



IREC ISPQ

Candidate Handbook

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IREC ISPQ Candidate Handbook

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1 Overview

1.1 About ISPQ Accreditation and Certification

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

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

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

The Interstate Renewable Energy Council (IREC) is the North American regional licensee of the ISPQ STANDARD 01021 Standard for the Accreditation and Certification of RE/EE/DG Training Providers. IREC, a non profit organization, is responsible for the full accreditation and certification cycle including processing applications, assigning registered auditors, awarding the credential, and maintaining all records of applicants, candidates and certificants.

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

1.2 What is the Difference between Accreditation and Certification?

Accreditation is a recognition granted to a program or institution.

Certification is a recognition granted to an individual trainer.

1.3 ISPQ Standard

In order to become accredited or certified, institutions and individuals must satisfy the requirements of ISPQ Standard 01021. ISPQ Standard 01021 describes the ethical and practical requirements for candidates, including commitments to confidentiality, non-discrimination, quality, and professionalism.

ISPQ Standard 01021 also outlines requirements for quality program management and administration. It sets forth requirements for facilities, resources, tools, and safety. It requires trainers and program staff to have appropriate experience, defined job descriptions, and adequate training to perform their jobs competently.

Candidates must demonstrate, through the application and audit process, that they fulfill the requirements of ISPQ Standard 01021.

1.4 Task Analyses

In addition to the requirements listed in ISPQ Standard 01021, candidates for recognition as Accredited Training Programs™ or Certified Independent Master Trainers™ need to show that the information they teach covers the full range of information required for a given subject. The “content” of training programs has been captured in a variety of Task Analyses, which are listings of the skills and knowledge that a given practitioner needs in order to perform a given job appropriately. Task Analyses are developed by committees of subject matter experts to apply to specific jobs for specific technologies within the renewable energy, energy efficiency, and distributed generation fields. For example, the following are ISPQ-Approved Task Analyses:

- Photovoltaic Installers (approved by the North American Board of Certified Energy Practitioners)
- Solar Thermal Installers (approved by the North American Board of Certified Energy Practitioners)

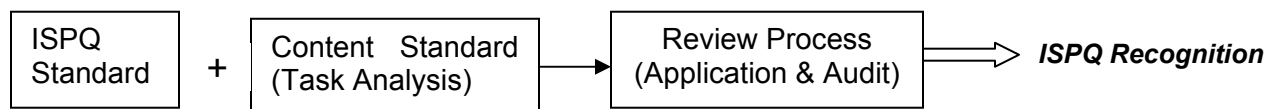
There are other task analyses that have been developed internationally. For a complete list of approved Task Analyses, please visit: www.irecusa.org and click on “ISPQ Accreditation and Certification.”

Candidates for Program Accreditation and Independent Master Trainer Certification must compare their course content to at least one approved Task Analysis and must be able to show that, through course content and any prerequisites, the full requirements of the Task Analysis are covered.

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

1.5 Application

Candidates for ISPQ recognition must submit an Application Packet demonstrating that they meet the relevant points of the ISPQ Standard 01021 and, where applicable, a Task Analysis.



Each type of ISPQ recognition (Accredited Training Program™, Accredited Continuing Education Provider™, Certified Independent Master Trainer™, Certified Affiliated Master Trainer™, and Certified Instructor™) has its own Application Guide, which will guide Candidates through the process of completing and Application Packet that addresses the applicable sections of the ISPQ Standard 01021. Application Guides can be accessed through the IREC website, www.irecusa.org, or by emailing jane@irecusa.org.

1.6 Review Process

Upon receipt of Application Packet, IREC will assign an Auditor to review the Packet against the ISPQ Standard 01021. If necessary, the Auditor will request that the candidate provides supplemental documentation or additional clarification. This step is called the Desk Audit.

Candidates for recognition as Certified Instructor, Certified Affiliated Master Trainer, or Accredited Continuing Education Provider will require a Desk Audit. In rare cases, the auditor may feel that an On-Site Audit is also called for. In these cases, IREC will decide if the On-Site Audit is justified and the candidate will be notified in advance and invoiced for the additional costs.

Candidates for Accredited Training Program or Certified Independent Master Trainer will need to undergo an On-Site Audit following their Desk Audit. The expense of the On-Site Audit is included in the Application Fees.

During an On-Site Audit, an auditor or a team of auditors confirms that conditions actually meet the statements made in the Application materials and that the candidate does in fact conform to the ISPQ Standard and the chosen Task Analysis.

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

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

1.7 Accreditation and Certification Timeline

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

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

1.8 Value of ISPQ Recognition

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

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

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

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

2 Eligibility

2.1 IREC ISPQ Accredited Training Program™ Eligibility

A program is a course or series of courses taught under the administration of an educational entity and designed to provide educational, training, and skill development experiences that lead to defined workplace knowledge in the renewable energy, energy efficiency, or distributed generation fields. Programs must be designed to prepare individuals for job entry, career advancement, and/or skill updating in specific levels of professional and practical competency. Candidates for ISPQ-Accreditation as Programs must offer a course or curriculum that teaches to an ISPQ-Approved Task Analysis. By achieving ISPQ Accreditation, Programs demonstrate that they teach the full ISPQ-Approved Task Analysis in an atmosphere with appropriate facilities, tools, and student resources as well as administrative and managerial quality.

Program Eligibility Requirements

- Hold legal status as a corporation, or be a subsidiary of a legally incorporated entity
- Demonstrate financial viability
- Warrant that the facilities where training occurs will meet ISPQ Standards
- Have actively taught the relevant courses for at least the past year*
- Teach a course or curriculum that covers an ISPQ-Approved Task Analysis
- Have written policies for confidentiality, non-discrimination, and quality to guide training
- Ensure that any staff or instructors have adequate training and preparation

In addition, all candidates for ISPQ recognition must demonstrate that they meet the relevant requirements of ISPQ Standard 01021.

*Programs that cannot demonstrate a continuous year of operation can apply for provisional accreditation.

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

2.1.1 Mobile Training

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

2.1.2 Auxiliary Sites

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

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

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

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

2.1.3 Affiliate Programs

In some cases, Accredited Training Programs may develop or may be engaged in "affiliate" relationships with other training programs. For the purposes of this policy, "affiliate" programs are defined as educational programs that enjoy a legal connection through

licensing to a parent program or institution, or through a national or regional organizational membership. Affiliate training bodies must share a common curriculum and must operate under agreements to honor the training and quality standards of the parent program, institution, or organizational membership.

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

The application for Accreditation for affiliate programs needs to include documentation in the form of a signed testament from the administrator of the Principal Program along with signed testaments from the administrators of each affiliate program acknowledging their understanding of and adherence to the ISPQ Standard, along with a signed Code of Ethics from each program administrator. The programs must also demonstrate the nature of their affiliation, including evidence that each affiliated program uses the same rules for administration, management, and quality as the Principal Program.

In addition to the \$2400 Program Application Fee, candidates applying with affiliate programs should include \$500 for each additional affiliate program up to four per principal application.¹

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

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

2.2 IREC ISPQ Accredited Continuing Education Provider™ Eligibility

Continuing Education Providers are those that provide short courses or workshops typically designed to deliver specialized knowledge or skills rather than a full range of job skills. Continuing Education providers in the renewable energy, energy efficiency, or distributed generation fields can seek ISPQ Accreditation through IREC to demonstrate that they use high-

¹ If a Program can demonstrate affiliation with more than four additional programs, IREC will consider allowing the further affiliates (beyond the first four of the primary application) to apply in further groups of five affiliates members still under the authority of the Principal Program. For each group of applicants, the \$2400 Application Fee would apply, plus \$500 for each additional program included on an application, up to five total per application. Please contact IREC if this situation applies to your Program.

quality management, administrative and teaching procedures, and that their teaching content meets strict quality standards.

Continuing Education Provider Eligibility Requirements

- course content supports or is relevant to the renewable energy, energy efficiency, or distributed generation fields
- high standards for confidentiality, non-discrimination, and quality guide the training
- instructors have adequate training and preparation

In addition, all candidates for ISPQ recognition must demonstrate that they meet the relevant requirements of ISPQ Standard 01021.

2.3 IREC ISPQ Certified Instructor™ Eligibility

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

Instructor Eligibility Requirements

- Be employed by an Accredited Training Program, Accredited Continuing Education Provider, or a Certified Independent Master Trainer*
- Document training experience and education to meet the ISPQ requirements for **470 contact hours** (see Section 2.6 on Experience Requirements below)

In addition, all candidates for ISPQ recognition must demonstrate that they meet the relevant requirements of ISPQ Standard 01021.

* The Instructor's employer is responsible to provide the administrative and management infrastructure that supports quality training. In addition, the Instructor's employer will receive the invoice for annual fees on behalf of the employee.

2.4 IREC ISPQ Certified Independent Master Trainer™ Eligibility

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

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

Independent Master Trainer Eligibility Requirements

- Document training experience and education to meet the ISPQ requirements for **1280 contact hours** (see Section 2.6 on Experience Requirements below)

- Warrant that the facilities where training occurs will meet ISPQ Standards
- Hold legal status such as incorporation
- Demonstrate financial viability
- Have actively taught the relevant courses for at least the past year*
- Teach a course or curriculum that covers an ISPQ-Approved Task Analysis
- Have written policies for confidentiality, non-discrimination, and quality guide the training
- Ensure that any staff or instructors have adequate training and preparation

In addition, all candidates for ISPQ recognition must demonstrate that they meet the relevant requirements of ISPQ Standard 01021.

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

*Candidates that cannot demonstrate a continuous year of operation can apply for provisional certification.

2.5 IREC ISPQ Certified Affiliated Master Trainer™ Eligibility

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

Certified Affiliated Master Trainer Eligibility Requirements

- Be employed by an Accredited Training Program, Accredited Continuing Education Provider, or a Certified Independent Master Trainer*
- Document training experience and education to meet the ISPQ requirements for **1280 contact hours** (see Section 2.6 on Experience Requirements below)

In addition, all candidates for ISPQ recognition must demonstrate that they meet the relevant requirements of ISPQ Standard 01021.

* The Master Trainer's employer is responsible to provide the administrative and management infrastructure that supports quality training. The employer will also receive the annual fees invoice.

2.6 Experience Requirements for Master Trainers and Instructors

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

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

Practical experience can include a variety of industry and field-related work such as receiving a nationally-recognized field-related credential, service on field-related technical committees, industry experience in sales or marketing, and actual installation experience.

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

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

The unit of measure used for calculating professional experience requirements is the contact hour. **1 Contact Hour** = not less than 50 minutes of classroom time with either direct student-teacher interaction OR a planned activity where the learner receives feedback and where his/her progress is monitored (examples include course labs, computer-assisted instruction, interactive video/CD/DVD and/or web site learning).

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

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

In order to become certified as an ISPQ Master Trainer, the candidate must have a total of **1280 contact hours** composed of actual teaching experience and practical experience as outlined in the chart below.

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

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

Table 2.6: Instructor and Master Trainer Experience	Contact Hours Required	
	CI	MT
Section 1: Teaching Experience		
<i>A. Specific Teaching Experience (Required)</i>		
1) Applicant has performed in-class course instruction focused on the relevant renewable energy, energy efficiency, or distributed generation topic for which s/he is applying for certification.	min 120	min 600
<i>B. General Teaching Experience (Optional)</i>		
1) Applicant has performed in-class course instruction in any topic (other than the renewable energy, energy efficiency, or distributed generation teaching experience listed above in 1.A).	no minimum	no minimum
2) Applicant has received specialized training in education:		
a. Continuing education courses in pedagogy, teaching methodology, instructional development taken within the last three years (and documented by contact hours spent in class)	max 50	max 50
b. B.A. in education is worth 60 contact hours	max 60	max 60
c. M.A. in education is worth 60 contact hours	max 60	max 60
This section must total at least:	220	900
Section 2: Practical Experience		
1) Relevant professional installation experience = 20 contact hours per installation (Required)	min 60	min 100
2) Nationally recognized professional certification in a relevant renewable energy, energy efficiency, or distributed generation specialty = 30 contact hours	max 30	Max 30
3) Work on a relevant technical committee (i.e. IEEE, NABCEP, IEC, book preparation, etc.) = 20 contact hours per committee	max 20	Max 40
4) Non-field experience in a relevant industry position (i.e. administration, management, sales or marketing within your specialty field) = 20 contact hours per documented year of employment	max 60	Max 100
5) Applicant has received specialized training in the relevant renewable energy, energy efficiency, or distributed generation topic for which s/he is applying for certification:		
a. Continuing education courses in the relevant RE, EE or DG topic taken within the last three years	max 100	max 150
b. Associates degree or vocational or technical certificate in a relevant topic (energy management, electrician, etc.) is worth 40 contact hours	max 40	max 40
c. Bachelors degree in a relevant field is worth 60 contact hours	max 60	max 60
d. Masters degree in a relevant field is worth 60 contact hours	max 60	max 60
This section must total at least:	250	380
Grand Total for section 1 and section 2 must equal at least:	470	1280

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

2.7 Claiming More Experience than Necessary

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

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

3 Application Fees

3.1 ISPQ Candidate Fee and Refund Schedule

All fees are in U.S. dollars.

	Fee Due with Application	Refundable IF		Additional Fees	Annual Fees (See Initial Fee Below)
		candidacy is cancelled prior to Desk Auditor assignment	candidacy is cancelled after the Desk Audit, prior to On-Site Audit		
Accredited Training Program™	\$2400, additional Task Analyses \$500 each	\$2100*	\$700*	On-Site Audit Travel costs**	\$250 ***
Certified Independent Master Trainer™	\$2400, additional Task Analyses \$500 each	\$2100*	\$700*	On-Site Audit Travel costs**	\$250 ***
Certified Affiliated Master Trainer™	\$350, additional applicants \$250 each	Not refundable	N/A	**	\$50
Certified Instructor™	\$350, additional applicants \$250 each	Not refundable	N/A	**	\$50
Accredited Continuing Education Provider™	\$450	\$150*	N/A – on-site fees will be assessed if and when the On-Site Audit is scheduled	\$1500 if an On-Site Audit is deemed necessary, plus travel costs**	\$250***

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

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

*** See Section 7.5 on Annual Fees and changes coming in 2007.

3.2 Add-On Discounts

If a candidate for Accredited Training Program prepares for the review of its curriculum against more than one Task Analysis within a single application, each additional Task Analysis shall be charged at an add-on rate of \$500. So a candidate program with its curriculum being compared against two Task Analyses would send a check or money order, payable to IREC, for US\$2900 (\$2400 + \$500). A candidate program with its curriculum being compared against three Task Analyses would send payment for \$3400 (\$2400 + \$1000).

The same is true for a candidate for Certified Independent Master Trainer.

If a candidate for Accredited Training Program, Certified Independent Master Trainer, or Accredited Continuing Education Provider simultaneously submits applications for more than one candidate for Certified Affiliated Master Trainer™ and / or Certified Instructor, each additional application shall be charged at a rate of \$250 (rather than the full \$350 application fee). So an application on behalf of one Affiliated Master Trainer and two Instructors (submitted together), would need to include a check or money order, payable to IREC, for US\$850 (\$350 + \$250 + \$250).

ISPQ Add-on Fee Schedule			
	More than one Task Analysis at once	More than one Trainer applying at once	Additional affiliate programs OR new courses
Accredited Training Program™	\$500 per add'l Task Analysis		\$500 per add'l affiliate program up to four (4)
Certified Independent Master Trainer™	\$500 per add'l Task Analysis		
Certified Affiliated Master Trainer™		\$250 per each add'l applicant	
Certified Instructor™		\$250 per each add'l applicant	

3.3 Additional Application Fees: Staff Time Reimbursement

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

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

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

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

3.4 Additional Application Fees: Copy Services

If the IREC Staff must reproduce copies of a candidate's Application Packet, addenda, or other paperwork, the candidate will be billed for the cost at the rate of \$0.08/page or at a commercial rate if IREC chooses to use commercial services.

3.5 Additional Audit Fees: Travel Expenses

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

3.6 Cancellation Refund Policy

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

3.7 Cancelled Audit Refund Policies

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

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

3.8 Late Fees

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

3.9 Returned Checks

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

3.10 Failure to Pay

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

4 Accreditation / Certification Policies

4.1 Candidate Confidentiality

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

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

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

4.2 Publication of Awardee & Disciplinary Information

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

4.3 Non-Discrimination

IREC is dedicated to the principles of equal opportunity and equal access to its programs and services. IREC does not discriminate against any individual on the basis of religion, gender, ethnic background, nationality, disability, sexual orientation, or other reason prohibited by law. IREC grants accreditation to organizations or certification to individuals without regard to an applicant's membership or non-membership in any organization, association or other group.

4.4 Institutional Integrity

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

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

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

4.5 Withdrawal of Status

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

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

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

4.6 Corrections

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

IREC shall make public correction of any misleading or incorrect information made public concerning the candidacy or accredited/certified status of an institution or individual, the contents of audit reports, or accrediting/certifying actions.

4.7 Records Maintenance

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

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

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

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

4.8 Use of Consultants

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

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

4.9 Electronic Communications

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

4.10 Change of Contact Information

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

(a) Change in mailing address

(b) Change in on-site chief administrative officer or contact of record

Inform IREC in writing at:

Interstate Renewable Energy Council
Attn: ISPQ Division
P.O. Box 1156
Latham, NY 12110-1156
jane@irecusa.org

5 Application Process and Timeline

5.1 Candidate Application

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

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

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

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

5.1.4 Auditor Selection: As soon as the Resource Assessment is completed, IREC will choose an auditor from among its registered auditors. A proposed auditor must divulge any conflicts of interest to IREC and either accept or reject the audit role within 2 weeks of referral by IREC.

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

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

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

5.2 The Desk Audit

- 5.2.1 Receipt of the Application Packet: Once the appointment of the auditor (or team of Auditors, hereinafter referred to as "Auditor") has been finalized, the Auditor will receive a package from IREC containing the full candidate Application Packet. The auditor will confirm via email receipt of the packet with the candidate.

- 5.2.2 Desk Audit: The assigned Registered ISPQ Auditor will conduct a desk review of the candidate's application materials, comparing the application materials to the Application Guide, verifying that the candidate meets applicable requirements of the ISPQ Standard 01021. The auditor should begin (and if possible, complete) the Desk Audit within four (4) weeks of receiving the Application Packet.

- 5.2.3 Soliciting Supplemental Documentation: In most cases, candidates will have some nonconformities or more information or clarification will need to be addressed as part of the Desk Audit. The auditor will seek answers to questions and request additional documentation if necessary. All candidate-auditor interaction must be logged in the Auditor's Communication Log. While auditors must avoid entering into a "consultative" relationship with candidate, the auditor may seek to resolve minor deficiencies by alerting the candidate to them and allowing the candidate to make corrections where practical.

Note: If at any time during the Desk Audit process a candidate becomes non-responsive, the candidacy will lapse at the designated one-year anniversary from the receipt of the Application Packet. If an auditor should discover that a candidate has been less than completely honest and accurate in the Application materials, the auditor should conclude the Desk Audit immediately and notify IREC.

- 5.2.4 Conclusion of the Desk Audit: Upon completion of the Desk Audit, the Desk Auditor will enter the necessary information in the Desk Audit Report form (DAR) and write a cover letter giving his/her conclusions about the preparedness of the candidate and the candidate's accuracy in adhering to the applicable points of ISPQ Standard. The Cover letter should make one of the following recommendations:

- a) Progression to the On-Site Audit if one is needed or to Award if one is not;
- b) Termination: closure of the candidacy because the candidate does not meet the ISPQ Standard; or
- c) Additional Audit: If the Desk Audit has revealed some serious flaws in the candidate's ability to meet the ISPQ Standard; however, these flaws should be capable of remediation with additional work on the part of the candidate. For example, in rare cases where an On-Site Audit is not normally needed (e.g.,

Affiliated Master Trainers, Certified Instructors, or Continuing Education Providers), the auditor might recommend an On-Site Audit instead of immediate award. This conclusion is addressed in Section 5.2.6 below.

The Desk Audit Report (DAR) and its cover letter will include justification for the recommendation.

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

Note: Candidates for recognition as Continuing Education Providers, Affiliated Master Trainers, or Certified Instructors will not usually need to submit to an On-Site Audit. Exceptions will be made at IREC's discretion.

5.2.5 Sending in the Recommendation: After completing the Desk Audit Report and writing the cover letter, including a recommendation for (a) progression/award; (b) termination; or (c) additional documentation, the auditor will send the reports to IREC.

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

The candidate will be expected to bear the additional expense of continued auditing, including the auditor's time, any travel costs, or other expenses associated with the audit. IREC will invoice the candidate accordingly, and payment should be received before the audit process continues.

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

5.3 The On-Site Audit

5.3.1 Continuation of Auditor: After receiving confirmation from IREC of receipt of the Desk Audit Report, etc., the auditor should proceed to scheduling an On-Site Audit (5.3.2) unless there are mitigating circumstances. Mitigating circumstances might include: the auditor wishes to resign or IREC wishes to re-assign the auditor.

If for any reason a new auditor is to be appointed, IREC will follow the procedure outlined above. If there is a change in or addition to auditors, the candidate will be informed and will have, as before, a two-week period during which to submit an objection

to IREC. ***Unless there is a need for a change, the Desk Auditor will continue as On-Site Auditor.***

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

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

- 5.3.3 On-Site Audit Costs: The candidate must be current in any payments to IREC before the On-Site Audit takes place.

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

- 5.3.4 Conducting an On-Site Audit: The auditor (or team of auditors) will visit the candidate institution, organization, or individual to conduct an On-Site Audit, verifying that the facilities and resources described in the application materials do actually exist and are maintained as described.

- 5.3.5 Closing Audit Report: At the conclusion of the On-site Audit, the auditor(s) will meet with the candidate to review the findings in a Closing Audit Report (CAR). The auditor will leave a signed copy of this report with the candidate.

5.4 Following the On-Site Audit

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

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

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

The auditor should collect the Closing Audit Report and the Corrective Action Plan (if there were any nonconformities) behind the cover letter, giving the auditor's recommendation and reasons behind it, and send this collection of documents to IREC within one week of receiving the Corrective Action Plan (CAP). Assuming the candidate was timely in providing the Corrective Action Plan, the Closing Audit Report should be filed with IREC within three (3) weeks of the conclusion of the On-Site Audit.

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

- 5.4.3 Reimburse Auditor, Invoice the Candidate: When IREC receives the Closing Audit Report package, including the auditor's invoice, IREC will invoice the candidate for applicable travel costs and reimburse the auditor.

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

- 5.4.4 IREC ISPQ Award Committee Ruling: After reviewing the auditor's reports (the Desk Audit Report and/or the Closing Audit Report) and the candidate's Corrective Action Plan if there is one, the IREC ISPQ Award Committee will meet via conference call with the auditor(s) to discuss the Auditor's Recommendation.

The IREC ISPQ Award Committee may accept the auditor's recommendation, or may take the following actions with respect to the application:

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

- 5.4.5 Sending the Ruling Back: The IREC ISPQ Award Committee will send its written Ruling back to IREC. A copy of this ruling will be retained in the candidate file, and another copy will be sent to the auditor. IREC will send the original to the candidate.

Note: In cases where no On-Site Audit was needed, the candidate has probably not received a copy of the Desk Audit Report on which the Ruling was based. If the decision was based on the Desk Audit Report, a copy of the Desk Audit Closing Report will be sent to the candidate along with the decision of the Award Committee.

5.5 Awarding the Credential

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

5.6 Termination or Supplemental Documentation

- 5.6.1 Termination: If the IREC ISPQ Award Committee rules for Termination, IREC will send a traceable letter to the candidate explaining the outcome, including a copy of the Ruling. This communication should include instructions on how and when the candidate could re-apply for ISPQ recognition, or how to file an Appeal.
- 5.6.2 Supplemental Documentation: In some cases, the IREC ISPQ Award Committee may determine that a candidate does not satisfy the requirements for Award but does not merit Termination. In these cases, IREC will follow the IREC ISPQ Award Committee's direction in communicating with the candidate, requesting further documentation and/or requesting clarification, re-engaging an auditor, or other actions as appropriate. The candidate shall be responsible for any continuing or extra costs.

6 Award Status

6.1 Provisional Accreditation or Certification: 1st Year Renewal

Those candidates for Training Program Accreditation or Independent Master Trainer Certification who did not meet ISPQ Standard 01021: 2.5 "Going Concern," may have been awarded "Provisional Accreditation" status. This status confers the same rights and obligations as full Award, with the added requirement that Provisional Awardees demonstrate in their first Annual Report that they have successfully completed a year of training. Provisional Awardees will receive a provisional Certificate of Accreditation, which will be replaced with a 4-year (instead of 5-year) Certificate once they demonstrate their adherence to the ISPQ Standard in their first Annual Report.

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

6.2 Scope of Award

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

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

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

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

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

6.3 Wording of Reference to Award

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

6.4 Use of the Accreditation/Certification Marks and Designations

Accredited institutions and certified individuals may use the appropriate ISPQ Accreditation or Certification marks and designations as an identifier on marketing materials, course materials, student certifications, transcripts, the business cards of personnel who fall under the scope of the ISPQ Award, or in course catalogs. Awardees will receive a copy of the appropriate mark/designation in their Award package.

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

The Accreditation/Certification Marks and Designations are shown below:





6.5 Media Statements

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

6.6 Advertising

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

- a) All advertisements placed by a training institution or its representatives seeking prospective students, must clearly indicate that training is being offered, and shall not, either by actual statement, commission, or omission, imply that prospective employees are being sought.
- b) A record or copy of all promotional and advertising material must be kept on file from one audit visit until the next.
- c) An Accredited institution or Certified individual assumes the responsibility for all representations made by the sales personnel or other employees in procuring students on its behalf.

6.7 Student Recruitment

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

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

- a) Guaranteeing employment;
- b) Misrepresenting job placement, employment opportunities, or potential salaries for those who complete the program (unless it is a training program specifically tied to employment with a sponsoring employer);

- c) Misrepresenting program costs;
- d) Misrepresenting abilities required to complete intended programs;
- e) Misrepresenting sales personnel as career counselors;
- f) Misrepresenting transfer of credit to another institution; and/or,
- g) Misrepresenting its accreditation/certification status.

6.8 Ethics Reporting Requirement

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

6.9 Instructor or Master Trainer Change in Employment & Inactive Status

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

In addition, if a Certified Instructor or a Certified Affiliated Master Trainer should, either voluntarily or involuntarily, leave employment with an ISPQ-recognized employer, the status of the Instructor or Affiliated Master Trainer will become "inactive". The unaffiliated Instructor or Affiliated Master Trainer – or one whose employer has lost or changed status – cannot claim to be actively ISPQ Certified and must note, whenever using the ISPQ mark/designation or making any statements about ISPQ status, that their Certified status is "inactive" pending appropriate employment. No mark designation can be used while inactive.

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

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

6.10 Replacement or Additional Certificates

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

7 Annual Status Maintenance: Reports and Fees

7.1 Provisional Accreditation or Certification: 1st Year Renewal

For those candidates for Program Accreditation or Independent Master Trainer Certification who did not meet ISPQ Standard 01021: Tier 2.5 “Going Concern,” their first Annual Report will need to include additional documentation showing that they have successfully completed their first year of training in the Accredited / Certified courses. Their report should include evidence that students have learned the principles and competencies they were supposed to learn, that the organization or Independent Master Trainer is in fact implementing quality management through an annual internal audit and course reviews and improvements, and that they are otherwise in compliance with ISPQ Standard 01021.

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

7.2 Annual Report

Accreditation/Certification is for a period of five (5) years. Each year during the award period, awardees must complete an annual report and submit annual fees in order for their status to remain current.

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

7.2.1 IREC ISPQ Accredited Training Programs™ and Certified Independent Master Trainers™

Accredited Training Programs and Certified Independent Master Trainers will need to submit an approximately two-page document describing their training activities for the past year, both in the program for which accreditation / certification was awarded and in any other training activities. In addition, Training Programs and Independent Master Trainers will need to provide documentation on the number of students that attended the course(s) for which ISPQ accreditation / certification was awarded. This might be student rosters along with a course calendar.

Finally, the Awardee should include with the report and other documentation any changes to program structure, administration, policy, or marketing materials. See Section 7.3 on “Changes.”

Failure to submit an annual report and the appropriate annual fee by ninety (90) days following the invoice date shall be grounds for an Accredited Training Program™ or Certified Independent Master Trainer™ to lose its accredited or certified status.

7.2.2 IREC ISPQ Certified Affiliated Master Trainers™ and Certified Instructors™

Certified Affiliated Master Trainers and Certified Instructors should send an annual report (maximum two pages) on their anniversary date. The Master Trainer or Instructor should describe his or her training activities relative to the Certification topic in the past year, and should list any continuing education or practical training received during the year. (See 8.3 for continuing education requirements.)

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

7.2.3 IREC ISPQ Accredited Continuing Education Providers™

Accredited Continuing Education Providers should follow the instructions for Accredited Training Programs above.

7.3 Reporting Substantive Changes

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

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

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

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

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

Changes in Other Certifications, Accreditations, or Registrations

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

Changes in the Facilities

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

Changes to Curriculum or Courses

7. Addition of new program, or addition of new courses to a reviewed curriculum
8. Change in the objective, length, content, or other revisions to an existing curriculum
9. Change in the distribution of or accounting of credit hours

10. Dropping or discontinuation of a training curriculum
11. Significant increase or decrease in the publicized schedule/calendar of program offerings

Changes to Teaching Staff or Schedule

12. Teaching out students of another institution; reciprocal teach-out agreement
13. Substantial disruption of classes such as faculty walk out, facility eviction, etc.

Changes to Administration or Management

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

Change in Financial or Legal Status

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

Civil or Criminal Action

7.4 Sending the Annual Report

Candidates should send two (2) complete hard copies of the Annual Report and all of its attachments, along with the annual fees within 30 days of the invoice date, payable to IREC, to:

Interstate Renewable Energy Council
Attn: ISPQ Division
P.O. Box 1156
Latham, NY 12110-1156

7.5 Annual Fees

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

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

7.5.1 <u>Accredited Training Program or Certified Independent Master Trainer Annual Fees Detail</u>	
Base Fee	Certified Staff Fees
\$250*	\$50 x # of ISPQ Certified Affiliated Master Trainers or Instructors employed

7.5.2 <u>Accredited Continuing Education Provider Annual Fees Detail</u>	
Base Fee	Certified Staff Due
\$250*	\$50 x # of ISPQ Certified Affiliated Master Trainers or Instructors employed

*** Important Notice**

The IREC ISPQ Executive Advisory Board is currently reviewing the annual fee schedule. For 2006, Accredited Training Programs, Certified Independent Master Trainers and Continuing Education Providers will be required to pay a \$250.00 annual fee submitted along with their annual report. However, the Board is considering adding a sliding-scale fee based on the number of students trained in a one-year time period or reinstating the student-week equivalent fee based on the number students during one full week (30 contact hours) of course instruction.

IREC will send notice of this fee schedule change by September 2006. It will become effective January 1, 2007.

7.6 Late Fees

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

7.7 Returned Checks and Late Payments

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

7.8 Refunds

Annual fees are not refundable.

7.9 Failure to Pay

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

IREC will send the institution or individual a letter of revocation requiring the institution or individual to immediately cease claiming ISPQ-Accredited / Certified status and return the IREC ISPQ-issued Certificate.

7.10 Failure to Meet the ISPQ Standard

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

Awardees who fail to demonstrate in their annual report that they continue to meet the requirements of the Standard, including the Ethics Code which Candidates for Accreditation and Certification are required to sign, will be subject to investigation and, if an investigation fails to satisfy IREC or its auditor that the institution or individual does in fact meet the ISPQ Standard, to having their status revoked.

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

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

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

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

7.11 Failure to Supply Annual Reports or Pay Fees

An ISPQ Awardee shall provide all of the applicable information requested in the annual report.

Failure to submit any report or additional documentation requested by IREC by the deadline given shall be grounds for a program to lose its candidate or accredited status.

8 Status Renewal

8.1 Duration of the Award Status

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

8.2 Status Renewal Requirements for Accredited Institutions

Training Programs and Continuing Education Providers whose Accreditation is up for renewal must demonstrate that they continue to meet the relevant requirements of ISPQ Standard

01021 and its revisions, including the requirements listed in Section 2 of this Handbook. They must complete an Application similar to the one completed for initial Accreditation. In addition, they must demonstrate that they have continued to regularly teach the course(s) for which Accreditation was originally granted, and that the course content has been updated to reflect changes in the technology or its industry. They must show that they have adhered to a process of continual improvement, using student feedback to improve course delivery and content where needed. They should show that they have regularly reviewed instructor performance and have in fact continued to provide appropriate training to staff members.

8.3 Status Renewal Requirements for Certified Individuals

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

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

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

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

8.4 Status Renewal Fees

The fee schedule for Status Renewal is the same as for the original application and replaces the annual maintenance fee for the year in which the status renewal takes place, though Accredited Training Programs and Certified Independent Master Trainers will still need to pay the \$50 annual fee for Certified Instructors and Affiliated Master Trainers.

Award Status Renewal Fees (every fifth year)

All fees are in U.S. dollars.

	Fee Due with Renewal Application	Refundable IF		Additional Fees
		Renewal request is cancelled prior to Desk Audit	Renewal request is cancelled after the Desk Audit, prior to On-Site Audit	
Accredited Training Program™	\$2400, additional Task Analyses \$500 each	\$2100*	\$700*	On-Site Audit Travel costs**
Certified Independent Master Trainer™	\$2400, additional Task Analyses \$500 each	\$2100*	\$700*	On-Site Audit Travel costs**
Certified Affiliated Master Trainer™	\$350, additional applicants \$250 each	Not refundable	N/A	**
Certified Instructor™	\$350, additional applicants \$250 each	Not refundable	N/A	**
Accredited Continuing Education Provider™	\$450	\$150*	N/A –on-site fees will be assessed if and when the On-Site Audit is scheduled	\$1500 if an On-Site Audit is deemed necessary, plus travel costs**

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

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

8.5 Conditions for Award Status Renewal

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

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

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

9 IREC ISPQ Program Compliance and Complaint Procedure

[Policy subject to review and revision]

A. Compliance Deficiency Complaints And Reviews.

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

B. Formal Compliance Deficiency Actions/IREC ISPQ Advisory Board Grievance Committee.

IREC will determine whether an ISPQ Provider may have acted in a manner not consistent with the ISPQ International Standard 01021, IREC ISPQ Program policies, rules, or agreements, including the policies identified in the Candidate Handbook. The IREC Executive Director will refer all complaints to the Grievance Committee of the IREC ISPQ Advisory Board (Grievance Committee) for review and compliance determination.

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

C. Appeal Of Compliance Deficiency Action.

1. Appeal Submissions. Within thirty (30) days of the issuance of a Compliance Deficiency Action (Deficiency Action), an ISPQ Provider may submit to the Executive Director a written appeal and request for review of the Deficiency Action. Appeals received beyond this time period will not be reviewed or considered. In order to complete an appeal within the prescribed time period, the ISPQ Provider must submit a letter or other document to the Executive Director, which contains the following information and material: (a) a statement of the grounds for the appeal, including a complete explanation of the reasons that the ISPQ Provider believes that the Compliance Deficiency Action should be reversed or otherwise modified; (b) a requested modification of the action; and, (c) accurate, complete copies of any material which support the appeal.
2. Grounds For Appeal. The grounds for appeal of a Deficiency Action are limited strictly to the following:
 - a. New Or Previously Undiscovered Information: The ISPQ Provider has located relevant information that: was not previously in his/her/its

possession; was not reasonably available prior to closure of the record; and, could have affected the Deficiency Action;

- b. Misapplication Of ISPQ Or Other Corporate Policies Or Agreements: IREC has misapplied the provisions of ISPQ Program Policies, other corporate policies, rules, or agreements, and the misapplication prejudiced the ISPQ Provider; and/or,
- c. Contrary To The Information Presented: The Deficiency Action is contrary to the most substantial information provided in the record of the matter, and the deficiency action is in error.

D. Informal Review By The Executive Director.

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

- 1. Decline to further process an inadequate, incomplete, or frivolous appeal; or,
- 2. Refer the appeal to the Appeal Committee for review and resolution.

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

E. Final Appeal/IREC ISPQ Advisory Board Appeals Committee.

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

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

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

F. Reinstatement And Reapplication Procedures Following Probation And Termination.

- 1. Probation/Reinstatement. Following the expiration of a final probation decision issued pursuant to this policy, the Appeals Committee will determine whether the ISPQ Provider has satisfied the terms of the probation, including any conditions related to participation in the Program. If the ISPQ Provider has satisfied the terms of probation in full, the ISPQ Provider will request reinstatement and provide all information necessary for the Appeals Committee to verify that the probation has been completed. Upon such verification, the Appeals Committee will reinstate the ISPQ Provider to active status. If the ISPQ Provider has not

satisfied the terms of probation in full, the Appeals Committee will notify the ISPQ Provider of any failure to satisfy the probation terms, and may take the following actions: continuation of the probation order; and/or, issuance of additional disciplinary or remedial actions.

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

10 Contacting IREC

IREC is the ISPQ Licensee for North America. Direct questions about Accreditation or Certification to:

Jane Weissman, Executive Director of the Interstate Renewable Energy Council.

Direct Phone: (781) 461-8167

Email: jane@irecusa.org

Website: www.irecusa.org

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