IREC

CANDIDATE HANDBOOK

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IREC Credentialing Program

The Interstate Renewable Energy Council (IREC) is a nationally recognized leader in clean energy training accreditation. With the demand for clean energy skills growing, IREC accreditation provides critical validation of high-quality training programs that meet industry standards, benefitting both trainees and the broader workforce.

IREC credentials ensure that trainees are prepared for specific, job-aligned roles in the weatherization and clean energy sectors. These credentials, backed by industry-validated job task analyses, guarantee that students leave training programs with the skills necessary to excel in their roles, promoting efficiency, safety, and consumer satisfaction.

About IREC

The Interstate Renewable Energy Council (IREC) builds the foundation for rapid adoption of clean energy and energy efficiency to benefit people, the economy, and our planet. Its vision is a 100% clean energy future that is reliable, resilient, and equitable. IREC develops and advances the regulatory reforms, technical standards, and workforce and community-based solutions needed to enable the streamlined integration of clean, distributed energy resources. IREC has been trusted for its independent clean energy expertise for over 40 years, since its founding in 1982. For more information, visit irecusa.org or follow IREC on X (formerly Twitter), LinkedIn, Facebook, or Instagram.

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Purpose of This Document

The Candidate Handbook is provided as a reference to Candidates for IREC credentials as they prepare and submit their applications, prepare for and undergo the assessment process, and maintain their credential over time. Along with this Handbook, additional resources can be found on the IREC website: https://irecusa.org/clean-energy-training/credentials/.

Additional documents include:

- Guidance Documents
  - All About Assessments: Guidance for Candidates for the IREC Credential
  - Basic Guidelines for Training Curriculum
  - Job Task Analysis Guidance
  - Application Guide
  - IREC Standard 01023 for Training Providers
  - IREC Standard 01024 for Instructors and Master Trainers

IREC Background

The Interstate Renewable Energy Council (IREC) builds the foundation for rapid adoption of clean energy and energy efficiency to benefit people, the economy, and our planet. Its vision is a 100% clean energy future that is reliable, resilient, and equitable. IREC develops and advances the regulatory reforms, technical standards, and workforce solutions needed to enable the streamlined integration of clean, distributed energy resources. IREC has been trusted for its independent clean energy expertise since its founding in 1982.

Standards Developing Organization

In 2013, IREC was accredited by the American National Standards Institute (ANSI) as a standards-developing organization (SDO). This credential indicates that IREC's operating procedures for documenting consensus have been approved by ANSI. IREC has two standards currently in use:

- IREC Standard 01023:2019. General Requirements for the Accreditation of Clean Energy Technology Training
- IREC Standard 01024:2013. General Requirements for the Certification of Clean Energy Technology Instructors and Master Trainers

The development of IREC Standards is separate from IREC's Credentialing Program but the efforts are complementary, and both contribute to IREC's goal of a high-quality clean energy workforce.

IREC Credentialing Program

IREC is committed to providing third-party assessment and qualification of clean energy training providers and instructors to consensus standards for the improvement of workforce training. IREC Standard 01023 for Training Providers and IREC Standard 01024 for Instructors and Master Trainers represent the evolution of pre-existing Institute for Sustainable Power Quality (ISPQ) standards originally developed by international clean energy collaborators with the ISPQ in the 1990s.

The objectives of the IREC Standards are to:

- Provide Training Providers with a quality framework for training content and delivery aligned with the knowledge and skills needed for the clean energy workforce;
- Increase the confidence level that industry, employers, consumers, financiers, and governments can have in the participating Training Providers and Instructors by providing a nationally recognized process of evaluation and monitoring (assessment and periodic re-evaluation) of Training Providers and Instructors, and periodic re-evaluation of the Standards; and
- Encourage safety and the training of safe practices within the industry.

Terminology

- **Accreditation** — Third-party review and attestation of an entity's conformance with an established Standard. Accreditation is awarded for a fixed period of time and requires renewal.

- **Affiliate Training Provider(s)** — Educational programs that enjoy a legal connection through licensing to a parent (principal) program or organization, or through a national or regional organizational membership. Affiliate Training programs share common curriculum with the principal organization.

- **Authentic Learning Activity** — Tasks that closely mimic real-world work activities, allowing students to apply their knowledge and skills in practical, meaningful contexts. Authentic Learning Activities often involve problem-solving, critical thinking, and hands-on experiences relevant to real-life situations.

- **Auxiliary Sites** — Sites that are regularly used by the Candidate for hosting accredited training courses and with which the Candidate has an established legal relationship. Auxiliary sites have the same course administration as the principal location and do not operate with any degree of autonomy from the principal training provider.

- **Certification** — Third-party review and attestation of an individual's conformance with an established Standard. Certification is awarded for a fixed period of time and requires renewal.

- **Classroom Facilities** — Spaces designed for traditional instructor-led learning, typically equipped with desks, chairs, whiteboards, and audio-visual equipment to facilitate learning in various subjects.

- **Conflict of Interest** — A conflict between the various interests of an individual or organization that has the potential to lead to undue influence on professional judgments or actions.

- **Course** — One or more discrete instructional sessions or a series of instructional sessions with a defined syllabus and stated expected outcomes. A series of courses taken together is often called a training program.

- **Curriculum** — Broadly, a plan for the education of a student. This can include a program

of studies (e.g., subjects), course content (e.g., topical outlines), planned learning experiences, or a series of learning outcomes. It is typically a written plan.

- **Field Training Facilities** — Locations where practical training occurs outside traditional classroom settings, often in real-world environments relevant to specific fields.

- **Hands-On Classroom/Lab Facilities** — Learning environments combining classroom instruction with practical, hands-on activities or experiments through direct interaction with tools, equipment, or materials. These facilities can be a part of the classroom, off-site, or field training locations.

- **IREC-Accepted Job Task Analysis** — A job task analysis that has been reviewed by IREC and accepted based on specific development guidelines. The job task analysis may be derived from one or more existing job task analyses and must define a specific job.

- **IREC Assessor** — A subject matter expert who conducts the desk and site assessment portions of the application. Assessors play a key role in ensuring the quality and accuracy of the IREC evaluation process by ensuring that Candidates for accreditation and certification have provided satisfactory evidence of meeting the applicable IREC Standard.

- **IREC Instructor Certification** — A credential awarded to professionals who have specific instructional, as well as practical and in-field, experience in the application of the knowledge and skills for which they deliver training. IREC-Certified Instructors meet the requirements of IREC Standard 01024.

- **IREC Master Trainer Certification** — A credential awarded to professionals who have specific instructional, as well as practical and in-field, experience in the application of the knowledge and skills for which they deliver training. IREC-Certified Master Trainers meet the requirements of IREC Standard 01024, are recognized within their industries as subject-matter experts, and hold a current professional industry-recognized credential or license. In addition, Master Trainers train other instructors, have demonstrated instructional design experience, and have formal education in teaching skills or pedagogy.

- **IREC Training Provider Accreditation** — A credential awarded to organizations that offer job-related training in clean energy technologies and practices and meet the requirements of IREC Standard 01023 for quality systems, resources, personnel, and curriculum. Curricula are aligned with one or more IREC-accepted job task analyses. Training Providers offer programs of sufficient length and depth to properly prepare graduates to perform all the tasks defined for successful performance in a job category.

- **Job Task Analysis** — A formal, industry-accepted study, validated by a group of subject matter experts that defines competencies in knowledge, skills, and attitudes (KSAs) as the basis for education/training curricula. Similar activities are also referred to as task analyses, practice analyses, and role-delineation studies.

    - Tasks are the mental or physical individual functions necessary to carry out an aspect of a specific job.

    - Knowledge, skills, and attitudes include the physical and mental capabilities a practitioner must possess to perform a job competently, ethically, and safely.

- **JTA Crosswalk** — A tool used in the eligibility determination process to align a training program's curriculum with the applicable job task analysis (JTA). Training Providers complete a crosswalk template, provided by IREC, to demonstrate how their program addresses the specific domains and tasks outlined in the JTA. The crosswalk requires Training Providers to identify where each domain and task is taught and assessed within their curriculum, ensuring alignment with the JTA standards.

- **Nonconformity** — A stated specific area in which an organization or individual does not meet the IREC Standard.

- **Off-Site Classroom Facilities** — See definition for Auxiliary Sites.

- **Pedagogy** — The study or science of teaching methods that educators use to help students optimize learning outcomes.

- **Parent (Principal) Location** — The primary location for the Training Provider applying for Accreditation and where JTA specific training is offered.

- **Systematic Program Plan** — Any one of several processes recognized by education and training professionals that documents the creation or revision of educational programs, workshops, or courses using interrelated components of analysis, design, development, implementation, and evaluation.

- **Training Program** — A course, sequence of courses, or learning events that focus on an area of specialized knowledge or information and have specific learning objectives covering one or more IREC-accepted job task analyses.

Accreditation vs. Certification

An IREC credential is based on conformity to an IREC Standard. For the purposes of this document, we will use "Standard" to mean either IREC Standard 01023, 01024, or both. IREC accreditation and certification provide an objective evaluation of the capabilities of Training Providers and Instructors, respectively, to deliver clean energy technology knowledge and skills training, regardless of the source of the training (colleges, manufacturers' in-house training, private training programs, vocational education programs, apprenticeship training, etc.).

Training Provider Accreditation is for organizations that offer job-related training in clean energy technologies. IREC-Accredited Training Providers are legal entities (or part of a legal entity) with curricula that address content from one or more IREC-accepted job task analyses. Accreditation is specific to the courses that address the job task analysis and correlate to the application and award. **Accreditation belongs to an organization and is always claimed in association with the organization's name and specific technologies taught** (for example, ABC Training Institution, IREC-Accredited Training Provider for PV Associate).

Instructor and Master Trainer Certification is for individuals actively engaged in teaching topics from one or more IREC-accepted job task analyses. The individual may be employed or under contract with a single training organization or instruct for multiple organizations. IREC-Certified Instructors and Master Trainers carry their certification regardless of where or for whom they teach. **Certification belongs to an individual and is always claimed in association with the individual's name and specific technology or technologies taught** (for example, Janet Jackson, IREC-Certified Instructor for Energy Auditor).

Organizations that employ or contract with IREC-Certified Instructors and Master Trainers may not, in any way, suggest that the organization or the training curriculum is certified, accredited, or endorsed by IREC.

Note: "Certification" is different from "certificate." A certificate is a document awarded to an individual who meets and successfully completes the certificate program's requirements. There are no ongoing requirements once an individual receives the certificate. Professional certification implies workplace competency, and certificates are the result of learning (training and education).

The Value of the IREC Credential

An IREC credential is a nationally recognized mark of quality training in the clean energy industry. Students, employers, funders, and other clean energy collaborators look for the IREC Mark to find safe and high-quality training that is aligned with industry needs. Organizations and individuals who have attained an IREC Credential can use the IREC Mark in promotional and outreach materials to stand out in an increasingly growing marketplace.

As an ANSI-accredited standards developer, IREC produces the standards upon which our clean energy credentials are based in cooperation with industry collaborators, including IREC Credential Holders. Requirements for linkages with industry and job-focused training are gaining increased recognition at a national level as best practices for training standards for the clean energy industry and beyond.

In addition, Credential Holders consistently report that there is great value to the application and assessment process itself. Inherent in the application process is conducting a self-assessment. As improvements are made to meet the high-quality benchmark of an IREC Standard, an organization or individual increases the quality of their training, which benefits the entire industry. Credential Holders share the IREC philosophy that continuous improvement and collaboration with the industry benefits us all and fosters the growth of the clean energy workforce.

IREC Acceptance of a Job Task Analysis

It is a requirement of both IREC Standard 01023 for Training Providers and IREC Standard 01024 for Instructors and Master Trainers that training aligns with an IREC-accepted job task analysis (JTA). IREC does not restrict the development of a job task analysis to any one organization. Rather, IREC will review and accept a JTA developed by education, training, and certifying organizations as long as it is consistent with the IREC guidelines shown here:

- The JTA must clearly define a job. More specifically, the overall objective must be clearly stated in terms of what the trained individual should be able to accomplish under given conditions.
- The JTA should identify all the tasks and subtasks required for competent performance. Inclusion of the relative importance and frequency of tasks and subtasks is recommended.
- The JTA should follow commonly accepted procedures for occupational analysis, such as the use of a Developing a Curriculum (DACUM) and include review and validation by subject matter experts.
- There is documentation covering the process that was followed to create the job task analysis and the subject matter experts involved, including their credentials. The process of developing a job task analysis should include a balanced involvement of interested parties and should provide for impartiality.

Job task analyses already accepted by IREC can be found on the **IREC website.**

Eligibility Requirements

IREC-Accredited Training Provider

To become an IREC-Accredited Training Provider, organizations must demonstrate through the application and assessment process that they meet all applicable requirements of IREC Standard 01023. This includes offering a curriculum that covers knowledge and skills defined in an IREC-accepted JTA.

Before applying for Training Provider accreditation, Candidates must read IREC Standard 01023 in its entirety. The Standard can be found on the IREC website. This Standard provides the criteria to which Training Providers will be measured for accreditation. Before applying, Training Providers need to think critically about how their programs meet each section of the Standard.

Prior to completing a full application, Candidates must complete the eligibility determination process to confirm the following:

- The Training Provider is a legal entity.
- Curricula cover topics from one or more IREC-accepted JTAs.*
- The Training Program has been delivered in its entirety at least once at the principal Training Provider's location, including assessments and program evaluation.

** See the section above for how to have a JTA accepted by IREC.*

Training Providers should contact IREC's Credentialing Program staff at credentialing@irecusa.org to request the eligibility forms to get started.

Additional points to consider when determining whether an organization is eligible for IREC Accreditation include:

- Training Providers may address clean energy topics as a distinct program (for example, "PV Design and Installation") or as part of a larger, more general program ("Electrical Applications").

- Training Providers may or may not own and maintain training facilities, but all facilities used must meet the requirements of the IREC Standard.
- Training Providers are not required to have IREC-certified personnel to apply for accreditation. However, there are requirements in the IREC Standard specific to training-related personnel.
- To receive Training Provider Accreditation for specified courses that address a specific job task analysis, the Candidate 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 Providers would need to ensure that entering students have specific background and experience to meet well-defined prerequisite requirements. For example, some Training Providers require entering students to be licensed electricians for photovoltaic (PV) 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 Auditor training may be a prerequisite to Quality Control Inspector training. Depending on the job category and associated prerequisite requirements, the length of training required will vary.

Parent (Principal) Location

The primary site of operation for a Training Provider, where core administrative and training activities are managed. It serves as the main hub for oversight, program coordination, and maintaining compliance with credentialing standards. To qualify for a credential, this location must have conducted the specific training courses for which accreditation is being sought at least once.

Auxiliary Sites

For the purposes of this policy, auxiliary sites are sites that are regularly used by the Candidate for hosting accredited training courses and with which the Candidate has an established legal relationship. Auxiliary sites do not have their own course administration, nor do they operate with any degree of autonomy from the Training Provider. Another term for this kind of site might be a "branch."

Auxiliary sites should be declared within the application. The Candidate is required to demonstrate in the responses throughout the application that auxiliary sites meet the requirements of the IREC Standard.

If an auxiliary site is added by a Credential Holder after it has been awarded IREC Accreditation and within the first three years of their credential cycle, the Credential Holder must inform IREC of the addition of the auxiliary site either in the annual report or by email, whichever comes first. IREC will follow up by informing the Credential Holder of the following process:

- Complete the Affiliate and Auxiliary Site Eligibility Form.
- Pay application fee for auxiliary sites (see Program Fees Table below).
- Once eligibility is approved, complete and submit for review the application Training Provider Accreditation Update – New Facilities.
- Once approved, IREC will issue information regarding the awarded credential.

** If an auxiliary site is to be added in years four or five of the credential cycle, it is recommended to apply during the credential reapplication period.*

Note: The Credential Holder may **not** claim the auxiliary site is part of its IREC Accreditation and use the IREC Credentialing Marks at auxiliary sites without first informing IREC and receiving approval confirming that the site(s) meet the IREC Standard.

Affiliate Programs

In some cases, Training Providers may develop or may be engaged in "affiliate" relationships with other training programs. Affiliate programs are defined as educational programs that enjoy a legal connection through licensing to a parent (principal) program or organization, or through a national or regional organizational membership. Affiliate programs must share a common curriculum and must operate under agreements to comply with the training and quality standards of the parent program, organization, or organizational membership.

The parent program may apply for accreditation in conjunction with affiliate programs. In this case, the parent program must demonstrate in its application that all affiliate programs meet the requirements in the IREC Standard. If any one of the affiliate programs fails to maintain the Standard, both the non-compliant affiliate organization and the parent program would be subject to revocation of their accreditation status.

Affiliate Training Programs are declared within a separate application. Through this separate application, the Candidate (parent program) is required to demonstrate in its responses that affiliates meet the requirements of the IREC Standard.

If an affiliate is added by a Credential Holder after it has been awarded IREC Accreditation and within the first three years of their credential cycle, the Credential Holder must inform IREC of the addition of the affiliate either in the annual report or by email, whichever comes first. IREC will follow up informing the Credential Holder of the following process:

- Complete the Affiliate and Auxiliary Site Eligibility Form.
- Pay application fee for Auxiliary sites (see Program Fees Table below).
- Once eligibility is approved, complete and submit for review the Affiliate Application - Training Provider Accreditation.
- Once approved, IREC will issue information regarding the awarded credential.

** If an affiliate is to be added in years four or five of the credential cycle, it is recommended to apply during the credential reapplication period.*

Note: The Credential Holder may **not** claim the Affiliate Training Provider is part of its IREC Accreditation and use the IREC Credentialing Marks at affiliate sites without first informing IREC and receiving approval confirming that the site(s) meet the IREC Standard.

An application for accreditation that includes affiliate programs is required to include:

- The nature of the affiliation;
- Rules for administration, management, and quality that are shared by the parent program and affiliates;
- Signed testaments from the administrators of the parent and each affiliate program acknowledging their understanding of and adherence to the Standard; and
- Signed Credentialing Program Code of Ethics form and signed Certification/Accreditation Ethics Representations and Agreement Release Authorization forms from each affiliate program administrator.

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 require an onsite assessment at any or all the affiliate partners, with the costs of the onsite assessments to be borne by the Candidate.

IREC-Certified Instructor and Master Trainer

To become a Certified Instructor or Master Trainer, a Candidate must demonstrate through the application and assessment process that they meet all applicable requirements of IREC Standard 01024.

IREC Certification as Instructor or Master Trainer indicates a breadth and depth of experience that the individual brings with them wherever they teach. Affiliation with an IREC-Accredited Training Provider is not required to apply for or maintain certification.

Before applying for Instructor or Master Trainer certification, Candidates must read IREC Standard 01024 in its entirety. The Standard can be found on the IREC website.

This Standard provides the criteria by which Instructors and Master Trainers will be measured for certification. Before applying, individuals need to think critically about how their instruction meets each section of the Standard.

Prior to completing a full application, Candidates must complete the eligibility determination process to confirm the following:

- Curricula taught by the Instructor cover topics from one or more IREC-accepted job task analyses.
- Candidate attests that they can meet and document the experience and competency requirements for the credential(s) sought.

Instructors should contact IREC's Credentialing Program staff at credentialing@irecusa.org to request the eligibility form to get started.

The table below outlines the key experience requirements for Instructors and Master Trainers and provides a comparison between the two. It is very important that Candidates review the IREC Standard 01024, Section 7 for the full list of experience requirements and a more detailed explanation of each.

Overall Time Required	Instructor	Master Trainer
	Minimum 2,380 contact hours	Minimum 3,850 contact hours
Requirement	**Instructor**	**Master Trainer**
	Minimum hours	
Technology-Specific Classroom Teaching*	80 hours	240 hours
Hands-On/Lab Teaching*	40 hours	100 hours
Training of Trainers*	--	12 hours
Instructional Design & Development	--	32 hours
Continuing Education*	30 hours	30 hours
Training in Education	--	60 hours
Practical Experience	1,000 hours (0.5 year)	2,000 hours (1 year)
Professional License	--	200 hours

* Technology-specific experience required within the past five years.

Some experience requirements are time limited and require the Candidate to supply evidence of recent completion. For example, hours are counted for technology-specific teaching experience within the past five years. Candidates should refer to the Standard to ensure the documented evidence adheres to specified time limits, where applicable.

The Candidate must provide third-party documentation of all contact hours claimed for teaching, educational, and practical experience with the full application submission. Specific requirements are described in Section 7 of IREC Standard 01024.

IREC recognizes that individuals working in the clean energy industry bring a considerable diversity in education and experience to the training arena. The sections of the Instructor/Master Trainer application and the experience requirements set forth in IREC Standard 01024 should allow Candidates to demonstrate compliance through multiple pathways.

If a Candidate feels they are qualified for certification but lack hours in a given category, they can submit written justification in the "Other" category. The Candidate must describe why they do not meet certain requirements and include specific evidence and explain why this additional evidence should satisfy the Standard.

Emeritus Status

The IREC Credentialing Program offers Emeritus status for IREC-Certified Instructors or Master Trainers who no longer teach on a regular basis due to retirement. Certified individuals can voluntarily withdraw their active status and continue to promote the fact that an IREC certification was previously held.

Eligibility

An IREC-Certified Instructor or Master Trainer may be eligible for Emeritus status if they are a Credential Holder in good standing and have continuously held an IREC certification for at least five years, but no longer regularly teach due to retirement. Retired Credential Holders who teach an occasional class may still be eligible.

Application Process

IREC-Certified Instructors or Master Trainers who would like to be considered for Emeritus status should complete the IREC Emeritus application form. **A one-time administrative fee of $100** applies. Following IREC staff review of the application form to confirm eligibility, a recommendation will be made to the IREC Credentialing Award Committee. Successful Candidates will be awarded an IREC Emeritus Certificate.

Benefits

IREC Emeritus Instructors or Master Trainers will be listed on the IREC website and are permitted to use the IREC Emeritus Instructor and Emeritus Master Trainer Marks. They may also use the terms "IREC Emeritus Instructor" or "IREC Emeritus Master Trainer" on promotional items or marketing materials. Please see the IREC Trademark and Credentialing Mark Use Policy at the end of this Handbook for more details.

Restrictions

IREC Emeritus Master Trainers and Instructors cannot advertise, promote, or otherwise suggest that they are IREC Certified. The term "Emeritus" must be used at all times. They may not use the IREC-Certified Instructor or Master Trainer Marks. Only IREC Emeritus Instructor or Master Trainer Marks may be used.

Reinstatement of Certification

IREC Emeritus Instructors or Master Trainers can apply for reinstatement of certified status if they resume teaching on a regular basis. Eligibility requirements apply. If the term of the original certification is still valid, it may be reinstated without reapplication upon written request to the IREC Credentialing Program. The original expiration date of the award applies.

Challenges to Eligibility Determination

All challenges regarding actions of, and by, the IREC Credentialing Program are governed by the IREC Procedures to Resolve Challenges and Complaints Related to Credentialing Eligibility and Irregularities (Appendix 2). These appeals procedures are the only way to resolve all IREC Credentialing Program application, eligibility, and other credentialing or certification/accreditation

renewal challenges, complaints, and/or claims of irregularities.

Understanding the Process

The following section describes the step-by-step process and timelines for obtaining IREC Credentials. IREC reserves the right to make decisions about the credentialing process, which may include waiving parts of the assessment process or adding to the assessment process where justified.

Self-Assessment

IREC strongly encourages Candidates to conduct a self-assessment prior to applying for an IREC credential. This self-assessment will vary from Candidate to Candidate but should involve fully reading the relevant IREC Standard and the Candidate Handbook. The goal is to understand all requirements of the IREC Standard to ensure the Candidate can meet and document each requirement.

Assessors will examine numerous policies and procedures during their assessment. Candidates should review their policies and procedures to ensure they meet the IREC Standard and are understood and implemented at the training program level.

- **Policy:** a principle used as a guide to decision-making under a given set of circumstances.
  - Describes the rules that establish what will or will not be done
  - Can range from broad philosophies to specific rules
  - Usually expressed in standard sentence and paragraph format
  - Includes WHAT the rule is, WHEN it applies, and WHOM it covers

- **Procedure:** a particular way of accomplishing something. It should be designed as a series of steps to be followed as a consistent and replicable approach to accomplishing an end result.
  - Describes the critical steps undertaken to achieve policy intent
  - Succinct, factual, and to the point; often expressed using lists
  - Includes HOW to achieve the necessary results

Eligibility Determination

Training Providers and Instructors/Master Trainers should contact IREC's Credentialing Program staff at credentialing@irecusa.org to request the eligibility forms.

Training Providers and Instructor/Master Trainers are required to complete an eligibility determination process to ensure organizations and individuals meet the most basic requirements of the IREC Standards prior to completing a full application. More detailed information about specific eligibility requirements can be found in the Eligibility Requirements section above.

As part of the eligibility determination process, Training Providers will be asked to "crosswalk" or cross-reference their curriculum with the JTA(s) they are applying under. IREC will provide a crosswalk template that outlines the domains and tasks for a particular JTA. Trainer Providers must provide information on where the domains and tasks are taught and assessed in their curriculum. This exercise helps to demonstrate how the training program aligns with the JTA.

IREC will review all documents submitted for eligibility determination and communicate with the Canditate if there are any questions or concerns.

IREC recommends that Candidates complete the eligibility determination process within 30 days. If a Candidate is non-responsive after this period, IREC may conclude that they are no longer pursuing accreditation. However, Candidates may resume the process at any time by notifying IREC of their intent to continue.

During the 30-day process, Candidates are allowed up to three attempts to submit all required information correctly for IREC's review. If a Candidate fails to do so within this timeframe, it becomes their responsibility to address the issues on their own timeline. Once the necessary corrections are made, the Candidate must inform IREC to proceed with the process.

The Full Application

Once a positive eligibility determination is made, Candidates will be given access to the remaining application forms and an account will be set up in IREC Direct, the Credentialing Program's online content management system, for full application submission.

Candidates upload their completed application forms and all required supporting documents into IREC Direct, submitting their application when they are ready.

The application forms provide very clear instructions on how to label supporting documents. Following these instructions is **very** important; the more organized and detailed an application is, the faster IREC staff and the Assessor can review all materials.

Once an application has been submitted, IREC staff will review the application forms and all supporting documents to ensure the application is materially complete. IREC reserves the right to return an application that does not use the naming conventions outlined in the application. When determined to be complete, IREC staff will move the application forward and initiate the desk assessment process.

IREC recommends that new Candidates spend no more than 90 days to complete the Full Application phase. If the Candidate is a current credential holder reapplying for accreditation, they may request an extension to complete the application phase past their credential expiration date. IREC will allow only two requests for extensions and to not exceed more than 60 days past the credential expiration date. Credential Holders risk their credentials being suspended (30 days after the due date) or ultimately revoked (60 days after the due date).

Applying Under Multiple JTAs

Candidates applying for credentials under multiple JTAs in the same application must respond to certain application questions multiple times, providing information relevant to each JTA. Questions that require information for multiple JTAs are clearly identified in the application.

Candidates applying for Instructor or Master Trainer Certification may apply for a maximum of two JTAs per application, unless approved in advance by IREC. Candidates applying under multiple JTAs must supply documentation specific to each JTA in the following areas:

- Technology-specific teaching experience—including classroom training, hands-on/lab/field instruction, and training of trainers;
- Continuing education courses and conference participation;
- Relevant practical, hands-on work experience; and
- Contributions to industry

Documenting Instructor/Master Trainer Experience Requirements

Section 7 of IREC Standard 01024 lists specific requirements for three types of experience: teaching, education, and practical experience. Here are some tips to ensure that Instructor/Master Trainer applications are complete and ready for assessment:

- Supply third-party documentation for **all** experience/hours claimed. Third-party documentation is evidence from a person, other than the Candidate, who is in a position of authority to attest to the relevant experience.
- Documentation generated by the Candidate is not sufficient (for example, a spreadsheet that tallies teaching hours but has no verification from a supervisor/employer).
- Documentation for co-instruction and online delivery must support the hours claimed.
- A video of instruction may be acceptable evidence for certain requirements. Videos hosted on Vimeo, YouTube, and other similar online services are examples of acceptable submissions. Candidates will need to provide access to the Assessor to any sites that are password protected.

- If a Candidate has experience that does not fit into the categories in the application, documentation can be submitted along with an explanation of how the experience meets the Standard using the "Other" category of the application.

Term of Candidacy

The following steps in the process (desk assessment, site assessment, and credentialing award committee) can collectively be considered the "Term of Candidacy." The term of candidacy is nine (9) months for Training Provider Candidates and six (6) months for Instructor and Master Trainer Candidates. **The term of candidacy begins when an application has been submitted and deemed materially complete by IREC, the Candidate has paid the application fee, and the application has been assigned to an Assessor.** The desk assessment, site assessment, and Credentialing Award Committee meeting should all take place within the term of candidacy. Candidates may request an extension of the term of candidacy by written request to IREC (email acceptable) and must include justification for the request. It is at IREC's sole discretion that term of candidacy extension requests are granted. If extensions are granted, additional assessment fees may apply to cover IREC and Assessor time.

The term of candidacy is not necessarily an indication of the duration of an assessment. An Assessor typically begins the desk assessment within two (2) weeks of the Candidate's acceptance of the Assessor nomination. Thoroughness and organization of the application and Candidate responsiveness to questions can significantly impact assessment length.

If at any time during the assessment process a Candidate becomes non-responsive, this may be grounds for termination of the application by IREC. We recommend regular contact with the assessor to maintain efficient progress (minimum once per 30 days suggested).

The Desk Assessment

Assessor Nomination and Confirmation

Once an application is deemed materially complete, IREC will nominate an Assessor for the assessment and this nomination will appear in the Candidate's application in IREC Direct. The proposed Assessor must divulge any conflicts of interest to IREC prior to being nominated for the application. For applications addressing multiple JTAs, IREC reserves the right to nominate more than one Assessor and additional assessment fees may apply.

The Candidate will receive notice of the Assessor nomination and will have two weeks to confirm or reject the nomination in IREC Direct. The Candidate may reject an Assessor nomination if a perceived or real conflict of interest exists. If the Candidate rejects the nomination, IREC will contact the Candidate to request additional information and nominate another Assessor. The nomination process will repeat. A second rejection will require a ruling by an ad hoc Grievance Committee on whether to proceed with the Candidate's assessment and whom to assign to the process.

Desk Assessment

Once the Assessor (or team of Assessors, hereinafter referred to as "Assessor") has been confirmed, IREC will provide the Assessor access to the Candidate's full application and supporting materials. The Assessor will confirm receipt of the Candidate's application and initiate the desk assessment process within two weeks.

The Assessor will conduct a detailed review and assessment of the Candidate's application materials, comparing all information to the applicable IREC Standard and verifying that the Candidate meets the Standard. The Assessor may request additional information or clarification on application materials as necessary. The Assessor uses the Assessor Report to summarize their assessment, and present the evidence of their determination in one place.

The Assessor Report also acts as a communication tool for the Assessor and the Candidate. The Assessor Report exists as a form within IREC Direct. When the Assessor creates an Assessor Report, it will be available to both the Candidate and the Assessor. It is best practice for the Assessor to complete an initial review of the entire application and document all necessary information in the Assessor Report at once. This allows the Candidate to see all additional requests in one place and at one time so they can group their work accordingly.

All Candidate-Assessor interactions will be logged as comments in IREC Direct, allowing communications to be tracked over time. While Assessors must avoid entering into a "consulting" relationship with a Candidate, the Assessor may seek to resolve minor deficiencies by pointing out the nonconformity and allowing the Candidate time to make corrections where practical.

If at any time during the desk assessment process a Candidate becomes nonresponsive, IREC staff will step in and attempt to communicate with the Candidate to determine if the assessment should continue. If the term of candidacy ends without a written request for an extension, an application will expire, and all assessments will cease.

If an Assessor discovers a Candidate has not been truthful in the application materials, the Assessor will conclude the desk assessment immediately and notify IREC staff. This will be grounds for termination of the application.

Nonconformities During a Desk Assessment

While conducting a desk assessment, an Assessor may identify deficiencies or inconsistencies that do not allow the Assessor to confirm compliance with specific requirements of the Standard. When a nonconformity can be addressed by the Candidate within a reasonable time during the desk assessment (usually a policy- or procedure-related nonconformity), the Candidate will be allowed time to make corrections. If a nonconformity is significant and related to curriculum or program design, the Assessor will communicate with IREC staff to determine the best course of action.

Conclusion of the Desk Assessment

Upon completion of the desk assessment, the Assessor will discuss their findings with IREC staff and make a recommendation on whether the Candidate's application should move forward in the process. An application will not progress if nonconformities are discovered during the desk assessment. In such cases, IREC staff will discuss the possible options with the Candidate.

The Site Assessment

Candidates for Training Provider Accreditation undergo an onsite or virtual site assessment as part of the review process. Candidates for Instructor and Master Trainer Certification do not usually undergo a site assessment; however, IREC reserves the right to require a site assessment for Instructor and Master Trainer Candidates if necessary.

Onsite vs. Virtual Site Assessment

An onsite assessment is scheduled for first-time Training Provider Candidates or for applications where the Assessor has identified a need for additional verification of compliance with the IREC Standard.

A virtual site assessment is scheduled for existing Credential Holders who have maintained their credential(s) in good standing and are reapplying for accreditation. Virtual site assessments are conducted via video meeting. During the virtual site visit, the Assessor conducts interviews with staff and other training center collaborators. Candidates are also required to provide a video tour of training facilities. Credential holders who add JTAs during their credential cycle will be required to complete an abridged virtual site assessment with an IREC Assessor.

Setting a Date for the Site Assessment

The Assessor contacts the Candidate directly to schedule a date for the site assessment. The site assessment should take place during the term of candidacy. Although not required, it is preferable that the site assessment be scheduled to allow the Assessor to observe part of a course.

Site Assessment Fees

Training Provider Accreditation—The base application fee covers the cost of a single Assessor's time for a one-day site assessment of up to eight hours. If additional assessment time is needed or more than one Assessor is needed to conduct a site assessment, additional fees may apply. The Candidate is responsible for the Assessor's time spent on travel (up to eight hours per roundtrip), lodging expenses, and per diem for the Assessor(s) in accordance with the IREC Assessor Travel Policy.

Instructor/Master Training—The base application fee does not cover the cost of an Assessor's time for a site assessment. If a site assessment is recommended for an Instructor/Master Trainer, the Candidate will be required to cover the cost of the Assessor's time for the site assessment and, in the case of an onsite visit, the Assessor's travel costs including travel time of up to eight hours roundtrip.

Any anticipated fees related to an extended site assessment time must be paid upfront, prior to a site assessment being conducted. The Assessor's travel costs and time spent on travel (if applicable) are invoiced separately by IREC after the conclusion of the onsite assessment.

Candidates do NOT reimburse the Assessor directly. All fees and travel costs must be paid before IREC will schedule a review by the Credentialing Award Committee.

Conducting the Site Assessment

Prior to a site assessment taking place, the Assessor provides the Candidate with confirmation of the meeting agenda.

The goal of the site assessment is the same whether it is onsite or virtual. The Assessor will verify that the facilities and resources described in the application materials are accurate and maintained as described. The Assessor also interviews organization management and training program staff, students, and other training center collaborators, with the goal of confirming that the policies and procedures described in the application are being followed.

Closing Meeting Report

At the conclusion of the site assessment, the Assessor meets with the Candidate to review their findings in a Closing Meeting Report.

The report contains these sections:

- Confirmation of course names
- Commendations—areas in which the Assessor acknowledges where the Candidate has gone above and beyond the basic requirements of the Standard
- Opportunities for Improvement—areas where the Assessor believes there is room for improvement (not nonconformities)
- Nonconformities—specific requirements for which the Candidate has not demonstrated meeting the Standard
- Signatures—both the Assessor and the Candidate must sign the report

A signed copy of the Closing Meeting Report is provided to the Candidate.

Nonconformities During the Site Assessment and Corrective Action Plans

If a nonconformity is identified by the Assessor during the onsite assessment, it will be outlined in the Closing Meeting Report, and the Assessor will discuss the finding with the Candidate during the closing meeting. The Candidate will be required to write up a corrective action plan describing how the nonconformity will be corrected and a timeline for the plan to be implemented. The Candidate should submit the corrective action plan to the Assessor and IREC within two weeks of the conclusion of the site assessment.

A corrective action plan must be implemented and actions must be reviewed and accepted by the Assessor before an application can move on to the Credentialing Award Committee for award determination.

Completion of the Assessor Recommendation

At the completion of the assessment process, the Assessor will prepare a document with one of the following recommendations:

- Award the credential
- Terminate the candidacy: the Candidate does not meet the applicable Standard

IREC Credentialing Award Committee Ruling

IREC's Credentialing Award Committee is composed of subject matter experts in clean energy technologies, training and curriculum development, and the processes of accreditation and setting standards. This Committee provides the final review of Candidate applications and confirms the Assessor has used due diligence in performing the assessment. The Committee provides balance and impartiality to the award decision. The Credentialing Award Committee meets throughout the year to review applications that have completed the assessment process. Prior to a meeting, the Committee is provided with the Closing Meeting Reports and Assessor recommendations for any Candidates on the agenda.

During the meeting, Assessors present their findings and their recommendation for a Candidate. They also answer any questions or requests for clarification from Committee members. The Committee considers all information available to them and makes one of the following rulings for a Candidate:

- Award the credential
- Terminate the candidacy
- Delay: in the unlikely event that nonconformities are identified during the Credentialing Award Committee meeting, award of the credential is delayed to allow implementation of a corrective action plan or request for additional documentation.

A record of the Credentialing Award Committee ruling will be retained and IREC sends notice of the ruling to the Candidate and to the Assessor.

Awarding the Credential - Award Package

Candidates who are awarded a credential receive a digital and hard copy award package. This package contains information about the term and limitations of the Award, instructions on how to maintain IREC credentialed status, how to use the IREC Mark, and a paper certificate.

Termination of Candidacy

If the Credentialing Award Committee rules for termination of candidacy, IREC will provide notification to the Candidate explaining the outcome. This communication will include instructions on how and when the Candidate can reapply for the IREC credential and how to file an appeal under the IREC Procedures to Resolve Challenges and Complaints Related to Credentialing Eligibility and Irregularities (Appendix 2). Reinstatement of a terminated candidacy may result in additional assessment fees being charged to the Candidate.

Delay of Award

If the Credentialing Award Committee determines that a delay is needed to allow the Candidate time to implement a corrective action plan or submit additional documentation, IREC will communicate with the Candidate on necessary actions to move the process forward. The

Candidate is responsible for any continuing assessment costs at this stage in the application.

Scope of Award

Only Candidates who have received an award package from IREC and are a Credential Holder in good standing can claim to be accredited or certified by IREC.

IREC recognition includes a scope of approval, indicating the specific courses and technology or technical expertise for which the Training Provider, Master Trainer, or Instructor has been evaluated. For example, if a Training Provider has been awarded a credential based on curricula assessed against the IREC-accepted job task analysis for Energy Auditor, courses for the Quality Control Inspector or Crew Leader are not IREC accredited and may not be marketed as such. Training Providers, Instructors, and Master Trainers who are awarded IREC credentials are required to clearly identify the scope of their award in any printed, published, or public references to the award.

Training Providers who use IREC-Certified Instructors and Master Trainers may not, in any way, suggest that the organization or the training courses are certified, accredited, or in any way endorsed by IREC.

An accredited Training Provider may not claim the IREC credential or use the IREC Marks for auxiliary sites outside the scope of the IREC assessment unless IREC has provided approval in writing that auxiliary sites have been included in the scope of accreditation.
An accredited Training Provider may not claim the IREC credential or use the IREC Marks for affiliate programs, or for courses or curricula outside the scope of the IREC assessment, without first following the application and recognition requirements and duly receiving an Award notice for such affiliate programs or additional curricula.

A certified Instructor or Master Trainer must include reference to the job task analysis addressed in the scope of their certification when referring to their credentialed status (for example, Janet Jackson, IREC-Certified Instructor for Energy Auditor).

Training Providers, Instructors, and Master Trainers who are found to be misrepresenting the scope of their credentialed status with IREC will be asked to make immediate corrections. Documentation that the correction has been made must be provided to IREC. IREC reserves the right to take additional disciplinary actions if warranted.

Program Fees & Policies

How to Pay

Candidates will pay the application fees once an application has been submitted and deemed materially complete by IREC. Candidates can pay by credit card within their IREC Direct online account. Upon request, IREC will issue an invoice for Candidates who would like to pay by check. Payments are recorded by IREC and will be viewable within a Candidate's IREC Direct account.

IMPORTANT NOTE: Candidates do not pay Assessors directly. Base application fees, additional fees, and/or Assessor travel expenses are all paid to IREC.

Additional Fees

Excess Review and Administrative Time

In addition to the base application fees listed in the table below, IREC reserves the right to invoice Candidates to cover excess time required to review applications and/or conduct assessments. Circumstances where additional fees may apply include:

- Reviewing an incomplete application;
- Completing a desk or site assessment that continues beyond the term of candidacy;
- Providing support to resolve issues or conducting research; or
- Assigning a new Assessor at the Candidate's request after an assessment has begun.

The list above is not exhaustive, and other circumstances may arise where additional fees apply.

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
Rate Charged	$350	$700

Travel Expenses

Candidates must reimburse IREC for the travel costs incurred in conjunction with an onsite assessment, when required. Reimbursable items include cost of travel, cost of Assessor time spent on travel (up to eight hours per roundtrip), lodging expenses, and per diem for Assessor in accordance with the IREC Assessor Travel Policy.

When an application covers more than one technology or job task analysis, IREC reserves the right to assign more than one Assessor. The Candidate is responsible for travel expenses for all Assessors assigned to an application by IREC.

Spot Assessment

IREC reserves the right to perform spot assessments during a Credential Holder's five-year award term to ensure ongoing compliance with the IREC Standard. Credential Holders will be responsible for the time and travel expenses related to spot assessments.

Late Fees

All fees are payable within thirty (30) days of the due date. Fees paid after thirty (30) days will be assessed with a 10% penalty.

Returned Checks

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

Failure to Pay

Failure of an organization or individual to pay all application and annual maintenance fees within sixty (60) days of the due date will be taken by IREC as conclusive evidence that the

organization/individual has voluntarily withdrawn its candidacy or certified/accredited status. IREC will send credentialed organizations or individuals written correspondence (including email) of revocation requiring the organization or individual to immediately cease claiming IREC-Accredited/Certified status.

Cancellation & Refund Policy

The following policies apply to the Full Application phase, the period that begins after the Eligibility Determination phase and before the Desk Assessment phase (when the Term of Candidacy begins). Candidates will have 90 days from the date their application is open and paid to materially complete the full application phase.

- If an application is canceled by IREC or voluntarily withdrawn by the Candidate prior to the assignment of the Desk Assessment (within the 90-day Full Application phase), up to 80% of the initial application fee may be eligible for refund. The refund amount may be reduced to cover costs incurred in processing and reviewing the application.

- If the Candidate does not complete the application phase within the 90-day period IREC will not refund any portion of the application fees.

The following policies apply to the Term of Candidacy phase, the period when the desk assessment begins.

- If the Candidate withdraws an application after an assessment has begun, or a desk assessment determination indicates a candidate application is denied accreditation for not aligning satisfactorily to the standard, IREC will not refund any portion of the application fees. In addition, the Candidate will be liable for any travel costs incurred by the Assessor(s) for an onsite assessment.

- If an onsite assessment is canceled after travel plans have been made or after the assessment has begun due to an issue on IREC's part, or due to weather, natural disaster, or unforeseen events not controllable or attributable to the Candidate, IREC may waive reimbursement of travel costs, at IREC's discretion.

- If at any time during the desk assessment process a Candidate becomes non-responsive, IREC staff will step in and attempt to communicate with the Candidate to determine if the assessment should continue. If the term of candidacy ends without a written request for an extension, an application will expire, and all assessments will cease, and no refunds will be provided.

Program Fees Tables

Training Providers: New Applications/Renewal Applications

IREC reserves the right to review and adjust fees periodically.

Credential	Base Fee Due With Application Submission	Additional Fee Due With Application Submission	Adding an Auxiliary Training Site/New Facility	Adding an Affiliate Training Center	Additional Fees	Annual Maintenance Fees
JTA 1	$3,500		$0**	$500	Onsite assessment travel expenses (if applicable)	$600***
JTA 2		$1,000 (each additional JTA is $1,000)*	$0*	$500 (each additional affiliate program is $500)		$600

* If the training center is applying for both the Crew Leader (CL) and Retrofit Installer Technician (RIT) JTAs, the RIT fee is $500.
** If JTAs taught at auxiliary sites are different than the primary location, the application fee will be $1,000 per JTA.
*** The Annual Maintenance Fee increases by a flat fee of $300 for two Affiliate Training Providers. With three or more Affiliate Training Providers, the fee increases by a $600 flat fee.

Training Providers: Adding a JTA During 5-Year Credential Cycle

IREC reserves the right to review and adjust fees periodically.

Credential	Base Fee Due With Application Submission	Additional Fees	Annual Maintenance Fee
JTA 1	$1,000	Onsite assessment travel expenses (if applicable)	$600
JTA 2	$1,000 (each additional JTA is $1,000)*		$600 (each additional JTA is $600)

* If an IREC-Accredited Training Center has received a credential for the Crew Leader (CL) JTA and would like to add the Retrofit Installer Technician (RIT) JTA within the first four years of their credential cycle, the RIT fee is $500.

Training Providers: Adding an Affiliate During 5-Year Credential Cycle

IREC reserves the right to review and adjust fees periodically.

Credential	Base Fee Due With Application Submission	Additional Fees	Annual Maintenance Fee
Affiliate 1	$1,000	Onsite assessment travel expenses (if applicable)	$300*
Affiliate 2	$1,000 (each additional Affiliate is $1,000)		

* Annual Maintenance Fee is a flat fee of $300 for two Affiliate Training Providers. With three or more Affiliate Training Providers, the fee increases to a $600 flat fee.
Please Note: Adding an affiliate is allowed during the first three years of your credential cycle.

Instructors/Master Trainers: New Applications/Renewal Applications

IREC reserves the right to review and adjust fees periodically.

Credential	Base Fee Due With Application Submission	Additional Fee Due With Application Submission	Additional Fees	Annual Maintenance Fees	Renewal Application
JTA 1	$700			$100*	$500**
JTA 2		$200 (each additional JTA is $200)		$0	$200 (each additional JTA is $200)

* The annual maintenance fee is $100 no matter the number of JTAs for which you are credentialed.

** Renewal Candidate must have an existing credential in good standing. Discount is applied to the first JTA for renewals.

Master Trainers: Adding a JTA During 5-Year Credential Cycle

IREC reserves the right to review and adjust fees periodically.

Credential	Base Fee Due With Application Submission	Additional Fees	Annual Maintenance Fee
JTA 1	$200		$100*
JTA 2	$200 (each additional JTA is $200)		$0

Please note: Adding JTAs is allowed during the first three years of your credential cycle. Adding mid-cycle means that all your accredited credentials will expire on different dates. IREC will evaluate if it is advisable to align the expiration dates of all accredited credentials and work with you on that process.

Note: Additional program fees are outlined below in the Additional Fees section.

Department of Energy (DOE) Subsidy

To support the network of organizations and Instructors that provide training to the Weatherization Assistance Program (WAP), the U.S. Department of Energy (DOE) subsidizes 90% of the IREC Credentialing Program application fee for qualified applicants. This subsidy covers the application fee(s) for Training Provider Accreditation and Instructor/Master Trainer Certification ONLY. The subsidy does not include costs associated with the onsite assessment or the annual maintenance fee.

A Training Provider or Instructor seeking the subsidy must fill out a DOE Weatherization Assistance Program Accreditation/Certification Subsidy Qualification Form and submit it to the DOE contact listed on the form. Once signed, please send the signed version to a credentialing team member as part of your application. A DOE verification letter will be sent to Candidates with their eligibility forms.

Maintaining Your Credential

To remain in good standing, Credential Holders are required to meet the annual maintenance requirements outlined below.

Duration of the Award Status

IREC credentials are awarded for a period of five years.

Submitting the Annual Report and Fee

Credential Holders are required to complete an annual report and pay an annual fee for their credential status to remain current. Credential Holders begin receiving prompts to complete the annual report and pay the annual fee starting 60 days prior to the anniversary date when their credential was awarded. Annual reports must be completed, and annual fees must be paid on time, or Credential Holders risk their credentials being suspended (30 days after the due date) or ultimately revoked (60 days after the due date).

Credential Holders must respond to the applicable questions on the annual report form and upload supporting evidence in IREC Direct. Any additional information requested in the credential award letter or in response to the prior year's annual report should also be provided.

Credential Holders will complete one annual report form per year for all credentials held. Applicable annual fees are also due once per year. In cases where credentials are earned in different years, IREC staff will adjust the annual report and fee due dates so one consolidated report and payment can be submitted. Annual reports must address the full scope of training for which credentials have been awarded.

Annual fees can be paid via credit card in IREC Direct. IREC can also produce an invoice for payment by check upon request. Annual fees should be paid for all credentials via one consolidated payment. IREC must receive payment of annual fees before IREC staff will review the annual report.

Credential	Annual Fee
IREC-Accredited Training Provider	$600 per JTA*
IREC-Certified Master Trainer and Instructor	$100 (flat fee)

* The Annual Maintenance Fee increases by a flat fee of $300 for two Affiliate Training Providers. With three or more Affiliate Training Providers, the fee increases by a $600 flat fee. See Fees table above.

Note: The annual maintenance fees are not covered by the DOE Subsidy.

Late Fees
The annual fees are due on the anniversary date of the credential. Fees paid more than 30 days after the anniversary date will be assessed a 10% penalty

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

Refunds
Annual fees are not refundable.

Failure to Pay
Failure to pay annual fees will be taken by IREC as conclusive evidence that the Credential Holder has voluntarily withdrawn its accreditation or certification status. IREC will notify the Credential Holder of revocation requiring the Credential Holder to immediately cease claiming IREC Accreditation or Certification status.

Reporting Substantive Changes and the Annual Report

As part of the annual report, Credential Holders are required to identify any substantive changes that may have a bearing on the scope or continuation of their accreditation or certification. These changes are identified by Credential Holder responses to the applicable questions in the annual report form. IREC staff will perform a review of the annual report form and request additional information or clarification if needed.

Additional Review and/or Spot Assessments

Although rare, IREC reserves the right to perform an additional review or spot assessment of a Credential Holder, if necessary, to verify ongoing alignment with the IREC Standard. Such a situation may occur after major organizational changes, a move of facilities, legal action, or formal complaints received by IREC. The Candidate is responsible for associated costs.

Failure to Meet the Standard

The IREC Standards and the IREC Credentialing Program are designed to assure consumers and other clean energy audience members of the quality of clean energy training. Credential Holders must continuously satisfy the requirements of the applicable Standard throughout the five-year award period.

Credential Holders who fail to demonstrate in their annual report that they continue to meet the requirements of the applicable Standard or the IREC Code of Ethics and Certification/Accreditation Agreement will be subject to investigation. If an investigation fails to satisfy IREC staff that the Training Provider, Instructor, or Master Trainer does in fact continue to meet the relevant Standard and Code of Ethics, the Training Provider or Instructor could have their status suspended or revoked.

Credential Holders who make false or misleading claims related to their IREC status, or who display the IREC Marks inaccurately, and who do not respond to requests for corrections, may also be subject to revocation of their status, following an investigation.

Credential Holders whose status is revoked may file an appeal. See the IREC Procedures to Resolve Challenges and Complaints Related to Credentialing Eligibility and Irregularities or Ethics Case Procedures in Appendix 2 of this Handbook.

IREC reserves the right to publicize the names of those Credential Holders whose status is revoked to prevent confusion or correct misunderstandings about the qualification of any given Training Provider or Instructor.

Renewing an IREC Credential After the Five-Year Term

Training Provider Renewal Process

Training Providers are required to use the general application process to renew their credentials; there is no separate renewal process. Eligibility requirements for Training Provider Accreditation are the same for first-time and renewal applications.

Accredited Training Providers are encouraged to reach out to IREC staff six months prior to the end of their five-year award period to discuss renewing their accreditation. Candidates for reaccreditation must meet current eligibility requirements and have a complete application accepted by IREC by the five-year anniversary of their current credential to remain in good standing through the assessment process.

Fees for renewal applications are the same as for first-time applications. The Program Fees section of this Candidate Handbook should be referenced for more information about application fees.

Instructor/Master Trainer Renewal Process

Instructors and Master Trainers whose certifications are in good standing may use IREC's Instructor/Master Trainer recertification application. This recertification application is shorter and does not require the Candidate to provide third-party documentation of experience in areas that are not time-limited. The renewal fee is also reduced to $500 per recertification application for one JTA, plus $200 for each additional JTA. The Program Fees section of this Candidate Handbook should be referenced for more information about recertification fees.

Credential Holders may request an extension to complete the application phase past their credential expiration date. IREC will allow only two requests for extensions and to not exceed more than 60 days past the credential expiration date. Credential Holders risk their credentials being suspended (30 days after the due date) or ultimately revoked (60 days after the due date).

Withdrawal of Status

A Candidate for IREC Accreditation/Certification or a current Credential Holder can withdraw their candidacy or award status at any time by notifying IREC staff in writing.

Failure of a Credential Holder to pay their fees, penalties, or other assessment costs within 60 days of the due date will be taken by IREC as conclusive evidence that the Credential Holder is voluntarily withdrawing its candidacy or award status.

Credentialing Program General Policies

Candidate Confidentiality

The assessment and accreditation/certification of a 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 shares information about Candidates, their application and supporting materials, and

previously awarded credentials with IREC Assessors and staff specifically charged with reviewing and handling applications. Information that will be kept confidential includes but is not limited to the personally identifiable information of management, staff, students, and Candidates, unless: the information is reasonably understood to pertain to unlawful activity; a court or governmental agency lawfully directs the release of the information; or the Candidate authorizes in writing the release of specific information.

A 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 must occur only after the completion of the assessment process, not during the process.

Publication of Credential Holder & Disciplinary Information

Upon award of a credential, IREC reserves the right to publish basic information about a Credential Holder, including name, credential(s) awarded, credential expiration date, and web address in the Credential Holder Registry on the IREC's Green Workforce Connect website (Connect Now - Green Workforce Connect). In addition, IREC reserves the right to publish the names of Credential Holders who have voluntarily withdrawn their candidacy or credentialed status, have been subject to disciplinary procedures and/or revocation of the IREC credential, or have been found to have violated the agreements of their accreditation or certification status.

Nondiscrimination

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 reasons prohibited by law. Policies and procedures are nondiscriminatory and shall be administrated in a nondiscriminatory way. All IREC staff and Assessors will act objectively and shall be free from any undue commercial, financial, and other pressures that could compromise impartiality.

IREC credentials are conferred without regard to a Candidate's membership or non-membership in any organization, association, or other group. IREC team members and assessors will provide reasonable accommodations to the best of our ability for any part of the application or assessment process. To request accommodations, reach out to an IREC credentialing program team member.

Corrections

IREC will publicly correct any misleading or incorrect information that was previously made public concerning the candidacy or accredited/certified status of a Credential Holder. Misinformation published in IREC's official publications shall be corrected in the next issue of the relevant publication.

Use of Consultants

Candidates seeking IREC Accreditation or Certification may engage a consultant to provide support in completing the application and assessment process, including but not limited to, assistance in understanding and meeting the requirements of the relevant IREC Standard; conducting an internal audit; completing application materials or annual report; or identifying the exhibits or other documentation needed to support or implement the application material.
While using a consultant is allowed, many Credential Holders who have successfully navigated

the IREC Accreditation or Certification application and assessment process report that the process itself is an essential learning experience. Part of the value of an IREC Credential is the self-assessment that takes place as Candidates review the IREC Standards and then document their own policies and procedures in the application. Candidates are encouraged to conduct this work with their own training management staff and Instructors. If a contractor is employed to assist with the process, IREC encourages Candidates to work closely with the contractor and to maintain full ownership of the process and outcomes. Candidates are responsible for understanding and implementing all aspects covered under the applicable Standard.

Electronic Communications

Electronic communications, such as email or communications through IREC's online system, IREC Direct, will be considered an acceptable "written" means of communication between IREC staff, Assessors, Candidates, and Credential Holders. Assessors and Candidates may also use electronic communication to conduct the desk assessment and any preparation for or follow-up to a site assessment. All electronic communications conducted during the assessment process that take place outside of IREC Direct will be logged after the fact using the comment function. It is important that all communications related to the assessment are documented as part of the Candidate's record.

Change of Contact Information

All Candidates and Credential Holders are required to inform IREC promptly of any change in contact information that would affect communication. Such changes include, but are not limited to changes in email, phone number, and mailing address, or a change in the primary contact on the application or award.

Change of Ownership of an Accredited Body

When the ownership status of an IREC-Accredited Training Provider changes through merger, acquisition, or sale, the Credential Holder is required to notify IREC staff by submitting a Change of Ownership Report, which includes details about any substantive changes that may affect the quality or delivery of a program/course in relation to the requirements of the IREC Standard.

The following information must be included in the Change of Ownership Report:

- New ownership information, including name of organization and contact information for the person responsible for accredited program(s)
- Description of all substantive changes
    - Changes in Instructors (include resumes for all new Instructors)
    - Changes in facilities
    - Changes in curriculum
    - Changes in course or program structure
    - Changes in policies related to administration, management, development, and delivery of training
- IREC Code of Ethics signed by responsible person from new organization
- Ethics Representations and Certification/Accreditation Agreement and Release Authorization signed by responsible person from new organization

- Report of any criminal or civil actions
- Current marketing materials

The Change of Ownership Report should be submitted to the IREC Credentialing Program through email to **credentialing@irecusa.org**. A transfer fee of $500 is due upon submission of the Change of Ownership report.

Once IREC becomes aware of the change of ownership, the provider's IREC Accreditation will be suspended pending review. IREC staff will review the Change of Ownership report and take one of the following actions:

- Recommend transfer of accreditation and submit recommendation to Credentialing Award Committee for review and a final determination.
- Assign an IREC Assessor for additional review.
    - If an Assessor is assigned, the Candidate will be charged for the Assessor fees.
    - Assessor review may require additional information from the Candidate and may include a site assessment. If an onsite site assessment is deemed necessary, travel costs will be the responsibility of the Candidate.
    - After review, the IREC Assessor will submit a recommendation to the Credentialing Award Committee who will make the final determination.

The initial review and determination process will be completed within 60 days of receipt of the Change of Ownership report. If an Assessor is assigned and/or a site assessment is required, the process will be completed within 90 days of the Assessor assignment.

Liability

IREC does not accept liability for mistakes made by Credential Holders.

Code of Ethics and Ethics Representations and Certification/Accreditation Agreement and Release Authorization

Each Candidate, or authorized representative for an organization, is required to sign a Code of Ethics form and the Ethics Representations and Certification/Accreditation Agreement and Release Authorization form at the time they submit their full application. Candidates attest that they will fulfill obligations as outlined in these documents. Amendments to the Code of Ethics form and Ethics Representations and Certification/Accreditation Agreement and Release Authorization form will be communicated as needed or required.

Ethics Reporting Requirement

All Credential Holders have a responsibility both to conduct their affairs in accordance with the IREC Code of Ethics and program policies and procedures and to report ethics violations, whether internal or external, when they become aware of them. If IREC has any cause to believe that a Candidate or Credential Holder has acted in an unethical manner, it will investigate the matter and take appropriate action, as outlined in the IREC Ethics Case Procedures (Appendix 3). IREC reserves the right to revoke accredited or certified status from a Credential Holder shown to be in violation of the IREC Code of Ethics. In addition, IREC reserves the right to publicize the names of organizations or individuals for whom accreditation or certification are revoked due to ethics violations.

Use of the Accreditation/Certification Marks and Designations

IREC Credential Holders are encouraged to use the appropriate IREC Mark as an identifier on marketing materials, course materials, student materials, transcripts, the business cards of personnel who fall under the scope of the IREC Award, or in course catalogs. Credential Holders will receive a copy of the appropriate IREC Mark in their award package.

Training Providers that have not achieved accreditation and Instructors/Master Trainers who have not achieved certification shall under no circumstances use the IREC Mark. IREC may prosecute Training Providers, Instructors, or Master Trainers found to be in violation of IREC's Mark Use Policy.

For complete information, please refer to the IREC Credentialing Program Mark Use Policy (Appendix 1).

Public Statements

Candidate status does not confer any formal recognition by IREC. Therefore, Candidates may not refer to their IREC Candidate status in published statements. Only Training Providers, Instructors and Master Trainers who have received an Award Package from IREC and are in good standing can publicly claim to be accredited or certified by IREC.

Advertising

All public statements made by Credential Holders must accurately convey their IREC credential status and cannot include any false or misleading representations regarding the organization/Instructor, its programs, or services.

All advertisements seeking prospective students that are placed by a Training Provider or its representatives 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. A record or copy of all promotional and advertising material must be kept on file from one assessment visit until the next.

Credential Holders assume the responsibility for all representations made by the sales personnel or other employees in recruiting students on its behalf.

Student Recruitment

All recruitment activities used by Candidates and Credential Holders must be truthful and cannot include any false or misleading representations concerning the organization, its programs and services, or employment. Examples of student recruitment practices that must be avoided and are not in accordance with the IREC Standard include but are not limited to:

- Guaranteeing employment
- Misrepresenting job placement, employment opportunities, or potential salaries for those who complete the program (unless it is a Training Provider specifically tied to employment with a sponsoring employer)
- Misrepresenting program costs
- Misrepresenting abilities required to complete intended programs

- Misrepresenting sales personnel as career counselors
- Misrepresenting transfer of credit to another organization
- Misrepresenting accreditation/certification status

Candidate and Credential Holder Legal Responsibility

IREC Candidates and Credential Holders should abide by local, state, and federal regulatory requirements. IREC Credentialing Program policies are not intended to supersede any local, state, or federal codes, requirements, or regulations.

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

If a non-accredited Training Provider or non-certified Instructor/Master Trainer has been notified by IREC that they have violated the IREC Credentialing Program policies and if, after an appropriate opportunity to respond, IREC staff determine that a non-accredited Training Provider or non-certified Instructor/Master Trainer has acted contrary to IREC Credentialing Program policies, the Training Provider or Instructor/Master Trainer may be disqualified from, and otherwise ineligible to apply for, an IREC credential should one be sought in the future. The IREC Credentialing Program reserves the right to issue any other appropriate sanctions or conditions related to eligibility for IREC credentials.

Appendix 1: IREC and IREC Credentialing Program Mark Use Policy

1) IREC Logo Mark Use Policy

a) Policy Purpose

This Policy establishes the rules and requirements for use of all Interstate Renewable Energy Council, Inc. (IREC) logos and marks.

b) IREC Logos and Marks

i) Logo and Mark Ownership

The following logos and marks are owned and controlled by IREC, and are distinct from IREC Certification Marks and Accreditation Marks. IREC retains the sole and exclusive rights to use the IREC logos and marks. IREC may create and use additional logos and marks as it deems appropriate.

IREC

IREC
Independent leadership.
Trusted clean energy expertise.
INTERSTATE RENEWABLE ENERGY COUNCIL

IREC
INTERSTATE RENEWABLE ENERGY COUNCIL
Independent leadership. Trusted clean energy expertise.

ii) Prohibited Use of IREC Organizational Logos and Marks.

Individuals, businesses, and other organizations, including IREC Credential Holders, are NOT permitted to use IREC logos and marks. In certain circumstances, IREC may permit another organization to use a specific IREC logo or mark, subject to an IREC-approved license agreement.

Permission by the IREC Award Committee to use an IREC Certification or Accreditation Mark, identified in Sections 1 and 3 of this Policy, does NOT include authorization to use the IREC logos and marks.

iii) Policy Violations and Related Matters.

IREC reserves, and may use, any and all remedies available under applicable laws and corporate policies to protect the IREC logos and marks. Infringement or other misuse of any IREC logo or mark will be challenged. Following the receipt of information that an unauthorized use of an IREC logo or mark may have occurred, IREC will determine if responsive action(s) will be taken in accordance with this Policy and applicable Federal and State laws.

2) IREC Credentialing Program, Certification Mark Use Policy

a) Policy Purpose

IREC Certification Marks demonstrate that individuals performing clean energy training have satisfied applicable credentialing requirements established by IREC. IREC Certification Marks represent a standard of excellence in the field of clean energy training.

This Policy establishes the rules and requirements for use of the IREC Certification Marks, including proper use of the certification marks by Credential Holders on professional and business materials. All IREC-Certified Credential Holders should review this Policy carefully to ensure that all uses of the appropriate certification mark conform to the Policy requirements.

b) IREC Certification Marks

i) Mark Ownership

The following IREC Certification Marks are owned and controlled by IREC. IREC retains the sole and exclusive rights to use the IREC Certification Marks. IREC may create and use additional logos and marks as it deems appropriate.

IREC-Certified Master Trainer

IREC-Certified Instructor

ii) Authorized Use of IREC Certification Marks

IREC grants limited permission to use IREC Certification Marks to Credential Holders in good standing. Consistent with applicable law and organizational policies, IREC will

ensure that the IREC Certification Marks are displayed and otherwise used properly, as such use represents IREC certification to the public.

iii) Prohibited Use of IREC Certification Marks

Permission by IREC to use an IREC Certification Mark does not include authorization to use any IREC logo and marks or any IREC Accreditation Marks, which are identified in Section 1 and 3 of this Policy.

iv) Persons and Organizations Authorized to Use IREC Certification Marks Credential Holder Responsibilities

Use of the IREC Certification Marks is limited strictly to those individuals who are IREC-Certified Credential Holders in good standing. Each IREC-Certified Credential Holder is authorized to use only the Certification Mark which represents the appropriate certification and credential.

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

An IREC-Certified Credential Holder is prohibited from making any public statement or representation related to IREC certification that brings IREC into disrepute, that is materially false, or that is otherwise contrary to the interests of IREC.

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

v) Non-Assignability and Non-Transferability of IREC Certification Marks

Permission to use the appropriate IREC Certification Mark 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.

vi) Proper Use and Appearance of IREC Certification Marks

Each IREC Credential Holder may use the appropriate IREC Certification Mark on professional and business-related materials, consistent with the following rules:

(1) Proper Use

Each individual IREC-Certified Credential Holder must use the appropriate IREC Certification Mark only in conjunction with his/her/their name, and in connection with the services related to the certification, i.e., courses and educational training programs in the clean energy field. The Certification Marks may not be positioned, displayed, or used in a manner which may lead the public to believe that a company or organization is certified or otherwise endorsed by IREC.

(2) Proper Appearance

The IREC Certification Mark should always be used in its entirety and must always

appear with the relevant job task analysis to which the certification was awarded. The IREC Certification Mark may be located near such other affiliation marks and/or logos but must remain separate and distinct so as to avoid confusion concerning the source of the certification, and to avoid the appearance that other marks, certifications, credentials, designations, or organizations are associated with, or endorsed by, IREC.

(3) Examples of Proper Use and Appearance

Proper use and appearance of the IREC Certification Marks include, but are not limited to, the following examples.

James Robinson
IREC-Certified Master Trainer

Energy Auditor
Quality Control Inspector

Jane Smith
IREC-Certified Instructor

PV Installation Professional

Any questions concerning the proper use and/or appearance of the IREC Certification Marks should be submitted by email to the IREC Credentialing Program at credentialing@irecusa.org.

vii) Non-Interference With Use of Certification Marks by Other Credential Holders

An IREC Credential Holder may not prohibit, restrict, or otherwise limit the authorized and appropriate use of an IREC Certification Mark by another Credential Holder.

3) IREC Credentialing Program, Accreditation Mark Use Policy

a) Policy Purpose

IREC Accreditation Marks represent that qualified training programs providing education in the field of clean energy have satisfied applicable IREC program accreditation requirements established by IREC. IREC Accreditation Marks represent a standard of excellence in the clean energy field.

This Policy establishes the rules and requirements for use of the IREC Accreditation Marks, including proper use of the Marks by Credential Holders on professional and business materials. All authorized IREC-Accredited Credential Holders should review this Policy carefully to ensure that all uses of the IREC Accreditation Marks conform to the Policy requirements.

b) IREC Accreditation Marks

i) Mark Ownership

The following IREC Accreditation Marks are owned and controlled by IREC. IREC retains the sole and exclusive rights to use the IREC Accreditation Marks. IREC may create and use additional logos and marks as it deems appropriate.

IREC-Accredited Training Provider	IREC Interstate Renewable Energy Council ACCREDITED TRAINING PROVIDER™

ii) Authorized Use of IREC Accreditation Marks

IREC grants limited permission to use IREC Accreditation Marks to Credential Holders in good standing. Consistent with applicable law and organizational policies, IREC will ensure that the IREC Accreditation Marks are displayed and otherwise used properly, as such use represents IREC Accreditation to the public.

iii) Prohibited Use of IREC Accreditation Marks

Permission by IREC to use the IREC Accreditation Marks does not include authorization to use any IREC logos or marks or IREC Certification Marks, which are identified in Sections 1 and 2 of this Policy.

iv) Persons and Organizations Authorized to Use IREC Accreditation Marks/ Accreditation Holder Responsibilities

Use of the Accreditation Marks is limited strictly to those individuals, organizations, or businesses that are IREC Accreditation Credential Holders in good standing.

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

An IREC Accreditation Credential Holder is prohibited from making any public statement or representation related to IREC Accreditation that brings IREC into disrepute, that is materially false, or that is otherwise contrary to the interests of IREC.

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

v) Non-Assignability and Non-Transferability of IREC Accreditation Marks

Permission to use an IREC Accreditation Mark is limited to the IREC Accreditation Holder and may not be transferred to, assigned to, or otherwise used by, any other individual, organization, business, or entity.

vi) Proper Use and Appearance of IREC Accreditation Mark

Each Accreditation Holder may use the IREC Accreditation Marks on professional and business-related materials, consistent with the following rules:

(1) Proper Use

Each Accreditation Holder must use the Accreditation Mark only in conjunction with the clean energy course(s) or educational program(s) accredited by IREC. The Accreditation Marks may not be positioned, displayed, or used in a manner that may lead the public to believe that a company or organization is certified, accredited, or otherwise endorsed by IREC.

(2) Proper Appearance

The IREC Accreditation Mark must always be used in its entirety and must always appear with the relevant job task analysis to which the accreditation was awarded. The IREC Accreditation Mark may be located near other affiliation marks and/or logos other marks or logos but must remain separate and distinct so as to avoid confusion concerning the source of the accreditation, and to avoid the appearance that other marks, accreditations, credentials, designations, or organizations are associated with, or endorsed by, IREC.

(3) Examples of Proper Use and Appearance

Proper use and appearance of the IREC Accreditation Marks include, but are not limited to, the following examples.

ABC Renewable Energy IREC Interstate Renewable Energy Council ACCREDITED TRAINING PROVIDER ™ PV Installation Professional PV Associate	**J&B Weatherization Training Center** IREC-Accredited Training Provider for Energy Auditor

vii) Non-Interference with Use of Accreditation Marks by Other Accreditation Holders

An IREC Credential Holder may not prohibit, restrict, or otherwise limit the authorized and appropriate use of an IREC Accreditation Mark by another Credential Holder.

Any questions concerning the proper use of Accreditation Marks should be submitted to the IREC Credentialing Program.

4) IREC Credentialing Program Mark Use Violation Policy

a) Violation Reporting Responsibilities

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

b) Policy Violations and Related Matters

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

Credential Holders are required to cooperate fully in the review and resolution of such matters.

Following receipt of information that an inappropriate or unauthorized use of an IREC Certification or Accreditation Mark may have occurred, IREC will determine if responsive action(s) will be taken consistent with IREC policies and applicable laws.

c) Disciplinary Actions Related to Mark Misuse by a Credential Holder or Candidate

Following notice and a fair opportunity to respond, an IREC Credential Holder or Candidate who acts contrary to the terms of this Policy or applicable law may be sanctioned under applicable IREC policies.

All Mark misuse complaints and other matters concerning potential violations of this Policy by a Candidate seeking IREC Certification or Accreditation will be reviewed and resolved by the IREC Credentialing Program. If the IREC Credentialing Program determines that a Candidate has violated the terms of this Policy, IREC reserves the right to deny and reject the Candidate's IREC Certification or Accreditation application, or issue other appropriate corrective conditions and/or sanctions. A Candidate may request an informal review of an adverse decision by submitting a written request for review to IREC.

In addition, IREC may refer cases of Certification or Accreditation Mark misuse, infringement, or other similar matters to appropriate government agencies, or other organizations, or may initiate legal action.

d) Policy Violation Actions Concerning Third Parties

Following the receipt of information indicating that an IREC Certification or Accreditation Mark may have been used without authorization or inappropriately by a third-party individual, organization, or company, IREC will determine if responsive action(s) will be taken consistent with IREC policies and applicable laws.

Appendix 2: Procedures to Resolve Challenges and Complaints Related to Credentialing Eligibility and Irregularities

1) INTRODUCTION

The Interstate Renewable Energy Council (IREC) maintains and administers a high-quality credentialing program for renewable energy and energy efficiency training professionals and organizations. Through the IREC Credentialing Program, IREC certifies clean energy training professionals and accredits qualified clean energy training programs that satisfy all applicable IREC Credentialing Certification and Accreditation requirements.

In order to receive IREC Certification/Accreditation, each Candidate must satisfy all credentialing requirements, as set forth in the IREC Candidate Handbook and the IREC Standard(s). In addition, IREC Certification/Accreditation Candidates and Credential Holders must act in a manner, and conduct all professional services and business activities, consistent with IREC Credentialing Program ethics policies.

2) GENERAL PROVISIONS

a) Nature of the Process. All challenges regarding actions of, and by, the IREC

Credentialing Program are governed by the rules and procedures contained in this Policy. These appeals procedures are the only way to resolve all IREC Credentialing Program application, eligibility, and other credentialing or certification/accreditation renewal challenges, complaints, and/or claims of irregularities.

Because these informal procedures are not legal proceedings, they are designed to operate without the assistance of attorneys. While a party may choose to be represented by an attorney, Candidates and Credential Holders are encouraged to communicate directly with the IREC Credentialing Program. If a party has retained an attorney, that attorney will be directed to communicate with the IREC Credentialing Program through the IREC legal counsel.

b) Participants. The IREC President/Chief Executive Officer (CEO), IREC Committee for Resolution of Challenges & Complaints, and any other designated or authorized IREC Credentialing Program representative may be involved in deciding matters to be resolved or arising under this Policy.

c) Time Requirements. The IREC Credentialing Program will make every effort to follow the time requirements noted in this Policy. However, the Program's inability to meet a time requirement will not prohibit the handling or final resolution of any matter arising under these procedures. IREC Certification/Accreditation Candidates and Credential Holders are required to comply with all time requirements specified in this document. Unless provided otherwise, time extensions may be granted if a timely, written request explaining a reasonable cause is submitted to the IREC Credentialing Program.

d) Litigation/Other Proceedings. The IREC Credentialing Program may resolve a dispute arising under this Policy when civil or criminal litigation, or other proceedings related to the dispute, are also before a court, government or other regulatory body, professional association, or credentialing organization. The IREC Credentialing Program may also continue or delay the resolution of any appeal, complaint, or other matter.

e) Confidentiality. In order to protect the privacy of all parties involved in a matter under this Policy, all material prepared by, or submitted to, the IREC Credentialing Program will be confidential. Disclosure of material prepared by or submitted to the Program is permitted only when specifically authorized by an IREC Credentialing Program policy, the IREC CEO, or other authorized IREC Credentialing Program representative. In addition, the identity of the members of the Committee for Resolution of Challenges & Complaints will remain confidential and will not be released without the specific authorization of each member.

Among other information, the IREC Credentialing Program will not consider the following materials and documents to be confidential:

i. Published certification/accreditation and eligibility criteria;
ii. Records and materials that are disclosed as the result of a legal requirement;
iii. Information concerning credential status that is posted on the IREC website.
iv. All final published decisions and orders of the IREC Credentialing Program, the CEO, or the Committee for Resolution of Challenges & Complaints.

f) **Failure to Disclose Improper, False, or Misleading Representations.** The IREC Credentialing Program may temporarily or permanently prevent and bar an individual or organization from being certified or accredited, or may issue any other appropriate directive(s), where: a Program Candidate or Credential Holder fails to disclose information related to credentialing requested by the IREC Credentialing Program; or, a Candidate or Credential Holder makes an improper, false, or misleading representation to the IREC Credentialing Program. Where a penalty, discipline, order, or other directive is issued by the IREC Credentialing Program under this Section, the Candidate or Credential Holder involved may seek review and appeal under this Policy.

g) **Failure to Cooperate.** Where a Candidate or Credential Holder fails or refuses to cooperate fully with the IREC Credentialing Program concerning matters arising under, or related to, this Policy, and it is determined that the lack of cooperation is without good cause, the IREC CEO or authorized IREC Credentialing Program representative, or Committee for Resolution of Challenges & Complaints, may penalize or discipline the individual or organization. Among other penalties or disciplines, the IREC Credentialing Program may temporarily or permanently prevent and bar an individual or organization from being credentialed or renewed, or may issue any other appropriate directive(s).

   Where a penalty, discipline, order, or other directive is issued by the IREC Credentialing Program under this Section, the Candidate or Credential Holder involved may seek review and appeal under this Policy.

h) **Professional Complaint Matters**. Following notice, and a reasonable opportunity to present a response, the IREC Credentialing Program may temporarily or permanently prevent an individual from being credentialed or having their credential renewed, or may issue any other appropriate directive(s), where: the Candidate or Credential Holder has been the subject of any complaint or similar matter related to the Candidate/Credential Holder's professional conduct or business activities; or, the Candidate or Credential Holder is the subject of matters or proceedings involving criminal charges, or other court matter that involves a jail sentence (imprisonment). The IREC Credentialing Program may take such action regardless of when the alleged violation occurred.

   Where a penalty, discipline, order, or other directive is issued by IREC Credentialing Program under this Section, the Candidate or Credential Holder involved may seek review and appeal under this Policy.

3) IREC CREDENTIALING PROGRAM CERTIFICATION/ACCREDITATION ELIGIBILITY ACTIONS AND DECISIONS

a) **Certification/Accreditation Application and Renewal Application Actions**. Under the supervision of the IREC CEO or his/her/their authorized representative, the IREC Credentialing Program will make one of the following decisions with regard to a Candidate's application(s) for IREC Certification/Accreditation: (a) accept the application; (b) request additional or supplemental information; or (c) reject the application on the ground(s) that the Candidate does not meet the necessary eligibility requirements, or the Candidate has breached an IREC Credentialing Program policy or rule.

b) **Certification/Accreditation Actions**. The IREC Credentialing Program will make one of the following decisions with regard to a Credential Holder's Application: (a) grant certification/accreditation; (b) grant provisional certification/accreditation, pending satisfactory completion of all certification/accreditation renewal requirements; (c) request additional information; or, (d) terminate the Application on the ground(s) that the Credential Holder does not meet the criteria for certification/accreditation, or the Credential Holder has violated, or acted contrary to, an IREC Credentialing Program policy or rule.

4) CIRCUMSTANCES FOR APPEAL OF AN ADVERSE IREC CREDENTIALING PROGRAM ACTION OR DECISION

A Candidate or Credential Holder may submit an appeal of an adverse IREC Credentialing Program decision under the following circumstances: the Candidate or Credential Holder failed to satisfy a certification/accreditation or renewal requirement; or, was otherwise ineligible for IREC Credentialing Certification/Accreditation or certification/accreditation renewal.

5) INITIAL REQUEST FOR REVIEW/SUBMITTING A REQUEST FOR REVIEW TO THE IREC CREDENTIALING PROGRAM

A Candidate or Credential Holder may submit a written request for review of an adverse action or decision within thirty (30) days of the date of the action by notifying the IREC Credentialing Program in writing and stating with particularity: the nature of the request; and, the specific facts and circumstances supporting the request, including all reasons why the action or decision should be changed or modified. The Candidate or Credential Holder must also provide accurate copies of all supporting documents. A request for review may be in letter or other clear written form, must identify the Candidate or Credential Holder, and must state that the document is a Request for Review by the IREC Credentialing Program.

6) INFORMAL REVIEW BY THE IREC EXECUTIVE DIRECTOR

a) **President/Chief Executive Officer (CEO) Actions**. Upon receipt, all Requests for Review are subject to an informal review by the IREC CEO or his/her/their designee. Following consideration of a request for review, the Executive Director or his/her/their designee will acknowledge receipt of the request within thirty (30) days, and may take one of the following actions:
    i. Uphold or modify the adverse action or decision, or take other appropriate action; or,
    ii. Refer the matter to the IREC Credentialing Committee for Resolution of Challenges & Complaints for review and resolution as an appeal.

b) **Referral of Request for Review/Appeal**. In the event that a request for review is referred to the IREC Credentialing Committee for Resolution of Challenges & Complaints for resolution, the CEO or his/her/their designee will provide the IREC Credentialing Committee for Resolution of Challenges & Complaints with all relevant materials, including the documents and materials submitted by the Candidate or Credential Holder.

7) COMMITTEE FOR RESOLUTION OF CHALLENGES & COMPLAINTS

a) **Committee for Resolution of Challenges & Complaints.** The IREC Credentialing Advisory Board will appoint at least three (3) Advisory Board members, and/or IREC

Credentialing Program Credential Holders in good standing, to serve as the IREC Credentialing Committee for Resolution of Challenges & Complaints to resolve each certification/accreditation eligibility appeal.

b) Circumstances and Limitations of Appeal. Subject to the limitations below, in the following circumstances an appeal will be heard and resolved by the Committee for Resolution of Challenges & Complaints where:

i. the matter has been referred by the CEO or his/her/their designee; or, a Candidate or Credential Holder is dissatisfied with the final informal review and action of the CEO or his/her/their designee, and requests an appeal consistent with these procedures.

c) Only the following action and decision of the CEO or his/her/their designee may be appealed by the Candidate or Credential Holder:

i. The Candidate was found to be ineligible for accreditation or certification due to a failure to satisfy one or more of the certification/accreditation requirements, or was otherwise ineligible for certification/accreditation.

8) TIME PERIOD FOR APPEAL

A Candidate or Credential Holder seeking to present an appeal to the IREC Credentialing Committee for Resolution of Challenges & Complaints must submit a written appeal consistent with the requirements of these procedures to the IREC Credentialing Program within thirty (30) days of the date of the final action and decision of the CEO or his/her/their designee. The time for filing the appeal may be extended by the IREC Credentialing Committee for Resolution of Challenges & Complaints upon written request by the Candidate or Credential Holder received at least fifteen (15) days prior to the appeal deadline.

9) CONTENT OF APPEAL/GROUNDS FOR APPEAL

a) Required Information for Appeal. In order for an appeal to be considered by the IREC Credentialing Committee for Resolution of Challenges & Complaints, the appeal submission must contain the following information and material:

i. The identity and signature of the individual Candidate or Credential Holder (or authorized representative of a training organization) submitting the appeal;
ii. All objections, corrections, and factual information the Candidate or Credential Holder believes to be relevant to the appeal;
iii. The names, addresses, and telephone numbers of any persons with factual information relevant to the appeal, and a clear description of the factual information available from these persons; and,
iv. Accurate copies of any and all relevant documents, exhibits, or other materials submitted in support of the appeal.

b) Grounds for Appeal. In order for an appeal to be considered by the IREC Credentialing Committee for Resolution of Challenges & Complaints, the appeal submission must contain substantial information supporting at least one of the following grounds, and a detailed explanation of the reasons for the appeal:

i. The Candidate's eligibility for IREC Credentialing Certification/Accreditation was denied incorrectly;
ii. The Credential Holder was incorrectly found ineligible for certification/accreditation renewal under IREC Credentialing Program

requirements, and the Credential Holder would have qualified for renewal if the correct requirements had been applied.

10) REQUESTS FOR APPEAL HEARING/HEARING PROCEDURE

a) Scheduling of Appeal/Telephone Hearings. Within forty-five (45) days of receipt of a complete, proper, and written appeal, the IREC Credentialing Committee for Resolution of Challenges & Complaints will schedule a date and time for consideration of the appeal, generally not later than one hundred and twenty (120) days after receipt of the appeal, and notify the Candidate or Credential Holder of the appeal date and time. Where the Candidate or Credential Holder has requested a telephone hearing, the IREC Credentialing Committee for Resolution of Challenges & Complaints will convene, preside over, and conduct an appeal hearing.

b) Appeal Hearings on the Written Record. In the event that the Candidate or Credential Holder does not request a telephone hearing, the appeal will be decided based on the appropriate written record, as determined by the IREC Credentialing Committee for Resolution of Challenges & Complaints.

c) Appeal Determination/Decision of the Resolution Committee. Following the close of the appeal record, the IREC Credentialing Committee for Resolution of Challenges & Complaints will review the record of the appeal, including the action or decision of the CEO or other authorized IREC Credentialing Program representative, and the information and materials received from the Candidate or Credential Holder. The IREC Credentialing Committee for Resolution of Challenges & Complaints will resolve and decide the appeal based on the record, including relevant and credible information presented by the Candidate or Credential Holder. The appeal decision will include the findings of the IREC Credentialing Committee for Resolution of Challenges & Complaints and a summary of the relevant facts upon which the decision is based. The appeal decision will be prepared and issued under the direction of the IREC Credentialing Committee for Resolution of Challenges & Complaints, or other authorized representative, within thirty (30) days of the closing of the appeal record, or as soon thereafter as is practical.

11) FINALIZING AND CLOSING APPEALS

a) Conditions for Closing the Appeal. An appeal will be closed and all proceedings ended when any of the following occurs:

i. An appeal has been resolved and decided by the CEO, his/her/their designee, or the IREC Credentialing Committee for Resolution of Challenges & Complaints, and the allowable time period for the filing of an appeal, under this Policy, has passed or lapsed; or,

ii. The appeal has been withdrawn or terminated by the Candidate or Credential Holder.

Approved by the IREC Board of Directors on January 19, 2012

Appendix 3: Ethics Case Procedures

INTRODUCTION

The Interstate Renewable Energy Council (IREC) maintains and administers a high-quality certification and accreditation program for clean energy training professionals and programs. Through the IREC Credentialing Program, IREC certifies clean energy training professionals and accredits qualified clean energy training programs that satisfy all applicable IREC Credentialing Certification and Accreditation requirements.

This policy describes the only procedure for handling IREC Credentialing Program ethics cases. In order to receive IREC Credentialing Certification or Accreditation, each Candidate must satisfy all required Credentialing requirements, as set forth in IREC Credentialing Program policies, including the IREC Credentialing Candidate Handbook. In addition, IREC Credentialing Program Candidates must act and conduct all professional services and business activities consistent with the IREC Credentialing Program Code of Ethics. Each Candidate agrees that: the procedures contained in this policy are a fair process for resolving all ethics matters; they will be bound by decisions made pursuant to these procedures; and, this policy does not constitute a contract between IREC and the Candidate or Credential Holder.

1) GENERAL

a) Nature of the Process. This policy is applicable to IREC Credentialing Program Certification and Accreditation Candidates and Credential Holders (Candidates and Credential Holders) and is the only means to resolve all IREC Credentialing Program ethics charges and complaints. Designated IREC Credentialing Program representatives have the exclusive authority to process or end any ethics inquiry or case, regardless of circumstances. Candidates and Credential Holders agree that they will not challenge the authority of the IREC Credentialing Program to apply the Code of Ethics, the Ethics Case Procedures, and other policies, and will not challenge the results of any disciplinary action taken under these policies in a legal or government forum. The procedures contained in this policy are not formal legal proceedings, so most legal rules and practices are not observed. Designated IREC Credentialing Program representatives will review the pertinent information presented when considering ethics investigations, cases, and decisions.

This policy is designed to operate without the assistance of attorneys. Any Party may be represented by an attorney with respect to an ethics proceeding at the Party's sole expense. However, if a Party has retained an attorney, that attorney may be directed to communicate with the IREC Credentialing Program only through IREC Legal Counsel. The Parties are encouraged to communicate directly with designated IREC Credentialing Program representatives.

b) Participants. Ethics cases may be decided by the IREC President/Chief Executive Officer or other designated IREC Credentialing Program representative or the Ethics Review Committee. A Candidate or Credential Holder who is the subject of an ethics charge or complaint is identified as the Respondent in this policy. The person(s) initiating an ethics case against a Candidate or Credential Holder is identified as the Complainant(s). The Respondent and the Complainant collectively are identified as the Parties.

c) Complainants/Ethics Charge Statement. Any person, group or, in appropriate cases,

the IREC Credentialing Program, may initiate an ethics case and act as a Complainant. A Complainant, other than the IREC Credentialing Program, must: complete the information requested on the Charge Statement; and, submit the completed, signed Charge Statement to the IREC Credentialing Program. Each Ethics Charge Statement must include a detailed written description of the factual allegations supporting the ethics charge(s).

d) Time Requirements. The IREC Credentialing Program will make every effort to follow the time requirements set forth in this policy. However, a failure by IREC Credentialing Program representatives to meet a time guideline will not prohibit the final resolution of any ethics matter. Complainants and Respondents are required to comply with all time requirements specified in this policy. Time extensions or postponements may be granted by the IREC Credentialing Program in appropriate circumstances at the Program's sole discretion.

e) Litigation/Other Proceedings. The IREC Credentialing Program may accept, resolve, continue, or delay an Ethics Complaint when civil or criminal litigation, or other proceedings related to the complaint, have been, or are presently, before a court, regulatory agency, or professional body.

f) Complaints Concerning Non-Candidates and Non-Credential Holders. In the event that the IREC Credentialing Program receives an ethics inquiry or Ethics Charge Statement concerning an individual or organization who is not certified or accredited by the IREC Credentialing Program, or who is not a certification or accreditation Candidate, a representative of the IREC Credentialing Program will inform the Complainant and may refer the Complainant to an appropriate authority or organization.

g) Improper Disclosure/False or Misleading Responses. A failure to disclose pertinent information, or a misleading disclosure, by a Candidate or Credential Holder with respect to an ethics charge, criminal case, disciplinary proceeding, or similar matter concerning the Candidate or Credential Holder may be a violation of this policy and other IREC Credentialing Program policies, and may result in discipline and/or other actions authorized by this policy.

h) Time Limitations Concerning Complaints. The IREC Credentialing Program may consider any Ethics Complaint concerning Candidates and Credential Holders, regardless of:

i) Whether the Respondent was certified or accredited at the time of the alleged violation;

ii) When the alleged violation occurred; or,

iii) Whether the Respondent continues to hold or seek IREC Credentialing Certification or Accreditation during the course of any ethics case.

i) Confidentiality. In order to protect the privacy of the Parties in an ethics case, all related material prepared by, or submitted to, the IREC Credentialing Program will be confidential. Disclosure of material prepared by, or submitted to, the IREC Credentialing Program is permitted only when: specifically authorized by IREC Credentialing Program policy, the President/Chief Executive Officer or his/her/their authorized designee, or the Ethics Review Committee; or, required by an appropriate court or government agency order. Until an ethics case has been closed or finalized pursuant to Section L, all Parties must

maintain the confidentiality of all information related to the ethics case, including its existence.

If any Party discloses information related to the ethics case contrary to this policy, the IREC Credentialing Program may: dismiss the complaint and terminate the ethics case if the disclosure is by the Complainant; or, may impose any sanction allowed by this policy if the disclosure is by the Respondent. This rule, however, does not limit or restrict the ability of a Party to collect information relevant to the resolution of the ethics case, so long as the Party makes all reasonable efforts to maintain confidentiality.

j) Failure to Cooperate. If a Party refuses to fully cooperate with the IREC Credentialing Program, or participate concerning the ethics case, and it is determined that the lack of cooperation or participation was without good cause, the Program may take the following actions:

i) Dismiss the Ethics Complaint and terminate the ethics case, if the Complainant is uncooperative; or,

ii) Impose any sanction allowed by this policy, if the Respondent is uncooperative.

iii) No appeal of such IREC Credentialing Program actions is permitted.

k) Resignation from IREC Credentialing Certification/Accreditation. If a Respondent attempts to relinquish IREC Credentialing Certification or Accreditation, or withdraws an application during an ethics inquiry or case, the IREC Credentialing Program may continue the matter to a final resolution and decision according to this policy.

2) MEDIATION

a) Cases Appropriate for Mediation. The President/Chief Executive Officer or other designated IREC Credentialing Program representative will receive all Ethics Charge Statements and complaint communications, in order to determine whether the matter could be resolved fairly without a formal ethics review. The IREC Credentialing Program representative will consider: the seriousness of the allegations; the Respondent's background; the Respondent's prior conduct; and, any other relevant information or material. Ethics cases concerning charges issued by a regulatory agency or professional body, and those involving criminal or civil litigation, are not appropriate for mediation.

b) Mediation Determination. If the IREC Credentialing Program representative determines that a conduct matter is appropriate for mediation, and the Complainant and Respondent agree to mediation, all parties will make a reasonable and good faith effort to resolve the dispute to a fair, just, and voluntary conclusion.

c) Successful Mediation. If a conduct matter is resolved informally by mediation, the IREC Credentialing Program representative will prepare a report summarizing the terms of each mediated resolution of the conduct matter. A copy of the report will be forwarded to the Parties.

d) Unsuccessful Mediation. If a conduct matter is not resolved by mediation, the IREC Credentialing Program representative will refer the case to the Ethics Review Committee for resolution consistent with this policy.

3) ETHICS INQUIRIES/ETHICS CHARGE STATEMENTS

a) Ethics Inquiries. The IREC Credentialing Program will provide an Ethics Charge Statement form to an individual or group submitting a complaint, along with the IREC Credentialing Program Code of Ethics and the Ethics Case Procedures. The IREC Credentialing Program will record all ethics inquiries and identify: the person(s) making the inquiry; the Candidate or Credential Holder; and, the nature of the matter.

b) Ethics Charge Statement/Description of Charges. In order for the IREC Credentialing Program to consider an Ethics Complaint, a Complainant other than the IREC Credentialing Program must complete and submit an Ethics Charge Statement to the IREC Credentialing Program, including all information required by the form. The Ethics Charge Statement is a written communication from a Complainant describing the allegations against a Candidate or Credential Holder, and the related Code of Ethics provisions. Public documents, such as newspaper stories, court decisions or orders, agency decisions, or other appropriate materials, also may be considered as supporting information. Documents submitted as part of an ethics inquiry or in support of an Ethics Charge Statement become the property of the IREC Credentialing Program, and will not be returned.

4) ACCEPTANCE/REJECTION OF ETHICS CHARGES.

a) Initial Charge Statement Review. When an Ethics Charge Statement is received by the IREC Credentialing Program, the IREC Credentialing Program representative will:

i) Review the material received and assign a case number to the ethics matter;

ii) Review the allegations made concerning the charges;

iii) Determine whether the charges are presented in sufficient detail to permit the IREC Credentialing Program to conduct a preliminary investigation; and, if necessary,

iv) Contact the Complainant and/or other parties to request additional factual information.

The IREC Credentialing Program representative will send a letter to the Complainant and Respondent stating whether the charges submitted are accepted or rejected for a formal ethics investigation.

b) Charge Acceptance. The IREC Credentialing Program representative will review an Ethics Charge Statement submitted by a Complainant, and then determine if it will become the subject of a formal Ethics Complaint and Investigation.

The following information will be considered when determining if a charge is accepted or rejected:

i) Whether the Respondent is a Candidate or Credential Holder;

ii) Whether a proven charge would constitute a violation of the IREC Credentialing Program Code of Ethics;

iii) Whether the passage of time since the alleged violation requires that the charge(s) be rejected;

iv) Whether relevant, reliable information or proof concerning the charge is available;

v) Whether the Complainant is willing to provide relevant information to the IREC Credentialing Program concerning the complaint(s); and,

vi) Whether the charge appears to be justified or supported, considering the evidence available to the IREC Credentialing Program.

The IREC Credentialing Program representative will review the charge(s) and available information consistent with this policy section, and will: determine whether the matter could be resolved fairly without a formal ethics review, such as mediation, pursuant to Section B; issue a formal Ethics Complaint and Investigation Notice pursuant to Section E; or, reject the charge(s) pursuant to Section D.3.

c) Charge Rejection. If the IREC Credentialing Program representative determines that a charge allegation should not become the subject of an Ethics Complaint, the charge(s) will be rejected. The IREC Credentialing Program representative will notify the Complainant and Respondent of the rejection, and the reason(s) for the rejection by letter within approximately thirty (30) days of the determination.

d) Appeal of Charge Rejection Determination. Within thirty (30) days of the date of the IREC Credentialing Program representative's charge rejection letter, the Complainant may appeal to the Ethics Review Committee. In order for the Ethics Review Committee to consider the rejection, the Complainant must state the following in writing:

i) The alleged procedural errors made by the IREC Credentialing Program representative related to this policy with respect to the charge rejection;

ii) The specific provisions of the Code of Ethics believed violated; and,

iii) The specific information believed to support the acceptance of the charge(s).

The Ethics Review Committee will convene to consider and decide any charge rejection appeal. Such decisions cannot be appealed.

5) ETHICS COMPLAINTS AND INVESTIGATION.

a) Ethics Complaint and Investigation Notices. After an ethics charge is accepted, a formal Ethics Complaint and Investigation Notice (Ethics Complaint) will be sent to the Respondent and Complainant identifying each alleged Code of Ethics violation, and the factual information related to each complaint.

The Ethics Complaint will be delivered to the Respondent and Complainant using a verifiable delivery service, and will be marked "Confidential."

6) ETHICS COMPLAINT RESPONSE.

a) Submitting an Ethics Complaint Response. Within thirty (30) days of the date of an Ethics Complaint, the Respondent must submit an Ethics Complaint Response (Complaint

Response) according to the instructions in the Ethics Complaint. The Complaint Response must include the following:

i) A full and accurate response to each complaint matter and alleged Code of Ethics violation;

ii) The identification and a copy of each document that the Respondent believes to be relevant to the resolution of the Ethics Complaint; and,

iii) Any other information that the Respondent believes will assist the IREC Credentialing Program representative in considering the Ethics Complaint fairly.

The Complaint Response, and any document(s) submitted in support of the Response, become the property of the IREC Credentialing Program, and will not be returned.

b) Response Deficiencies. The IREC Credentialing Program representative may require the Respondent to provide additional information concerning a Complaint Response.

c) Optional Reply to Ethics Complaint Response. The IREC Credentialing Program will forward a copy of the Complaint Response to the Complainant within approximately ten (10) days following the Program's receipt of the Response. The Complainant may submit a written Reply to the Respondent's Complaint Response within ten (10) days of the mailing date of the Response to the Complainant. If submitted, the Reply must fully explain all objections that the Complainant wishes to present concerning the Complaint Response.

d) Optional Response to Complainant Reply. The IREC Credentialing Program will forward a Complainant's Reply to the Respondent within approximately ten (10) days following the Program's receipt of the Reply. The Respondent may submit a written Response to the Complainant's Reply within ten (10) days of the mailing date of the Reply to the Respondent. The Response must fully explain, and is limited to, any objections that the Respondent wishes to present concerning the Complainant's Reply to the Complaint Response.

7) PRELIMINARY ACTIONS AND ORDERS.

a) Voluntary Temporary Suspension of Credential. After an Ethics Complaint is issued, the Respondent may be asked to accept, and agree to, a temporary suspension of their credential and certain related conditions, which will remain in effect until the final resolution of the Complaint. This Voluntary Suspension Agreement will state that the Respondent's IREC Credentialing Program credential is suspended, and that the Respondent agrees to stop representing themselves as credentialed or otherwise endorsed by the IREC Credentialing Program until the final resolution of the Ethics Complaint. The Respondent will return, at their own expense, any credential materials to the IREC Credentialing Program to be held until the suspension or other disciplinary action has ended.

b) Involuntary Suspension of Credential. If a Respondent does not agree to accept a Voluntary Suspension Agreement pursuant to Section G.1, the IREC Credentialing Program representative or the Ethics Review Committee may issue an Order temporarily suspending the Respondent's credential, and/or imposing appropriate conditions,

consistent with this policy section. This Suspension Order will stay in effect until the final resolution of the Complaint.

c) **Circumstances of Involuntary Suspension Orders**. Suspension Orders are authorized where:

i) The Respondent has been convicted of a criminal act by a court, or the Respondent has not contested a criminal charge;

ii) The Respondent has been charged with a criminal act or violation of criminal law, and the charge or violation is pending before a court;

iii) The Respondent has been found in violation of a law, regulation, or rule by a government regulatory body, or has been sanctioned or disciplined by a government regulatory body;

iv) The Respondent is the subject of a formal complaint and/or investigation by a government regulatory body;

v) The Respondent has been found in violation of an ethics or disciplinary code of a professional association or certifying body;

vi) The Respondent is the subject of a formal complaint and/or investigation by a professional association or certifying body concerning ethics or disciplinary matters; or,

vii) The Respondent is the subject of litigation directly relating to their professional or business activities.

d) **Other Preliminary Orders**. The IREC Credentialing Program representative or the Ethics Review Committee may require the Respondent to do or to refrain from doing certain acts by Preliminary or Temporary Order, including the submission of information and/or documents relevant to an ethics case review. Any Temporary and Preliminary Order will be reasonably related to the Ethics Complaint under consideration, or to a Party's responsibilities under the Code of Ethics.

e) **Failure to Comply with Preliminary Orders**. The IREC Credentialing Program representative or the Ethics Review Committee may discipline a Respondent who fails to comply with a Preliminary or Temporary Order. In determining the appropriate discipline, the IREC Credentialing Program representative or the Ethics Review Committee will consider the severity of the failure to comply and other relevant factors. Preliminary and Temporary Orders cannot be appealed.

8) IREC CREDENTIALING PROGRAM REPRESENTATIVE COMPLAINT REVIEW AND RESOLUTION.

a) **IREC Credentialing Program Representative Resolution of Complaints/ Decision and Order**. The IREC Credentialing Program representative will consider and resolve the Ethics Complaint under this policy, based on the information in the record, and issue a Final Decision and Order, consistent with Section I. The final Decision and Order

of the IREC Credentialing Program representative is binding on the Parties. An adverse Decision and Order may be appealed to the Ethics Review Committee by the Respondent, consistent with the requirements of this policy.

9) IREC CREDENTIALING PROGRAM REPRESENTATIVE CASE DECISION AND ORDER.

a) Ethics Case Decision and Order. Approximately thirty (30) days after an ethics case record is closed, or as soon as practical, the IREC Credentialing Program representative will prepare an Ethics Case Decision and Order, and will send the Decision to the Parties.

b) Contents of the Ethics Case Decision. The following information will be included in the Ethics Case Decision:

i) A summary of the case, including the positions of the Parties;

ii) A summary of the relevant factual findings based on the record;

iii) A final ruling on each IREC Credentialing Program Code of Ethics complaint;

iv) A statement of the disciplinary and remedial action(s) imposed, if any; and,

v) Any other appropriate directive(s) consistent with the Decision.

c) Ethics Case Order. The IREC Credentialing Program representative may issue an Ethics Case Order that includes any of the following actions and information:

i) An order directing the Respondent to stop or end any behavior or acts found to be in violation of the Code of Ethics or related IREC Credentialing Program policies;

ii) A statement of the disciplinary and remedial action(s) imposed, and a requirement that the Respondent comply immediately with these action(s); and/or,

iii) Any other appropriate directive(s) consistent with the Decision and IREC Credentialing Program policies.

10) DISCIPLINARY ACTIONS.

a) Disciplinary Actions Available. When a Respondent has been found to have violated the Code of Ethics, the IREC Credentialing Program representative may issue and order one or more of the following disciplinary and remedial actions:

i) A recommendation to the IREC Credentialing Advisory Board that the Candidate be ineligible for IREC Credentialing Certification or Accreditation, or that a Credential Holder be ineligible for certification or accreditation renewal;

ii) A requirement that the Respondent take corrective action(s), or fulfill appropriate conditions;

iii) A private reprimand and censure related to the Code of Ethics violation(s);

iv) A public reprimand and censure related to the Code of Ethics violation(s);

v) A term of certification/accreditation probation for any period of up to three (3) years, which may include conditions related to the Respondent's conduct;

vi) Suspension of the Respondent's Certification/Accreditation for a period of not less than six (6) months and not more than three (3) years, which will include the requirements that the Respondent return to the IREC Credentialing Program all original or copied credential materials for the suspension period, and immediately stop any professional identification or affiliation with the IREC Credentialing Program during the suspension period; and,

vii) Revocation of the Respondent's Certification/Accreditation, which will include the requirements that the Respondent return to the IREC Credentialing Program all original or copied credential materials, and immediately stop all identification or affiliation with the IREC Credentialing Program.

b) Referral and Notification Action. An IREC Credentialing Program representative may notify appropriate government agencies or professional organizations of any final disciplinary action(s) taken concerning a Respondent by sending a copy of the final Ethics Case Decision and Order or Ethics Appeals Decision. The IREC Credentialing Program representative may send this Decision notification after the time period for the Respondent to appeal an adverse decision has lapsed. During an appeal period, the IREC Credentialing Program may respond to inquiries concerning ethics cases, and may indicate the existence of a complaint.

c) Publication of Disciplinary Action. Following the closure of an ethics case, the IREC Credentialing Program may publish or release a final Ethics Case Decision or Appeal Decision. Any Party or interested individual may request the publication of any final Decision, consistent with this policy. However, the IREC Credentialing Program may grant or deny such requests, and these decisions cannot be appealed.

11) ETHICS REVIEW COMMITTEE APPEALS.

a) Ethics Review Committee Appeals. The IREC Credentialing Program Ethics Review Committee will be responsible for resolving all appeals concerning Ethics Case Decisions of the IREC Credentialing Program representative. The Ethics Review Committee Chair will preside over and conduct each appeal hearing with at least two (2) Ethics Review Committee members, consistent with this policy. No Ethics Review Committee member may participate in an appeal where the Committee member has had a business, employment, or personal relationship with a Party to the ethics case, or where there otherwise appears to be a possible conflict of interest related to such participation.

b) Time Period for Appeals to the Ethics Review Committee. Within thirty (30) days of the date of an adverse Ethics Case Decision by the IREC Credentialing Program representative, the Respondent may appeal all or a portion of the Decision and Order to the Ethics Review Committee pursuant to this policy Section. Any appeals received beyond this time period will not be reviewed or considered by the Ethics Review Committee.

c) Grounds for Appeal to the Ethics Review Committee. An adverse Decision of the IREC Credentialing Program representative may be affirmed, reversed, or otherwise modified by the Ethics Review Committee on appeal. However, the grounds for appeal of an adverse Decision are strictly limited to the following:

i) Procedural Error: The IREC Credentialing Program representative misapplied a procedure contained in this policy, and this misapplication prejudiced the Respondent;

ii) New or Previously Undiscovered Information: Following the closing of the hearing record, the Respondent has found relevant information that was not previously in their possession, that was not reasonably available prior to the closure of the record, and that could have affected the Ethics Case Decision;

iii) Misapplication of the Ethics Code: The IREC Credentialing Program representative Decision misapplied the provisions of the Code of Ethics, and the misapplication prejudiced the Respondent; and/or,

iv) Contrary to the Information Presented: The Ethics Case Decision is contrary to the most substantial information provided in the record.

With respect to Sections K.3(a) and K.3(c), above, the Ethics Review Committee will consider only arguments that were presented to the IREC Credentialing Program representative prior to the closing of the hearing record.

d) Contents of Appeal/Letter of Appeal. In order to submit an appeal to the Ethics Review Committee under this policy Section, the Respondent must submit a written appeal document to the Ethics Review Committee in the time period specified in Section K.2, which contains the following information and material:

i) The ethics case name, case number, and the date of the IREC Credentialing Program representative Decision;

ii) A statement of the grounds for the appeal under Section K.3, above, and a complete explanation of the reasons that the Respondent believes the Ethics Case Decision should be reversed or otherwise modified; and,

iii) Accurate, complete copies of any material that supports the Respondent's appeal.

The Respondent's appeal, and any document(s) submitted in support of the appeal, become the property of the IREC Credentialing Program, and will not be returned.

e) Appeal Deficiencies. The Ethics Review Committee may require the Respondent to clarify, supplement, or amend the information presented in an appeal.

f) Appeal Rejection. If the Ethics Review Committee determines that an appeal does not meet the requirements of this policy, or does not otherwise require further review under this policy, the Committee Chair will reject the appeal. The Committee Chair will notify the Complainant and Respondent of the appeal rejection, as well as the reason(s) for the rejection. Appeal rejection decisions cannot be appealed.

g) Optional Reply to Appeal Letter. Within fifteen (15) days of the date of a Respondent's

appeal, the Complainant may submit a written Reply to the appeal to the Ethics Review Committee. This Reply must fully explain all objections that the Complainant wishes to present to the Ethics Review Committee concerning the appeal.

h) Optional Response to Complainant Reply. If an optional Reply to the appeal is submitted by the Complainant, the Review Committee will forward the Reply to the Respondent within approximately ten (10) days following the receipt of the Reply. The Respondent may submit a written Response to the Complainant's Reply within ten (10) days of the mailing date of the Reply. The Response must fully explain, and is limited to, any objections that the Respondent wishes to present to the Ethics Review Committee concerning the Complainant's Reply to the appeal.

i) Request to Appear Before the Ethics Review Committee. The Complainant or Respondent may request to participate in the Ethics Review Committee's review of the appeal via telephone conference. The Committee Chair will determine whether to grant, deny, or limit the request. In the event a request to participate is denied, such decision cannot be appealed. The Complainant and/or Respondent are solely responsible for their expenses related to the appeal.

j) Ethics Review Committee Review of Appeals. Within one hundred and eighty (180) days after the submission of a complete appeal, or as soon after as is practical, the Ethics Review Committee will convene to review and determine the outcome and final resolution of the appeal. The Ethics Review Committee will review the case record, any appeal submissions presented by the Parties, and/or any other information determined to be relevant. Thereafter, the Ethics Review Committee will determine the appeal by majority vote in closed session.

k) Ethics Review Committee Appeal Decisions and Orders. Within thirty (30) days of conclusion of the Ethics Review Committee's determination concerning the appeal, or as soon after as is practical, the Committee Chair, on behalf of the Ethics Review Committee, will issue an Appeal Decision and Order (Appeal Decision) explaining the outcome of the appeal. With respect to each appeal, the Appeal Decision will include the following:

i) A summary of any relevant portions of the Ethics Case Decision and Order;

ii) A summary of any relevant procedural or factual findings made by the Ethics Review Committee;

iii) The ruling(s) and decisions with respect to each matter under appeal; and,

iv) The Review Committee final Order affirming, reversing, amending, or otherwise modifying any portion of the Ethics Case Decision and Order, including any disciplinary or remedial action(s).

Copies of the Committee Appeal Decision will be sent to the Parties using a verifiable delivery service.

12) FINALIZING AND CLOSING ETHICS CASES.

a) Events That Will Cause Closure of an Ethics Case. An ethics case will be closed and all proceedings ended when any of the following occur:

i) The Charge Statement has not been accepted and the charges have been rejected as the basis for an Ethics Complaint, and all related appeal rights have ended;

ii) A final Ethics Case Decision or Appeal Decision has been issued, and all related appeal rights have ended; or,

iii) An Ethics Complaint has been terminated or withdrawn by the Complainant(s).

b) Events Which Will Cause an Ethics Case Decision and Order to Become Final. An Ethics Case Decision that is not appealed will be final. The Appeal Decision of the Ethics Review Committee will be final, and no further appeals will be available to any Party.

13) REINSTATEMENT AND REAPPLICATION PROCEDURES FOLLOWING PROBATION, SUSPENSION, AND REVOCATION ORDERS.

a) Probation Orders/Reinstatement or Referral. Following the expiration of a final Probation Order, the IREC Credentialing Program representative will determine whether the Respondent has satisfied the terms of the Probation Order. If the Respondent has completely satisfied the terms of probation, the IREC Credentialing Program representative will reinstate the Credential Holder to full certification/accreditation status. If the Respondent has not satisfied the terms of probation, the IREC Credentialing Program representative will refer the case to the IREC Credentialing Advisory Board for review and action consistent with this policy, including, but not limited to, continuation of the Probation Order and/or the issuance of additional disciplinary or remedial actions.

b) Suspension Orders/Reinstatement Requests. After a final Suspension Order issued under this policy has expired, a Respondent may submit a Request for Credential Reinstatement (Reinstatement Request) to the IREC Credentialing Program representative, consistent with the requirements of this policy Section. The IREC Credentialing Program representative will review the Reinstatement Request and prepare a recommendation to the IREC Credentialing Advisory Board concerning the Request.

c) Revocation Orders/Reapplication Petition. Five (5) years after a final Revocation Order is issued under this policy, a Respondent may submit a Petition for Permission to Reapply for a Credential (Reapplication Petition) to the IREC Credentialing Program representative, consistent with the requirements of this policy Section. The IREC Credentialing Program representative will review the Petition and prepare a recommendation to the IREC Credentialing Advisory Board concerning the Petition.

d) Contents of Reinstatement Requests and Reapplication Petitions. Following the receipt of a recommendation from the IREC Credentialing Program representative, the IREC Credentialing Advisory Board will consider Reinstatement Requests and Reapplication Petitions from Candidates and Credential Holders who have been the subject of final Suspension or Revocation Orders. Reinstatement Requests and Reapplication Petitions must include the following information:

i) The ethics case name, case number, and the date of the final Ethics Decision;

ii) A statement explaining the reasons that the Respondent believes the Reinstatement Request or the Reapplication Petition should be granted, including the reasons that the Respondent should now receive certification or accreditation, or be eligible for

certification or accreditation; and,

iii) Accurate and complete copies of any documents or other materials that support the Request or Petition.

e) IREC Credentialing Advisory Board Reinstatement Request and Reapplication Petition Review. Within ninety (90) days after a complete Reinstatement Request or Reapplication Petition is submitted to the IREC Credentialing Program, or as soon after as is practical, the IREC Credentialing Advisory Board will review the Request or Petition. Requests to participate in the review will be granted at the sole discretion of the Advisory Board. Each Request or Petition will be considered by a quorum of the Advisory Board in a closed meeting. During these deliberations, the Advisory Board will review the information presented by the Respondent, and any other relevant information, and determine the final outcome of the Request or Petition by majority vote.

f) IREC Credentialing Advisory Board Reinstatement Request and Reapplication Petition Decisions and Orders. Within thirty (30) days after the IREC Credentialing Advisory Board has completed its review of a Reinstatement Request or Reapplication Petition, or as soon as is practical, the Advisory Board will prepare and issue a Decision and Order concerning the Request or Petition. The final Advisory Board Decision and Order will indicate whether the Request or Petition is granted, denied, or continued to a later date. If appropriate, the Advisory Board Decision and Order will indicate any conditions of certification/accreditation, or certification/accreditation renewal. The IREC Credentialing Advisory Board Decision and Order will be sent to the Parties using a verifiable delivery service. While no appeal of the Advisory Board Decision and Order is permitted, the Respondent may submit a new Request or Petition pursuant to this Section two (2) or more years after the issuance of the Advisory Board Decision and Order.

Approved by the IREC Board of Directors on January 19, 2012