

NABCEP[®]

Raising Standards. Promoting Confidence.

Associate CANDIDATE HANDBOOK



Photovoltaic



Solar Heating



Small Wind

v.2.3.5



Raising Standards. Promoting Confidence.

Associate Candidate Handbook

Version 2.3.5

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Statement of Nondiscriminatory Policy

The North American Board of Certified Energy Practitioners is dedicated to the principles of equal opportunity and equal access to its programs and services. NABCEP does not discriminate against any individual on the basis of religion, gender, ethnic background, nationality, disability, sexual orientation, or other reason prohibited by law. NABCEP grants certification without regard to an Applicant's membership or non-membership in any organization, association or other group.

Disclaimer Statement:

- NABCEP is a non-profit credentialing organization. NABCEP issues voluntary credentials to qualified individuals who satisfy eligibility requirements established by the Board of Directors. NABCEP credentials are not professional licenses issued by a government agency and do not authorize a credential holder to practice.
NABCEP Associates must comply with all legal requirements related to practice, including licensing laws.

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INTRODUCTION

The North American Board of Certified Energy Practitioners®, Inc. (NABCEP®) is a nationally recognized credentialing body, incorporated in 2002. In consultation with renewable energy subject matter experts, NABCEP has produced 11 competitive examinations that test to U.S. best practices and standards. The credentials inform employers, consumers and the public that there are right and wrong ways to sell, design, install, inspect and maintain renewable energy systems. The NABCEP badge is an indication that an individual is trained to perform using the highest standards available.

For those at an early stage in their career, or those seeking to bring recognition to their practice, NABCEP administers voluntary personnel credentials for individuals in the renewable energy industry, including the NABCEP Photovoltaic Associate™, NABCEP Solar Heating Associate™, and NABCEP Small Wind Associate™. The Associate Program offers NABCEP's fundamentals credential in the areas of Photovoltaics, Solar Heating and Small Wind. These exams have no fieldwork prerequisites but require successful completion of an accredited, NABCEP-registered training course. NABCEP Associate credentials are available to individuals who either successfully complete a course on the relevant technology with a NABCEP Associate Registered Training Provider, or document at least 6 months of employment related to the technology.

This Handbook contains information about NABCEP's Associate Program. It provides the policies and procedures for applying, achieving, and maintaining a NABCEP Associate credential. Each applicant, candidate and Associate should read this Handbook thoroughly before applying, and continue to use it as a reference tool.

Note: The term "Applicant" refers to an individual who qualifies to take a NABCEP Associate Exam either by taking a class with a NABCEP Associate Registered Training Provider, or by verifying 6 months of relevant work experience. "Applicants" become "Candidates" once their Associate Exam Registration is approved by NABCEP. The term "credential holder" refers to anyone who passed a NABCEP Exam and met all the prerequisites for the specific credential.

BENEFITS OF THE ASSOCIATE CREDENTIAL

NABCEP Associate Credentials offer industry professionals increased credibility and marketing value, providing them with a competitive advantage and greater career mobility, while improving industry quality and standards of practice.

NABCEP Associate credentials distinguish individuals in the work place by:

- Helping employers identify committed employees
- Supporting opportunities for employee job advancement
- Enhancing worker safety and skill
- Facilitating consumer confidence in renewable energy technologies
- Encouraging professional development through maintenance of the credential
- Advancing uniform professional standards by holding Associates to a Code of Ethics and Standard of Conduct

1. Eligibility Requirements

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

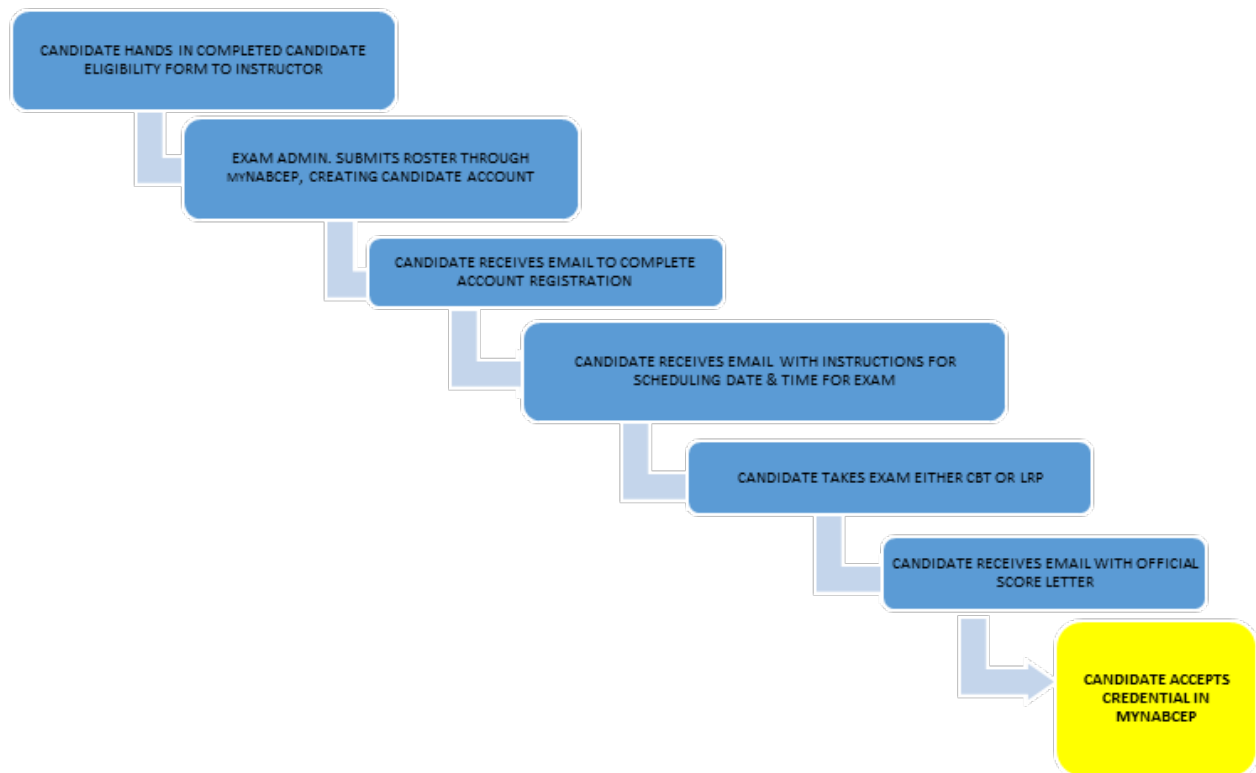
- Complete a course with an Associate Registered Training Provider – “Education Pathway” OR
- Document at least six months of full time equivalent work experience related to photovoltaic, solar heating, or small wind technologies – “Experience Pathway”
- Be 18 years of age
- Sign and agree to uphold the NABCEP Code of Ethics and Standards of Conduct
- Pay all applicable fees to NABCEP or a NABCEP Associate Registered Training Provider
- Pass a NABCEP Associate Examination

2. Testing Format Options

All eligible candidates have two computer-based testing options:

2.1 Opting to test via Computer Based Testing (CBT), allows the Candidate to take the Associate Exam at a computer facility registered with our Testing Vendor, Scantron, Inc. Scantron offers test center locations in 115 countries, and most major cities throughout the U.S.. Specific locations are made available to the candidate during the scheduling phase of the sign-up process. (see <https://www.scantron.com/test-site-cities/>). Note: candidates may be charged an additional \$75 International Test Site fee, outside the U.S. and Canada;

CBT AND LRP EXAM PROCESS:

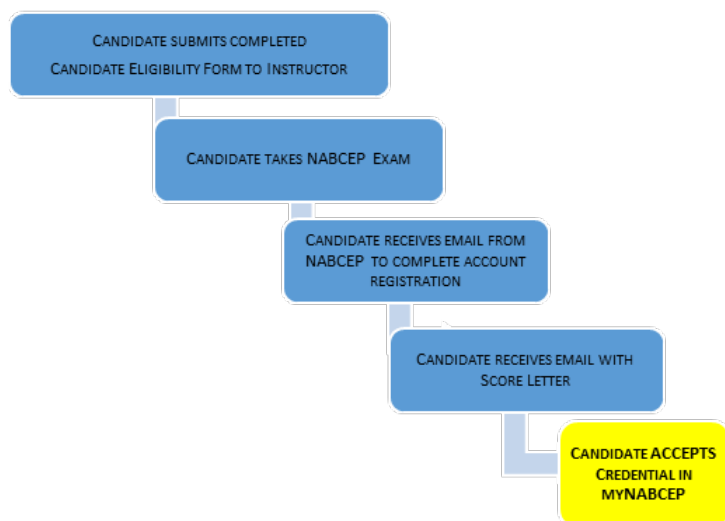


2.2 Candidates may opt to take their Associate Exam via Live Remote Proctoring (LRP). LRP allows candidates to take their exam at home or work on their own computer. (Note: the LRP option avoids the extra \$75 International Test Site Fee). Technical requirements are:

- Must have a webcam installed on your exam workstation and reliable access to the Internet. An Internet connection disruption will suspend the test session.
- A well-working computer with 1 GB of RAM or higher
- A high-speed Internet connection (5 mbps). Wireless is acceptable; however a wired-connection is preferred
- A webcam with 640×480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Browser compatibility: IE, Firefox, Chrome, Safari
- You must use a computer with admin access
- You must download GoToMeeting.

2.3 Paper & Pencil Exam Booklet: Some Training Providers may offer to administer the examination directly to their eligible students, in a paper & pencil format (U.S./Canada option only).

PAPER & PENCIL EXAM PROCESS



2.4 Special Testing Accommodations

NABCEP complies with the provisions of the Americans with Disabilities Act (42 U.S.C. Section 12101, et. seq.) and with Title VII of the Civil Rights Act, as amended (42 U.S.C. Section 2000e, et. seq.). All candidates requesting special testing accommodations due to a disability or religious observance must make this request at the time of exam scheduling. It is the responsibility of the Candidate to provide advance notice and appropriate documentation of the disability or religious observance, along with specifications of the type of accommodations or aids that will be required. NABCEP's online exam registration process includes an online form to complete and submit documentation.

NABCEP will not pay any costs associated with obtaining the required diagnosis and recommendation for accommodation. However, NABCEP will pay for all reasonable accommodation(s) that are provided during the exam. NABCEP will notify the candidate regarding the acceptance of the request in advance of the Examination date. Appropriate arrangements and accommodation(s) will be made for candidates who file the appropriate request and include appropriate documentation, unless an accommodation changes the nature of the test. Under no conditions will an accommodation be made which changes the nature or purpose of the test.

3. Exam Qualification Options

To apply and qualify for a NABCEP Associate Exam, an Applicant must first choose from among 4 Application Pathways.

- 3.1 The Education Pathway
- 3.2 The Experience Pathway
- 3.3 The Veterans Pathway
- 3.4 NABCEP Entry Level Conversion

All candidates **MUST** have a unique email address and they **MUST** respond to automated emails in order to complete their NABCEP Registration. Paper & Pencil candidates will receive a notice after they take their Associate Exam but no Scores will be populated unless they “accept” their registration via the email from support@nabcep.certemy.email.

Computer-based candidates **MUST** accept and confirm their Associate Account **BEFORE** they take their Associate Exam; they will not be able to schedule the exam until they respond to the email from support@nabcep.certemy.email.

3.1 Qualifying Through the Education Pathway

To qualify through the Education Pathway, an individual must successfully complete a course taught by a NABCEP Associate Registered Training Provider (ARTP, or Provider). Providers develop their own curriculum to cover a NABCEP Job Task Analysis (JTA) and determine requirements for successful completion (such as minimum attendance requirements, completion of homework assignments, participation in hands on activities, and passing scores on quizzes or examinations). Each Provider sets their own calendar, schedule and fees for courses. Course work may be offered in different formats (such as in-person, on-line, or hybrid). Applicants should browse the online NABCEP Course Catalog (<https://coursecatalog.nabcep.org/>) to find the Associate Course that best fits their individual profile.

Each registered course or program should cover the learning objectives as set out in the JTA for the particular credential. Courses with more contact hours, hands-on activities, and an instructor that has significant industry experience can all contribute to a better learning experience. An average of 40 hours of instruction is proposed to adequately prepare individuals for a NABCEP Associate Exam. Additional coursework in the fundamentals of energy/electricity and mathematics may be necessary for students who do not already have a strong understanding of these concepts.

3.1.1 Documenting Education

Candidates should request a Course Completion Document with the date that the course ended. This date will serve as the candidate’s “qualifying date;” Candidates have 1 year from the qualifying date, in which to pass their Associate Exam. After the 1 year window, they need to re-apply and re-qualify from the beginning.

If a candidate has to re-take their exam, either because they scheduled a date and time but did not show up or cancel, or, because they receive a failing score, they will need the dated Course Completion Document to self-enroll for a Re-take Exam. (See Section 7, Scoring and Grading in this Handbook.)

3.1.2 Exam Administration Procedure – Education Pathway

Students who successfully complete the NABCEP Associate Registered Course are eligible to take a NABCEP Associate Exam. Instructors and students complete a Candidate Eligibility Form which verifies the Candidate's qualification and profile data for creating an online Candidate Account in myNABCEP. Instructors submit completed, signed Candidate Eligibility Forms to their school's NABCEP Exam Administrator who enters the information to the myNABCEP Platform.

1) If the Candidate is taking their Associate Exam in Paper & Pencil Format, the Training Provider administers the examination directly (U.S./Canada option only).

Approximately 2 weeks after the Exam, Paper & Pencil Candidates receive an EMAIL from support@nabcep.certemy.email with instructions to complete their Exam Registration. Candidates MUST COMPLETE this step in order to receive their Score Reports.

2) If the candidate is taking their Associate Exam via computer (either CBT or LRP), the Exam Administrator submits an online roster through NABCEP's myNABCEP Platform which creates a Candidate Account and triggers an email to be sent to the candidate.

Computer based candidates (CBT and LRP) MUST respond to the Account Activation invitation from "support@nabcep.certemy.email in order to receive their "ticket" to schedule their Associate Exam through Scantron's scheduling portal. Once the myNABCEP Candidate Account is accepted, Candidates receive a Notice to Schedule (NTS) email with instructions for scheduling either a CBT Exam at a Scantron Testing Facility, or, a LRP Exam, using a live remote proctor observing the candidate through the computer's camera.

At the completion of the exam, candidates will see a preliminary score result; this is an UNOFFICIAL score notice.

3.1.3 Determination of Passing Score

The passing score of NABCEP examinations are set by a criterion-referenced standard-setting exercise by experts in the field under the guidance of a psychometrician. NABCEP Associate examinations are not graded "on a curve" – any Candidate who meets the eligibility requirements and achieves a passing score on the examination will earn the credential.

Testing industry best practice is to report exam results as scaled scores. Scaled scores are statistically derived by adjusting the raw score (the number of questions a Candidate answers correctly) by

a factor that accounts for the difficulty of a particular exam format relative to other formats. A scaled score of 65 is required to achieve a passing score on a NABCEP Associate Examination.

Official scores report letters are sent to candidates emails; certificates are available from candidate's Digital Wallet in their myNABCEP Account approximately 2 weeks following the exam date.

3.2 Qualifying through the Experience Pathway

To qualify through the Experience Pathway, applicants must provide documentation of six months of full-time employment directly related to photovoltaics, solar heating, or small wind technologies. Each exam must be applied for separately even if the applicant's work experience is in two or more technologies.

An Applicant's supervisor must complete a Work Verification Form confirming that the Applicant has engaged with the terminology, safety measures and general functionality of the technology for which they are applying. This experience can be obtained through a wide variety of job titles and functions, including, sales, site assessment, installation, roofing, plumbing, electrical, mechanical, design, advocacy, customer service, and many others.

NABCEP reserves the right to verify information submitted. Failure to report truthfully may result in the denial and/or revocation of a credential.

3.2.1 Documenting Experience

Experience Pathway Applicants are required to verify at least 6 months of full time equivalent employment. Full time employment is considered to be at least 35 hours per week. If employed less than 35 hours per week, applicants can combine job experiences to equal a minimum of 910 hours of experience (26 weeks x 35 hrs./week, or 52 weeks x 17.5 hrs/week).

3.2.2 Procedure for Self-Enrollment through the Experience Pathway

1. Open an account on myNABCEP by scrolling to the PVA Experience Pathway link under [Apply Now!](#) on the NABCEP website.

PV Associate (PVA) – Experience Pathway	Document at least six months of full-time equivalent work experience in a job that is directly involved with photovoltaics. For more detailed information on this Associate Credential, click here .	START APPLICATION FOR PVA - EXPERIENCE PATHWAY
---	--	--

2. From dropdown menu under **My Testing**, complete the 5 Steps listed in the *Qualification Phase of the Application*. Applicants should keep a duplicate copy of documents for their records.

- Application
- Demographics
- Code of Ethics, Agreement, Attestation and Release
- Exam Fees
- PV Experience

Once these Steps are complete, the “applicant” becomes a “candidate” and receives an email from support@nabcep.certemy.email to which they MUST respond. After completing the account registration steps, the supervisor phase is activated.

Click SEE DETAILS in the email to log back in to your myNABCEP Candidate Account. Two additional Steps will now be available under the same **Qualification Application** under *My Testing: PV Experience and NABCEP Final Review*.

The screenshot displays the NABCEP My Testing interface. The top navigation bar includes links for My Credentials, My Testing (highlighted with a yellow circle), Digital Wallet, Transcripts, User Guide, and a user profile icon showing 'logged in as Professional'. The main content area is divided into two columns. The left column, titled 'My Testing:', shows the 'PVA EXAM APPLICATION - EXPERIENCE PATHWAY' with a date of 08/12/2021. Below this, the 'Qualification [Phase: Qualification]' section is highlighted with a yellow box. It lists 6 steps, with the first five completed (green circles) and the sixth pending (white circle). The text states: 'To become a NABCEP PV Associate and maintain the credential, the Applicant must:' followed by a bulleted list of requirements. A yellow arrow points from the 'My Testing' tab to this section. Below the requirements, it states: 'The Application and Exam Fees are required to be paid before Applicant may enter experience requirements. The application and exam fees are combined into one fee of \$150. THIS FEE IS NON-REFUNDABLE AND NON-TRANSFERABLE. Acronym: PVA Incomplete'. The right column shows the 'Qualification [Phase: Qualification]' section with the same 6 steps progress indicator. It lists the requirements and states: 'The Application and Exam Fees are required to be paid before Applicant may enter experience requirements. The application and exam fees are combined into one fee of \$150. THIS FEE IS NON-REFUNDABLE AND NON-TRANSFERABLE. Acronym: PVA Incomplete'. Below this, a '6 steps' progress indicator shows the first two steps completed (green circles) and the remaining four pending (white circles). The first step, 'Application', is marked 'Completed' with a green circle and a due date of 08/12/2023. The second step, 'Demographics Questionnaire', is also marked 'Completed' with a green circle and a due date of 08/12/2023. The third step, 'Registration [Phase: Registration]', is marked 'Incomplete' with a white circle and a due date of 08/12/2023. The bottom of the page features the NABCEP logo, the page number 8, and the text 'Associate Handbook v.2.3.5'.

My Testing: PVA EXAM APPLICATION - EXPERIENCE PATHWAY
PVA EXAM APPLICATION - EXPERIENCE PATHWAY
08/12/2021

Qualification [Phase: Qualification]
NABCEP
6 steps ●●●●○
To become a NABCEP PV Associate and maintain the credential, the Applicant must:

- Be at least 18 years of age
- Have at least six (6) months of full-time employment directly related to photovoltaics (PV) **and** have their Supervisor or Manager verify the Applicant's employment
- Agree to the [NABCEP Code of Ethics & Standard of Conduct](#) and [NABCEP Candidate Agreement and Release](#).
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once credentialed, renewal must be completed by Associate's expiration date in order for the Associate credential to remain valid.

The Application and Exam Fees are required to be paid **before** Applicant may enter experience requirements.

The application and exam fees are combined into one fee of \$150. THIS FEE IS NON-REFUNDABLE AND NON-TRANSFERABLE. Acronym: PVA Incomplete

Qualification [Phase: Qualification]
NABCEP
6 steps ●●●●○
To become a NABCEP PV Associate and maintain the credential, the Applicant must:

- Be at least 18 years of age
- Have at least six (6) months of full-time employment directly related to photovoltaics (PV) **and** have their Supervisor or Manager verify the Applicant's employment
- Agree to the [NABCEP Code of Ethics & Standard of Conduct](#) and [NABCEP Candidate Agreement and Release](#).
- Pay Application and Examination Fees to NABCEP
- Pass a written examination
- Once credentialed, renewal must be completed by Associate's expiration date in order for the Associate credential to remain valid.

The Application and Exam Fees are required to be paid **before** Applicant may enter experience requirements.

The application and exam fees are combined into one fee of \$150. THIS FEE IS NON-REFUNDABLE AND NON-TRANSFERABLE. Acronym: PVA Incomplete

6 steps ●●●●○

Application
Qualification **Completed** Due: 08/12/2023
Complete all required fields.
IMPORTANT: Name entered must match Applicant's **full legal...**

Demographics Questionnaire
Dynamic form **Completed** Due: 08/12/2023
Please complete the following demographic questions so we can better serve our certificants, as well as the industry as a whole. Your respons...

Registration [Phase: Registration]
NABCEP
3 steps ○●●
NABCEP will verify the Candidate's exam eligibility window. Once approved, the Test Registration step will be available for completion by the Candidate.

All available study guides or material for NABCEP exams are available on the [Resources](#) page of our website. All practice exams,

3. Complete the PV Experience form to trigger the digital Work Verification Form to be sent to the candidate's supervisor; the Supervisor will be prompted to briefly describe the candidate's job duties and verify the term of employment.

After the Supervisor signs and submits their form, NABCEP Staff will review and either "approve" the application or reject it. Note, if the Supervisor's Form is incomplete, the request for additional verification will be sent back to the Supervisor (not the candidate). If the Supervisor's verification is not received, the application will remain incomplete. Rejected applications may be revised and resubmitted for 6 months.

3.2.3 Determination of Passing Score

The passing score of NABCEP examinations are set by a criterion-referenced standard-setting exercise by experts in the field under the guidance of a psychometrician. NABCEP Associate examinations are not graded "on a curve" – any Candidate who meets the eligibility requirements and achieves a passing score on the examination will earn the credential.

Testing industry best practice is to report exam results as scaled scores. Scaled scores are statistically derived by adjusting the raw score (the number of questions a Candidate answers correctly) by a factor that accounts for the difficulty of a particular exam format relative to other formats. A scaled score of 65 is required to achieve a passing score on a NABCEP Associate Examination.

Official scores report letters are sent to candidates emails; certificates are available from candidate's Digital Wallet in their myNABCEP Account approximately 2 weeks following the exam date.

3.3 Qualifying through the Veterans' Pathway

NABCEP is proud to announce that all of its solar PV Board Certifications and Associate Credentials were recently approved by the US Department of Veteran Affairs to receive benefits under the GI Bill. Due to this momentous federal approval, veterans can now apply for reimbursement of exam fees for a NABCEP exam related to solar PV. Those who are military personnel transitioning to the civilian workforce can begin the process of applying to qualify, but must wait to acquire their DD-214 before gaining approval.

The Veterans Pathway allows those with qualifying experience in the U.S. Armed Forces to apply for the PV Associate credential. Veterans list their experience performing similar or equivalent tasks identified as uniform standards of best practice for entry-level solar professionals and in the [PV Associate Job Task Analysis \(PVA JTA\)](#). (Also available at www.nabcep.org/Resources.)

A Veteran is defined as someone who served and then left the military under their own volition or was honorably discharged.

3.3.1 Documenting Experience for Veterans

Experience for Veterans may come from multiple roles or positions within the Armed Forces and may include electrical, construction, roofing, solar, architecture, design, engineering, operation & maintenance of electrical systems or components, finance, or sales experience. The total qualifying experience must add up to at least 6 months or 910 hours of experience (26 weeks x 35 hrs./week, or 52 weeks x 17.5 hrs/week).

A DD-214 form is required to be uploaded in the application for proof of eligibility to qualify to take a NABCEP Associate Exam.

3.3.2 Procedure for Self Enrollment through the Veteran's Pathway

1. Follow the prompts on the NABCEP website's Veterans Page under Certifications to open an account in myNABCEP. <https://www.nabcep.org/veterans-2/>.

2. Complete the 5 Steps listed in the Qualification Phase of the Application. (See first item in dropdown menu under My Testing.) Applicants should keep a duplicate copy of documents for their records.

- Application
- Demographics
- Code of Ethics, Agreement, Attestation and Release
- Exam Fees
- PV Experience

Once these Steps are complete, the “applicant” becomes a “candidate” and receives an email from support@nabcep.certemy.email. Candidates MUST respond to the email prompts to complete their registration.



3.3.3 Determination of Passing Score

The passing score of NABCEP examinations are set by a criterion-referenced standard-setting exercise by experts in the field under the guidance of a psychometrician. NABCEP Associate examinations are not graded “on a curve” – any Candidate who meets the eligibility requirements and achieves a passing score on the examination will earn the credential.

Testing industry best practice is to report exam results as scaled scores. Scaled scores are statistically derived by adjusting the raw score (the number of questions a Candidate answers correctly) by a factor that accounts for the difficulty of a particular exam format relative to other formats. A scaled score of 65 is required to achieve a passing score on a NABCEP Associate Examination.

Official scores report letters are sent to candidates emails; certificates are available from candidate’s Digital Wallet in their myNABCEP Account approximately 2 weeks following the exam date.

3.3.4 G.I.Bill Reimbursement

The NABCEP Board Certifications and Associate Credential exams that can be reimbursed by the GI Bill include:

- PV Associate Credential
- PV Installation Professional (PVIP) Board Certification
- PV Installer Specialist (PVIS) Board Certification
- PV Commissioning & Maintenance Specialist (PVCMS) Board Certification
- PV Technical Sales (PVTs) Board Certification
- PV System Inspector (PVSI) Board Certification
- Solar Heating Installer (SHI) Board Certification
- Solar Heating System Inspector (SHSI) Board Certification

You can receive reimbursement of a licensing or certification test fee if you qualify for VA benefits under one of the following programs:

- Montgomery GI Bill – Active Duty Educational Assistance Program (MGIB) (Chapter 30)
- Post-Vietnam Era Veterans Educational Assistance Program (VEAP) (Chapter 32)
- Post-9/11 GI Bill (Chapter 33)
- Survivors’ and Dependents’ Educational Assistance Program (DEA) (Chapter 35)
- Montgomery GI Bill – Selected Reserve Program (MGIB-SR) (Chapter 1606)
- Reserve Educational Assistance Program (REAP) (Chapter 1607)

GI Bill reimbursement applications are linked on the [Veterans Page](#) under Certifications on the NABCEP website: <https://www.nabcep.org/veterans-2/>.

GI Bill® is a registered trademark of the [U.S. Department of Veterans Affairs \(VA\)](#). More information about education benefits offered by the VA is available at the official U.S. government website at <http://www.benefits.va.gov/gibill>.

3.4 Converting from a NABCEP Entry Level Certificate

NABCEP no longer supports the Entry Level Certificate of Knowledge. Anyone holding an EL Certificate is encouraged to convert their certificate to become a NABCEP Associate.

To complete a Conversion Application, click on the correct Associate Pathway www.nabcep.org under *Certifications/Apply Now!* (**Apply Now!**). Applicants must document at least 12 hours of continuing education completed within the last three years and pay a \$25 nominal fee.

3.5 Associate Application Review

3.5.1 Education Pathway Applications

Candidates who qualify to take their Associate Exam via the Education Pathway, DO NOT create their own account in myNABCEP. Instead, an account is created for them by their training provider at the conclusion of the course. These applications, submitted by the Provider's Exam Administrator, are automatically approved through the online Roster.

3.5.2 Experience Pathway, Veteran's Pathway, EL Conversion Applications

Approved Applications. Within 2 days of an Application approval, Candidates receive a Notice to Schedule (NTS) email from NABCEP's Testing Vendor, Scantron, Inc. The NTS provides instructions for scheduling the exam time and day.

Rejected Applications. If something is missing, the Application is returned to the Applicant's email with instructions on how and what needs to be corrected. If the defect is part of the supervisor's section, the Applicant must forward information to the Supervisor, for further action.

It is highly recommended Applicants add support@nabcep.certemy.com, @nabcep.certemy.com and "@nabcep.org" to their safe senders list in their email accounts and/or firewall to help assure successful delivery of important certification related communications from NABCEP. Always check your junk email too, as notices are sent automatically from our systems.



3.6 Eligibility Period

A Candidate who has been accepted to sit for the examination is eligible to take the exam for a period of one (1) year from the date of application approval.

If a Candidate does not pass the exam, they can retake it up to six times per year, with a mandatory 14-day cooling off period between attempts. Retake applications will be available in the Candidate's myNABCEP Account for self-enrollment via computer-based testing. If a Candidate does not pass within their 2-year eligibility window, they must reapply as a new Applicant by submitting a new application and remit a new application fee.

3.7 Fees

All fees are non-refundable and non-transferable, except as may be allowed by procedures contained in this Handbook. Fees are payable to NABCEP via credit card or echeck online through our secure portal at <https://nabcep.certemy.com>. View the **NABCEP Fee Schedule** on our website at <https://www.nabcep.org/certifications/nabcep-fees/>.

4. Exam Content

NABCEP Associate Exams are written by volunteer industry Subject Matter Experts under the guidance of professional psychometricians. Each credential has a corresponding Job task Analysis (JTA) that provides a blueprint for the Exam. Candidates should review the appropriate JTA to determine their readiness to take the exam. See the PV Associate Job Task Analysis, Solar Heating Associate Learning Objectives or Small Wind Associate Learning Objectives under **Resources** at www.nabcep.org. Each question on the exam is designed to test one of the tasks from the JTA (or Learning Objectives).



Candidates are provided with up to two hours to complete a NABCEP Associate Examination. A scaled score of 65 is required to achieve a passing score on a NABCEP Associate Examination.

Each examination consists of seventy (70) equally weighted multiple-choice questions, with four (4) choices per question. Sixty (60) of the questions are scored and ten (10) of the questions are unscored pilot questions. The pilot questions are randomly distributed throughout the examination and are not identified. Pilot questions are utilized so that NABCEP can test a question with a sample of real candidates before using it as a scored question, thus helping to ensure that the examinations are fair and reliable.

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

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

4.2. SHA: The Solar Heating Associate Learning Objectives include six (6) knowledge content domains:

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

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

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

5. Admission to the Examination

Both Paper and Pencil and Computer Based Testing (CBT/LRP) Candidates must show a valid government-issued photo identification that exactly matches the name on their application. The Candidate must provide one of the following valid government-issued documents bearing a picture, name, and signature to gain admission to the test site:

- a driver's license
- government issued photo identification card
- valid passport
- military identification card

Identification that has expired is not valid. Applicants are encouraged to confirm that their identification will not expire before scheduling an examination. Examples of non-acceptable identification include, but are not limited to: student ID, employer-issued ID, library cards, and credit cards.

Candidates who are unable to produce the required identification, or who produce an ID that is expired, will not be permitted entrance to the exam. Under these circumstances, Candidates will be considered absent, will forfeit the full exam fee, and will be required to re-schedule the exam and pay all applicable re-examination fees.

5.1 Paper and Pencil Exams (available in the U.S. & Canada only)

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



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

5.2 Computer Based Exams (CBT), including Live Remote Proctoring (LRP)

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

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

No other personal items are allowed except the pencils. The Exam is not an open book exam; no notes or reference material of any kind will be allowed. No digital devices of any kind (cell phones, digital music players, laptops, cameras, watches, etc.) will be allowed. Additionally, no hats or hoods will be allowed to be worn during the Exam.

Live Remote Proctors may ask the Candidate to move the camera to show the surroundings of the exam room, including under the table where the computer is sitting. LRP exams must be taken in an empty room and will be recorded. Live Remote Proctors remain active throughout the exam session.

6. Examination Administrative Policies

The examination supervisor and proctors are the designated agents for maintaining a secure and proper administration of the examination. On behalf of NABCEP, administrators are required to enforce the following rules.

There is to be no talking or moving around during the test. Any irregular Candidate conduct which violates the standards of test administration, such as communicating with anyone other than the Proctor, or copying answers from another person or source, is strictly prohibited and grounds for dismissal from the examination. Any Candidate involved in such behavior will be removed from the exam room, reported to NABCEP, and may be prohibited from taking the exam again.

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

There is to be no smoking, eating, or drinking by Candidates in the test room. Candidates should not bring any personal items into the testing room. Any personal items brought into the room will be collected by the Proctors and stored at the front of the test room until the candidate has completed their examination and turned in all testing materials.

The Proctor and assistants cannot answer any questions about test items during the test. However, they will do their best to help with any procedural questions and address other concerns. If a Candidate feels there is a misprint or an error within an item, the Candidate should raise their hand. They will receive a Candidate Comment Form, which will be collected at the end of the exam. No examination materials, documents, or memoranda of any kind are to be taken from the examination room.

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

6.1 Exam Security

Any Candidate who communicates with, or gives or receives help to or from others during the exam will be dismissed from the examination. Candidates involved in such behavior will be reported to NABCEP and their exam will not be scored. Examination fees will not be refunded and the Candidate may be prohibited from taking the examination in the future.

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



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

6.2 Late Arrivals

Candidates are encouraged to arrive at least thirty (30) minutes before the scheduled start time for the examination. All Candidates who arrive before the scheduled start time of the examination will be processed and seated for the examination

6.3 Failure to Appear

Candidates who fail to appear for the examination will forfeit their entire exam fee and will be required to reschedule the examination and pay a re-examination fee unless they meet cancellation policy guidelines in 6.5 of this Handbook. Appearing to the examination site late is considered a Failure to Appear.

6.4 Cancellation and Exam Rescheduling Policy

Paper and Pencil Candidates (U.S. & Canada option only)

If a Candidate is scheduled to take an examination and cannot attend, they must notify their Training Provider before the scheduled Exam date. Re-scheduling of Paper and Pencil exams is the sole responsibility of the Training Provider.

Candidates who originally scheduled to take a NABCEP Associate Exam in Paper and Pencil format may re-schedule to take or re-take the exam via CBT. Retake fees will apply. See <https://www.nabcep.org/certifications/nabcep-fees/>.

Computer-Based Testing (CBT) and Live Remote Proctoring (LRP)

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

6.5 Natural or Man-Made Disasters

Any Candidate who is requesting to be excused from an exam must submit supporting evidence in writing within four (4) days after the scheduled examination date. Applicable fees may be waived if one of the following exceptions occur:

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

Written requests with attached documentation should be sent to info@nabcep.org with the Subject Heading: Notification of Exam Cancellation. NABCEP reserves the right to request additional evidence to support the exception.

Candidates who are excused will be allowed to select a later exam date to which the fee will be applied. The examination fee is non-refundable and non-transferable. Candidates for whom an excuse is found to not be acceptable will forfeit their entire exam fee and will be required to reschedule the examination and pay a re-examination fee should they wish to continue the credentialing process.

6.6 Test Taking Advice

The advice offered here is presented primarily to help Candidates demonstrate the knowledge they possess and maximize their chances of passing the examination.

- ✓ Familiarize yourself with the Job Task Analysis or Learning Objectives for the credential for which you are applying. See Resources section of the NABCEP website.
- ✓ Read all instructions carefully.
- ✓ Keep track of time. The more questions answered, the better the chance of achieving a passing score. There is no penalty for guessing, so Candidates should answer every question. Blank answers will be counted as incorrect.
- ✓ It is recommended that Candidates fill in answers on the answer sheet as they complete each question rather than waiting until the end of the examination. Time is not provided to transfer answers from the test booklet or scratch sheet after the examination ends.
- ✓ Candidates should speak to a proctor immediately concerning any problems that occur during the examination. Proctors will not answer any questions related to the content of the examination, but may be able to assist with eliminating distractions or other issues.



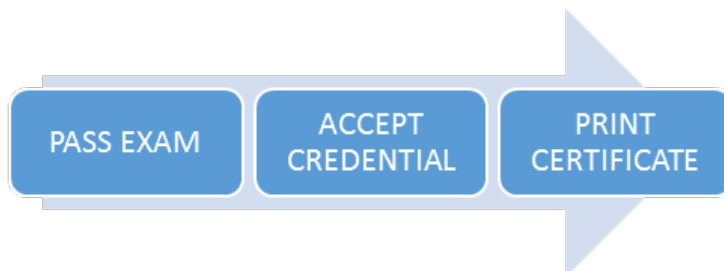
7. Scoring and Grade Notification

Paper and Pencil AND Computer-based testing (CBT & LRP) answers will be scored electronically. A statistical comparison of all responses may be performed as a quality control process to verify the accuracy of examination grades and the performance of test items. Any irregularities identified by this analysis that indicate cheating may have occurred may be considered grounds for denial of a credential. Paper answer sheets are computer-scanned multiple times by NABCEP's third-party testing services vendor to ensure accurate scoring. NABCEP does not provide the ability to request rescoring of NABCEP Associate examinations. All scores reported are final.

Exam Candidates should expect a score report within 2 weeks of taking the Exam. Score reports will automatically populate to the Candidate's Digital Wallet in their myNABCEP Account.

7.1 If You Pass

A Candidate who achieves a passing score will receive a score-report letter by email, that indicates that the individual has demonstrated basic knowledge of the fundamental principles of the application, design, installation and operation of the applicable energy system for the Exam taken (PV, Solar Heating, etc.). A Certificate listing the Candidate's name, credential number and expiration date, signed by the President of NABCEP is available for printing directly from the Candidate's Digital Wallet in their Candidate Account.



7.2 If You Fail

Candidates who do not pass their exam are eligible to retake the exam up to six times per year, with a mandatory 14-day cooling off period between attempts. Eligibility remains open for 1 year from the course completion date or the original application approval date. Retake candidates may schedule to take their exam via our Computer Based Testing (CBT) or on their own computer via Live Remote Proctoring (LRP).



To register to re-take an Associate Exam, Candidate must log back in to their Account at myNABCEP and complete the 2 Step Exam Registration located under My Testing, before completing the Scheduling phase. Check the [Fees Schedule](#) for re-examination fees. A candidate failing to pass their Associate Exam within the 2 year time frame must complete a new application and re-qualify.

7.3 Scoring Results

The passing score of NABCEP examinations are set by a criterion-referenced standard-setting exercise by experts in the field under the guidance of a psychometrician. NABCEP Associate examinations are not graded on a curve – any Candidate who meets the eligibility requirements and achieves a passing score on the examination will earn the credential.

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

7.4 Cancellation of Scores

NABCEP is responsible for the integrity of the scores they report. On rare occasions, circumstances such as a technical malfunction or Candidate misconduct may render a score invalid. NABCEP is committed to rectifying such discrepancies as expeditiously as possible. NABCEP reserves the right to cancel any examination scores if, in the sole opinion of NABCEP, there is adequate reason to question its validity. In the event of cancellation, NABCEP at its discretion may (1) offer the individual an opportunity to take the examination again at no additional fee, or (2) revoke or otherwise take action with regard to the application or credential deemed to be in violation of any policies or procedures of NABCEP applicable to the appropriate Credential program.

8. Becoming A NABCEP Associate

8.1 Duration of Associate Credential

NABCEP Associate credentials are valid for three (3) years following the date of issuance. During that time, an Associate may use the credential designation after their name to show that they are a NABCEP Associate (see [Trademark and Mark Use Policy](#) under ABOUT US on the NABCEP website). Associates will receive a certificate and information on maintaining the credential when they are notified of their success on the Associate exam. Upon suspension or withdrawal of their NABCEP credential, Associates must discontinue the use of all claims to being a NABCEP Associate credential holder. Furthermore, if the Associate's status as a credential holder changes, the NABCEP Associate certificate that has not yet expired, must be returned. NABCEP is a registered trademark owned by the North American Board of Energy Practitioners. All rights of ownership are maintained by NABCEP.

8.2 Misconduct

Applicants and Associates who have been determined to be involved in fraud, misrepresentation or inappropriate behavior in the application, examination or renewal process, will be subject to disciplinary action, which may result in denial or removal of NABCEP credentials.

8.3 Professional Directory

NABCEP maintains a NABCEP Associate Professional Directory as a free benefit for Associates and the public. The Associate Directory contains the name, city, state and NABCEP credential number of all NABCEP Associates in good standing. This database is available in a secure, online format on the NABCEP website.

8.4 Logos and Trademarks

NABCEP owns all title, interest, and other proprietary rights related to all NABCEP trademarks, designations, and logos (NABCEP Marks), including NABCEP Certificates. When passing a NABCEP Examination, Credential holders are awarded a digital NABCEP Certificate with their unique credential number and NABCEP's Corporate Seal. Permission to use the NABCEP Mark is extended to Associates in good standing. Credential holders must renew their credential every 3 years or forfeit the right to continued use of NABCEP trademarks. Please see [NABCEP Trademark and Mark Use Policy](#) for details and examples of proper use. (Also available from the NABCEP website, under About Us.)

8.4.1 Displaying a NABCEP Associate Mark

Only people credentialed by NABCEP, who maintain active credentialed status, and are in good standing, are authorized to use a NABCEP Credential Mark. The Mark is personal to the individual and may not be transferred or assigned to any other individual, organization, business, or entity. Certificates may not be displayed for purposes other than verification of the professional's credential and should be displayed only when the certification is current and the Associate is in good standing with NABCEP.

SEALS, like the one shown in this example, must always be accompanied by a name and/or number. WORDS claiming to be a "NABCEP Associate," must always be accompanied by the name and/or number of the Associate person.

NABCEP Associates, who maintain their active status, are granted limited rights to use the Marks in accordance with NABCEP Policies. Connected to this right to use is the agreement to protect the NABCEP Brand by reporting to NABCEP any misuse of its logos, seals or any other trademark or copyright material.



Photovoltaic

James Doe, Certificate #123456

8.4.2 Trademark Violations

Reports of misuse will be held by NABCEP in strict confidence. Upon receiving a report of logo misuse, false claims of certification or any other infringement or other misuse of any NABCEP Trademarks will be challenged. Following the receipt of information that an unauthorized use of a NABCEP Trademark may have occurred, NABCEP will determine if responsive action(s) will be taken in accordance with its Policies, and applicable Federal, State, and International laws. [NABCEP's Trademark and Mark Use Policy](#) is always available from the website, under About Us.

9. Confidentiality

9.1 Confidentiality of Application Materials

An Applicant's submitted materials shall remain confidential, unless stipulated in writing by the Applicant, or authorized by other NABCEP policies and practices. Only members of the NABCEP Board of Directors, NABCEP staff, and designated individuals acting on behalf of the Board shall have access to these documents. NABCEP will take all reasonable precautions to ensure that Applicant's application information will not be released to third parties. In the event that a legal request for information is made, NABCEP will notify the subject of inquiry of their intent to comply with the law unless prohibited to do so. Upon becoming credentialed, professional contact information will be considered public information and may be made available to the public upon request.

9.2 Confidentiality of Scores

Individual Associate scores shall remain confidential unless an Associate agrees in writing to release their score to specific authorities, such as a state board of licensure. Registered Associate Providers are not given access to the scores of those candidates who obtained eligibility by completing one of their courses. Training Providers are only able to view the total number of Pass/Fail candidates they have registered.

10. Associate Renewal

10.1 Renewal Cycle

Each renewal cycle will be a three (3) year period. The first cycle begins on the date of initial credentialing, and expires three (3) years later. The expiration date is printed on the NABCEP Certificate and is listed in each credential holder's account on myNABCEP. A new certificate, with a new expiration date will be issued upon renewal.

10.2 Renewal Timeline

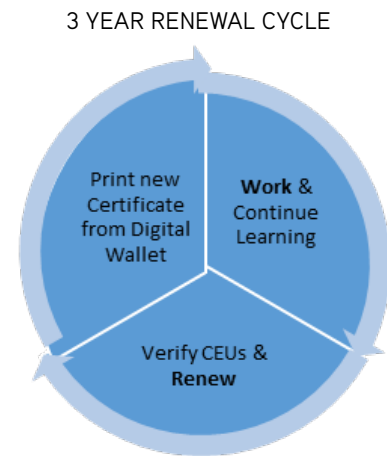
Associates may submit their Renewal Application during the third year of their current credential cycle. Associates, however, may log in to their myNABCEP account at any time during the renewal cycle to upload and save documents as they are earned. All uploaded documents can be saved to the Associate's myNABCEP Digital Wallet for easy access to upload to the Renewal Application.

NABCEP Associates who do not complete renewal requirements before credential expiration will be required to reapply and retest to obtain the credential again.

10.3 Requirements for Renewal

NABCEP Associates must document at least 12 contact hours of continuing education (CEUs) over the course of their 3-year credentialed cycle. A contact hour equals one 60-minute period of organized learning activity including interaction between learner and instructor or learner and teaching material. In-person classes, conference workshops and/or online webinars are accepted where participation can be validated.

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



10.3.1 Renewal Application Process

Associates must log in to their myNABCEP account to renew their NABCEP Associate credential. Renewal applications are available in the Associate's myNABCEP account, under My Testing at <https://nabcep.certemy.com>. **NOTE:** Do NOT begin this process until the third year of the cycle!

10.3.2 Continuing Education Requirements for Renewal

NABCEP Associates are required to complete at least 12 hours of professional development every 3 years. Course work must relate to the Associate's technology (PV, Solar Heating, or Small Wind) and attendance must be documented with an official signed course completion document, transcript, or other record.

NABCEP maintains a Course Catalog which includes Registered Continuing Education courses for Associate and professional certifications. NABCEP also hosts an annual Continuing Education Conference where applicants may obtain all their required CE credits by attending Conference sessions. See www.nabcep.org for NABCEP CE Conference details.

Education credits (CEUs) may come from qualifying courses which are registered with NABCEP (see [Course Catalog](#)), or other sources. Verifiable documentation is always required.



10.3.3 Qualifying Activities for Contact Hours through Participation in Classes,

Training Seminars and Related Offerings

Participation in the following educational activities will qualify for continuing education for renewal. NABCEP approves 1 credit for each 1 hour of learning.

College or University Courses: Credit may be earned by successfully completing academic coursework at an accredited university or college during the current renewal cycle. Courses may be “audited for credit” if completed and a passing grade is received.

Documentation Required: Associates must obtain a certificate or letter verifying attendance and a program description. The number of credit hours for the course must be specified on the Course Completion Document. Credit is not awarded for time spent on sales presentations, breaks, travel, receptions, or meals. All credits are subject to approval and confirmation by NABCEP.

Registered Apprenticeship Training: Credit may be earned by successfully completing coursework in a government supported Apprenticeship Program.

Documentation Required: Associates must upload a certificate or letter verifying attendance and a program description. Credit is only provided for coursework portion of an apprenticeship-training program. On the job, training hours are not valid for Continuing Education Credits.

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

Documentation Required: Associates must obtain a certificate or letter verifying attendance and a program description. The number of credits for the course must be specified on the Course Completion Document

Registered NABCEP Continuing Education Courses: Credit may be earned by successfully completing coursework that is registered for Credit with NABCEP. Providers of these courses adhere to content standards established by NABCEP and are authorized to issue credit certificates to individuals who complete registered courses. A listing of NABCEP registered courses is linked to the NABCEP website at www.nabcep.org.

Documentation Required: Associates must obtain a certificate or letter verifying attendance. The number of credit hours for the course must not exceed the credits listed in the Catalog.

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

Documentation Required: Associates must obtain a certificate or letter verifying attendance and a program description. The number of credit hours for the course must be specified on the Course Completion Document.

10.4. Maintenance of Personal Renewal Records

Associates must maintain the applicable records and documentation related to each reported renewal activity for at least twelve (12) months after the current renewal cycle has ended. Such records should be stored in a safe and secure manner. Associates may use their Digital Wallet to store documentation.

10.5 Credit Denial

NABCEP reserves the sole and exclusive right to evaluate all activities and programs on an individual basis and at its discretion, to deny credits for those activities that fail to meet the terms of this policy and other NABCEP requirements. In its evaluation, NABCEP will consider the number of credits indicated for a program by other providers. However, NABCEP reserves the sole and exclusive right to make all final determinations concerning the number of credits granted for each activity. The Associate will be notified when credits are reduced or denied, including a statement indicating the basis for such action.

10.6 Failure to Satisfy Renewal Requirements

10.6.1 Expired Credentials

Individuals with expired NABCEP Associate credentials may renew their credential up until 6 months following their credential expiration date. Associates applying to renew after the printed expiration date will be subject to late fees. Upon expiration, the Associate is NOT credentialed by NABCEP.. Expired Associates are removed from the online Professional Directory immediately upon expiration of the credential. Once the 6 month grace period has ended, expired NABCEP Associates must reapply and re-exam in order to become credentialed again.

Associates who fail to satisfy the renewal requirements prior to the conclusion of the current renewal cycle will become inactive and placed on an inactive list of Associates. If at any time a credential holder's good standing status changes prior to their three year credential period, the Certificate must be returned to NABCEP. NABCEP is a registered trademark owned by the North American Board of Energy Practitioners.

11. Ethical Practice Requirement

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

Associates applying for renewal must be in good standing with NABCEP. Associates against whom a complaint is brought will be notified and will have the opportunity to refute the complaint filed against them. If a review process finds the Associate in violation of the Code of Ethics or Standards of Conduct or if they are consistently, performing work that does not reflect the skills and experience required for the credential, their credential may be revoked and the Associate may be denied the opportunity to attain renewal status.

If at any time a Credential holder's good standing status changes prior to their three-year credential period, the Certificate must be returned to NABCEP. NABCEP is a registered trademark owned by the North American Board of Energy Practitioners. All rights of ownership are maintained by NABCEP.

11.1 Appeals from Certification Decisions

Grounds for Appeal

This appeal process is the only way to resolve NABCEP application, eligibility, examination, and other credentialing or renewal challenges, complaints, and/or claims of irregularities.

An Associate may submit to the President/CEO, an initial appeal (request for review) of an adverse NABCEP action or decision based on any of the following grounds:

- The Candidate was found to be ineligible to take or unable to complete the Examination;
- The Candidate did not pass or successfully complete the Examination; or,
- The Applicant failed to satisfy a qualification requirement, or failed to satisfy a renewal requirement, including those requirements related to qualifications, education, and experience, or was otherwise deemed ineligible for credentialing or renewal.

The written request must be received by NABCEP within thirty (30) days of the date of the adverse action.

Appeal Procedures

The Appeals Policy is available on the NABCEP website under *About Us/Ethics 7 Standards*. In order for an appeal to be considered, the appeal submission must contain the following information:

- The identity and signature of the person submitting the appeal;
- A detailed explanation of the reasons and basis for the appeal, as defined and limited by Section E.2 in the Appeals Procedure;
- All objections, corrections, and factual information the credential holder believes to be relevant to the appeal;
- The contact information of any persons with factual information relevant to the appeal, and a clear description of the factual information available from these persons; and,
- Copies of any and all relevant documents, exhibits, or other information that support of the appeal.

12. Troubleshooting

NABCEP maintains answers to Frequently Asked Questions (FAQs) on the website under Certifications: <https://www.nabcep.org/certifications/frequently-asked-questions/>.

Associates are also welcome to contact NABCEP Headquarters by emailing info@nabcep.org.

Contacting NABCEP

Obtain Information and Ask Questions

Please contact the Board office at (800) 654-0021, or visit our website at www.nabcep.org for additional information.

North American Board of Certified Energy Practitioners

56 Clifton Country Road, Suite 202

Clifton Park, NY, 12065

Email: info@nabcep.org, Phone: (800) 654-0021, Fax: (518) 899-1092

Change of Address or Name

Applicants and credential holders are responsible for updating all employment and contact information through their account at my.nabcep.org.

Other Policies

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



Raising Standards. Promoting Confidence.

Proudly supports, and works with, the renewable energy and energy efficiency industries, professionals, and stakeholders to develop and implement quality credentialing and certification programs for practitioners.