiliated Instructor or Affiliated Master Trainer, briefly describe their employing Program, Continuing Education Provider, Independent Master Trainer, or Independent Instructor. When did they receive ISPQ credentials? In what topic area is their credential (Task Analysis)?

N/A

d) Was there any information in sections 1-3 of the application (candidate information and background) that caused concern or was of interest? Nothing of concern

2. Did the candidate follow the IREC Application guidelines, including requested documentation and following layout requirements? If not, what are the deviations or problems?

Yes, candidate showed excellent attention to documenting core requirements, recordkeeping and other management practices as well as curriculum quality. Except for minor deficiencies in initial application which were easily resolved in EMail requests and a conference call for additional information.

3. What is the general quality of the Application submission? (circle one below) Describe why you score the candidate's Application the way you do.

Applicant submitted a comprehensive application that responded substantially to the essential aspects of the IS PQ International Standard 01022 for Continuing Education Accreditation. Upon completion of my preliminary review, I made written requests for additional information. These requests were for missing information and clarification on a few questions from their application. Their responses to these written requests were timely and complete.

With the relative nature of subjective of scoring my tendency was to leave room for even better applications.

1 2 3 4 5 6 7 **8** 9 10

low quality.....moderate quality.....high quality

4. What information is missing or incomplete?

Information that is missing, incomplete, or worrisome (Give Application Packet Section #)	Steps taken to resolve	Date resolved: ready for on-site Assessment
1. Section 6: Tier 1.1: Syllabus did not provide sufficient information to evaluate curriculum.	EMail inquiry to request detailed information about the curriculum. Candidate sent copy of instructor's manual with outline and PPT slides	12/9/10
2. Section 6: Tier 1.10: Requested information on applicant's policy for appropriate student: trainer ratios for classroom lectures and hands-on lab sessions.	EMail inquiry to request provision of such information. Candidate responded with requested information on 12/15/10	12/9/10
3. Section 6: Tier 1.12: Applicant's policy for conflict resolution was lacking in specifics. Requested more detailed description of the process and procedures for execution and implementation.	EMail inquiry to request provision of such information. Candidate sent narrative describing the practices in place.	12/9/10

5. What nonconformities did you find? (Use the Desk Assessment Worksheet to complete.)

No nonconformities were found

6. Any other comments or concerns: I was impressed that the company hired a curriculum specialist to work with staff on converting the short presentations into a full-day course.

Assessor must file this report with IREC, making one of three possible recommendations:

- a) **Progression: either to Award or to an On-Site Assessment, if needed (please specify);**
- b) **Termination: closure of the Candidacy; or**
- c) **Additional Iteration/Assessment: the Desk Assessment has revealed some serious flaws in the candidate's ability to meet the ISPQ Standard, however, these flaws should be capable of remediation with additional iteration.**

Desk Assessor Action Recommendation and reasons behind it:

It is my recommendation that Acme Solar LLC be awarded accreditation as an IREC ISPQ Continuing Education Provider.

Acme Solar is a successful solar company with a commitment to quality training. Their application materials were quite complete and they promptly provided requested information and answers to questions. Their instructors are experts in solar sales and their curriculum is well defined and draws on the NABCEP task analysis for Technical Solar Sales.

This form is accurate and complete to the best of my knowledge as the Assessor on this Desk Assessment:

Laurel N. Hardy
Registered ISPQ Assessor

Assessor's Signature

January 6, 2011

Date Signed