



Home Innovation
NGBS GREEN VERIFIER™

NGBS GREEN VERIFIER CANDIDATE HANDBOOK

FEBRUARY 2019

This document outlines the steps and requirements for obtaining NGBS Green Verifier accreditation from Home Innovation Research Labs.

For more information on the NGBS Green program, visit www.HomeInnovation.com/Green.

TABLE OF CONTENTS

CHECKLIST 1: ACCREDITATION PROCESS	1
CHECKLIST 2: PREREQUISITES	2
I. GETTING STARTED.....	3
A. Role of NGBS Green Verifiers.....	3
B. Prerequisites	3
Required Computer Skills & Equipment:	3
Construction and Green Building Experience:	3
C. Conflict of Interest	4
D. Required Knowledge.....	5
II. ACCREDITATION PROCESS	6
A. Application	6
B. Verifier Training is NGBS Version-Specific	6
C. Training/Accreditation Fees.....	6
D. Accessing Training Resources	6
E. NGBS Green Verifier Study Guide	7
F. Verifier Study Aid: Typical 2012 NGBS Exam Questions	8
G. Accreditation Exam	10
Administration	10
Format & Content	10
H. Completing Verifier Training/Accreditation.....	11
I. Maintaining NGBS Green Verifier Accreditation.....	11
J. NGBS Green Verifier Agreement & Insurance Requirements.....	11
III. WORKING AS AN NGBS GREEN VERIFIER	13
A. Verifier Resources	13
B. Stay Informed.....	13
C. Marketing Your Accreditation.....	13
D. Continuing Education Requirements	13
E. Performance Management.....	14
IV. RENEWAL PROCESS	14
Steps for Completing Your Renewal.....	14
V. CONTACT INFORMATION	14

CHECKLIST 1: ACCREDITATION PROCESS

- **STEP 1: Prerequisite Review** (See Checklist 2 for more details.)
- **STEP 2: Submit Resume & Cover Letter**

Submit a resume and cover letter to VerifierRegistration@HomeInnovation.com. The letter should explain in detail how you meet the pre-requisite qualifications from Checklist 2. Applications that do not explain how the prerequisites are met will be rejected.
- **STEP 3: Pay Training/Accreditation Fee**

Once you are accepted, Home Innovation will provide access to the online training. You must pay the training/accreditation fee to access the training. Verifier accreditation is NGBS version-specific and must be renewed annually. Verifiers seeking accreditation must earn 2012 NGBS accreditation first, and then the 2015 NGBS accreditation. See below for the accreditation fees.
- **STEP 4: Review Training Materials**
 - Purchase the 2012 NGBS (www.BuilderBooks.com) (available as an ebook)
 - Download the 2015 NGBS (www.nahbclassic.org/form.aspx?formID=18173)
 - Purchase the 2012 NGBS Commentary (www.builderbooks.com) (available as an ebook)
 - Download the 2012 NGBS Green New Construction scoring spreadsheets (www.HomeInnovation.com/GreenScoring)
 - Download the 2012 Verifier Resource Guide for Training (<http://NGBSGreenPro.HomeInnovation.com>)
 - Complete the training modules (<http://NGBSGreenPro.HomeInnovation.com>)
- **STEP 5: Take Accreditation Exam**

An 80% passing grade or higher is required in each of the 3 exam sections for the 2012 NGBS and an 80% for the 2015 NGBS which has one section. Your training fee allows you to take the exam twice. If you fail twice, you must pay the training fee again.
- **STEP 6: Submission of Application, Agreement & Insurance**

NGBS Green Verifiers are expected to complete an online profile annually with information about their companies and services offered.
- **STEP 7: Submit Complete Application Packet**

NGBS Green Verifiers must submit the following items before becoming accredited:

 - NGBS Green Verifier Agreement
 - Evidence of Insurance

CHECKLIST 2: PREREQUISITES

The following background/skills are expected of candidates prior to completing the training and exam. To determine if you qualify to become an NGBS Green Verifier, check off the boxes that apply to you:

- Skills to use Microsoft Excel 2016 or higher
- Minimum One-year experience in at least one of the following:
 - Construction experience either on the jobsite or in management
 - Superintendent or equivalent residential jobsite supervision
 - Licensed or qualified home inspector
 - Residential design or architectural work
 - Residential land development management
 - Green building verification for another green certification program
 - Construction consulting, training, or inspection services
- Meet at least one of the following:
 - Three years of professional field experience in green and/or sustainable residential construction
 - At least 12 hours of formal green training
 - Designation by NAHB as a Certified Green Professional, or professional certification from Green Advantage, or Green Building Certification from National Association of the Remodelers Industry (NARI), or RESNET Green Rater Certification (not just HERS Rater), or USGBC LEED Accredited Professional Certification/training
 - Experience as a green building verifier for another program for at least two years
 - Two years of consulting and/or training in green building technologies

Disqualifying Circumstances: The following individuals are ineligible to serve as NGBS Green Verifiers:

- Staff and officers of local or state Home Builder Associations (HBAs)
- Individuals who provide, or work for organizations that provide, verification/certification services based on the ICC-700 National Green Building Standard™ outside of Home Innovation's NGBS Green certification program services

In addition, once accredited, a Verifier is **ineligible** to provide verification services for a specific project if he/she:

- Is involved in the physical construction and/or has a financial interest in the project seeking certification
- Supplies materials and/or installed products or systems in the project seeking certification
- Is employed as a sales agent for the project seeking certification
- Is an immediate family member of anyone materially, financially, or otherwise substantively tied to the project seeking certification

I. GETTING STARTED

This guide outlines the accreditation process and role and requirements of the NGBS Green Verifier.

A. Role of NGBS Green Verifiers

NGBS Green Verifiers serve as independent, in-field representatives of Home Innovation's NGBS Green certification program. Verifiers work with builder/developer/remodeler/architect clients to guide them through the certification process and perform rough and final inspections of the projects seeking certification.

Accreditation offers an opportunity to build or expand a business with NGBS Green verification as a service offering.

Accredited Verifiers perform the following key functions:

- Execute a verification service agreement with the builder/developer/remodeler/architect that defines verification fees, number of meetings, number of inspections, and any expected performance tests
- Review project scoring with builder/developer/remodeler/architect to understand what certification level is being sought and confirm the scoring is accurate
- Determine with the builder if an initial review of the supporting documentation is required before the pre-drywall site inspection; if needed, complete review and record results
- Conduct pre-drywall site inspection(s), document the results along with any performance tests (i.e., duct leakage test results) completed, and submit for Home Innovation review and approval
- Conduct final inspection and document results (documentation review, first and final site inspections) along with relevant comment and photos and submit to Home Innovation for review and approval

Verifier accreditation is earned by individuals; it does not extend company-wide. However, if an individual intends to provide verification services as an employee of an organization of which they are not the sole owner, an officer of that company must provide consent by signing the Verifier Agreement.

B. Prerequisites

Candidates must meet the following requirements before Home Innovation will grant access to the Verifier training.

Required Computer Skills & Equipment:

Computer with Windows 10 (verification tools are not designed for a Mac platform) and proficiency with Microsoft Excel 2010 or higher.

Construction and Green Building Experience:

- Construction Expertise** - One-year experience in one of the following:
 - Construction experience
 - Licensed or qualified home inspector
 - Residential design or architectural work
 - Construction consulting, training, or inspection services, including HERS Rater or BPI Inspector

- **Green Building Expertise** - Meet one of the following:
 - One-year field experience in green and/or sustainable residential construction
 - 12 hours of formal green training, including but not limited to, NAHB Certified Green Professional, professional certification from Green Advantage, NARI Green Building Certification, RESNET Green Rater Certification (not just HERS Rater), or USGBC LEED accreditation or training
 - One-year experience as a green building verifier for another program
 - Two years of consulting and/or training in green building technologies

Verifier training does not teach basic construction and green building principles. Verifiers are expected to have a minimum proficiency in both of those areas before being accepted to the training.

NGBS Green certification is comprehensive, it is not merely an energy efficiency certification; therefore, experience only as a HERS Rater or with ENERGY STAR is insufficient. We are looking for expertise also in resource efficient, site development, indoor environmental quality, and water efficiency.

If you believe you have that expertise, but it is not apparent in your resume, please clearly state how you meet the prerequisites in your cover letter.

C. Conflict of Interest

Verifiers must render judgments and services "independent," "objective," and "impartial." Consequently, Home Innovation has a strict prohibition against conflict of interest as it would impair objective judgment. We also strictly prohibit *the appearance* of a conflict of interest.

What this means for a Verifier is that we are focused on the nature of your relationship with the client to determine if circumstances would cause you to be partial in your decisions, subjective in your inspections, and biased in your inspections.

Candidates that meet the conditions below are **prohibited** from becoming accredited Verifiers under any circumstance:

- Staff and officers of local Home Builder Associations (HBAs)
- Individuals who provide, or work for organizations that provide, verification/certification services based on ICC-700 National Green Building Standard™ outside of Home Innovation's certification

Verifiers are **ineligible** to offer verification services in the following circumstances:

- Being involved in the construction and/or having a financial interest in the project being verified
- Supplying materials and/or installed products or systems in the project being verified
- Being employed as a sales agent for the project being verified
- Offering verification services for a project that includes an immediate member of the Verifier's family

This list is not exhaustive; rather it represents what Home Innovation believes to be the most common potential conflicts of interest that may arise. If you have any doubt as to whether a pre-existing relationship with or connection to a key member of the client team will violate the spirit of these rules, contact Home Innovation before commencing any verification services. If found in violation of any of

these stated conflicts of interest, or the spirit of these rules, you may jeopardize the project's ability to earn NGBS Green certification and you may lose your accreditation.

D. Required Knowledge

Verifier training will cover NGBS Practices, the certification process, and verifier responsibilities. Candidates are expected to demonstrate firm understanding of the following concepts during an accreditation exam, prior to earning accreditation and providing verification/certification services. (Percentages indicate the portion of the exam that tests each concept.)

- Certification Process & Verifier Responsibilities (30%)
- Technical Understanding of Green Building Practices (20%), including:
 - Land Use
 - Resource Efficiency
 - Energy Efficiency
 - Water Conservation
 - Indoor Environmental Quality
- Technical Understanding & Interpretations of NGBS Practices (50%)

The exam will also test the candidate's existing technical understanding of green building practices. The training does not cover basic green building information.

II. ACCREDITATION PROCESS

A. Application

Submit the following to verifierregistration@homeinnovation.com:

1. Resume
2. Cover letter that describes how the candidate's experiences meet the NGBS Green Verifier prerequisites. The letter should attest to the candidate's experience in each of following areas:
 - Land Use
 - Resource Efficiency
 - Energy Efficiency
 - Water Conservation
 - Indoor Environmental Quality

Home Innovation will review each submission. Qualified candidates will be granted access to the online Verifier Resource Center to prepare for the accreditation exam; login credentials will be provided via email.

B. Verifier Training is NGBS Version-Specific

Accreditation is NGBS version specific. We are currently accrediting Verifiers to the 2012 and 2015 NGBS. Currently Verifiers must successfully complete the training for both the 2012 and 2015 NGBS to be listed as an Accredited Verifier on the Home Innovation website.

We anticipate Verifier training for the 2020 NGBS will start at the end of 2019.

C. Training/Accreditation Fees

The fee for 2012 NGBS AND 2015 NGBS training and testing is \$250 and must be paid online before a candidate can access the training materials. The fee covers: (1) access to online training resources and self-paced educational modules; (2) two attempts at the accreditation exams; and (3) one year of accreditation.

You have 90 days to successfully pass the accreditation exams after paying the fee, otherwise you must pay the fee again. Fees are non-refundable.

Please note that credit card statements will show payment has been made to "DIGITAL CHALK," not Home Innovation Research Labs.

D. Accessing Training Resources

Training resources are self-paced and available online 24/7. Log-in information will be emailed directly to candidates from [Digital Chalk](#).

Steps for accessing training resources:

1. Visit the online Verifier Resource Center at <http://NGBSgreenpro.homeinnovation.com> and enter login credentials.
2. From the catalog menu, select the 2012 version of verifier training by clicking "Add to Cart."
3. Click on the cart icon (top-right of screen, next to your name) to view and then click "Continue" to check out and provide credit card information.

Once purchased, the course will be visible in the "Dashboard" screen with each login.

You must work through the training elements sequentially. The next element within the sequence is not available until you have completed the prior element.

Candidates should have the training resources available during the training (see page 1).

Candidates should practice scoring a building prior to taking the exam. Download the latest version of the NGBS Green Scoring Tool for New Construction: www.HomeInnovation.com/GreenScoring.

E. NGBS Green Verifier Study Guide

FOR SUCCESS, READ BEFORE STARTING

Candidates occasionally have difficulty passing the Verifier accreditation test, particularly the 2012 NGBS Scenarios Section. Some believe the test questions are intentionally tricky. This is not the intent. The test scenarios reflect realistic scenarios that you will face as a Verifier. While Home Innovation is here to support NGBS Green Verifiers and provide technical assistance as necessary, we rely on Verifiers to correctly award certification points for buildings seeking NGBS Green certification. Verifiers are accorded substantial discretion in the verification process, and thus the goal of the test is to assess if a candidate understands the overarching verification guidelines and can correctly assess on-site circumstances that don't neatly fit NGBS practices.

The Verifier test is designed to be an open book test. Each section of the test is timed. However, you should have plenty of time to answer the questions and refer to the relevant resources. Use all the resources at your disposal. Make sure you complete and submit the test upon completion and before the time runs out.

STUDY TIPS

1. What is the INTENT of the practice? Is the INTENT met? Then the Verifier should award the points.
2. NGBS Chapter 2 provides definitions of key terms. Refer to it as necessary. Do not assume that you know how a term is defined. It may be defined differently in the NGBS than other regulations or codes.
3. The NGBS is not intended to abridge safety, health, or environmental regulations contained in other applicable laws, codes, or ordinances. Nor does the NGBS exempt buildings from the NGBS baseline. Each version of the NGBS sets a baseline. For the 2012 NGBS it is the 2009 IBC, 2009 IRC, and 2009 IECC. For the 2015 NGBS it is the 2015 IBC, 2015 IRC, and 2015 IECC. If a project seeking NGBS Green certification is in a jurisdiction that mandates a less stringent code that does not exempt the building from meeting the NGBS Green baseline.
4. Sometimes if an NGBS practice is required by code, the building may not be eligible for points. READ THE PRACTICE CAREFULLY.
5. Points are only awarded for practices that have been successfully completed and the Verifier can verify. No exceptions. Practice not complete? Award zero points.
6. If the builder needs points toward certification, but the practice is not complete, or the builder has not compiled the documentation, you will have to come back and re-inspect to award those points. The cost to re-inspect a home is at the Verifier's discretion.

7. If the builder claims points for practices that are not complete, but the building doesn't need the points for certification, complete the inspection and submit the report to Home Innovation for processing. No reason to hold up the process.
8. We expect rough verification reports to be submitted to Home Innovation preferably within one business day but no longer than 30 days after of the rough inspection date for single family homes and within 30 days of completing the last inspection for that stage multifamily buildings.
9. We prefer final inspection reports to be submitted to Home Innovation within 30 days of the final inspection date. Secure payment for your verification services from the client accordingly.
10. If a verification report has not been received before 90 days, Home Innovation reserves the right to require the home to be re-inspected by the Verifier.

F. Verifier Study Aid: Typical 2012 NGBS Exam Questions

If you fail the 2012 NGBS Verifier Test in your first attempt typically this is due to lack of attention to detail in the way the question or answers are worded, or not selecting the most appropriate answer when two are similar. Before taking the test, be sure you are very familiar with the 2012 NGBS (including the definitions in Chapter 2), the *Verifier Resource Guide* (VRG), and the 2012 NGBS scoring spreadsheet. You should also be sure to review the training modules completely and score a "sample" home using the scoring spreadsheet. The test is open book so no one is required to memorize any of the resources noted, however, you must be familiar with the contents to pass the test.

The following example questions should be helpful in preparing for the type of information covered in the test.

EXAMPLE 1: You arrive at a home to do the final inspection and notice that the landscaping is not yet completed. The builder tells you that the home buyer is not moving in for six weeks and they will have it done by then, but the builder wants you to do the final inspection anyway so he can have the certificate for closing in two weeks. The builder says he has enough points for silver certification without any landscape points. You have worked with this builder a number of times and know that he will have the landscaping completed when the home owner moves in. What should you do?

- A. Do the inspection and if there are enough points for silver submit the report immediately.
- B. Do the inspection now and come back as soon as the landscaping is in to finalize and submit the report.
- C. Do the inspection and award the points for the landscaping because you trust the builder to complete the work as promised and submit the report
- D. Do the inspection and submit the report and request a preliminary certificate until you have verified the landscaping has been completed.
- E. Tell the builder that you cannot do a final inspection until everything for the home has been completed and that you will come back when he tells you it is done.

The correct answer is A. If all the mandatory practices have been met and additional points are not needed for the desired certification level, the inspection should be completed and submitted. There is no reason to delay. The certificate does not indicate number of points achieved, only certification level achieved. Answer C is incorrect as you should never award points based on what a builder says they will do in the future. Answers B and D are incorrect as there is no need for the extra work and cost involved

for a preliminary certificate or a second inspection since the home already meets the certification level. Answer E is incorrect because there is no requirement that a home be 100% complete before you can do the final inspection; only items requiring verification must be complete. This is an example where the correct answer depends on doing the most practical thing within the guidance provided by the VRG.

EXAMPLE 2: Which of the following is not correct?

- A. The NGBS is an ANSI approved consensus standard.
- B. Verifiers are required to maintain both general liability and professional liability insurance.
- C. Verifiers may delegate parts of the verification inspection except for Chapter 7 to others in their company who are not accredited verifiers.
- D. Verifier set their own fees for their verification services.
- E. Verifiers are expected to submit a verification report the next business day after conducting the inspection.

The correct answer is C. The question asks which of the options is NOT accurate. This type of question is often missed because the question is not read carefully. If you see two or three answers that seem to be accurate, that is a clue that the question may be asking for what is not appropriate rather than what is.

EXAMPLE 3: You are doing the final verification on a 3-bedroom, 2-bathroom house. All the toilets in the house are the same and the builder is claiming 17 points for them. The only information that you have on the toilets is the manufacturer's literature that simply shows the toilets are 1.2 gallons per flush per ASME 112.19.2. How many points do you award?

- A. 0 points
- B. 4 points
- C. 6 points
- D. 11 points
- E. 17 points

The correct answer is A. The practice requires that the toilets not only meet the maximum flush volume of 1.28 gpf per ANSI112.19.2, but that they also meet the EPA WaterSense requirements. Since the manufacturer's literature does not mention WaterSense, the safest assumption is that the toilets do not comply, and points should not be awarded. A common shortcoming when completing the verification inspection is when the verifier focuses only on part of the practice requirement and not the entire requirement. If, however, both toilets in this example had also been documented as WaterSense, then the correct number of points would be 13 (11 points for 801.5(3) and 2 points for 801.5(4)) [which was not a choice provided for this scenario].

EXAMPLE 4: A developer has developed a 25-home community on a 50-acre site on prime farmland in central Iowa. Which practice should a developer most likely get points for in this situation?

- A. Infill lot
- B. Multi-modal transportation
- C. Avoiding sensitive areas
- D. Minimizing slope disturbance
- E. Low slope lot

The correct answer is E since Iowa is typically flat. However, this question has frequently been answered incorrectly with option C because prime farm land is defined in Chapter 2 as a sensitive area. Verifiers need to be familiar with the definitions in Chapter 2 and apply them to the practice. These definitions are often overlooked when answering the test questions. Answer D is also not correct because the VRG notes that “In order to receive points the lot must have enough slope that these practices (503.2) actually contribute to reducing impact both in the short and long term.” The question does not give enough information to conclude this is the case. Another common pitfall for verifiers is not consulting the VRG in interpreting the NGBS and answering the question at hand. There is not enough information in the question to support either answer A or B.

G. Accreditation Exam

Administration

The NGBS Green Verifier accreditation exam is administered on the online Verifier Training Center. The exam may only be started after the training modules have been completed.

The exam is administered as three parts, which must be complete in the following order:

- Certification Process & Verifier Responsibilities (15 questions, 30 minutes)
- Green Building Technical Knowledge (10 questions, 30 minutes)
- 2012 NGBS Scenarios (25 questions, 60 minutes)

You can complete the questions out-of-order within each part of the exam, and you will have an opportunity to review your work at the end.

Submit the test before the time runs out or the test will not be graded.

The exam is an open book test. NGBS Green Verifiers will have access to program resources when they are performing inspections. Home Innovation recognizes that it is more important for verifier candidates to demonstrate they know where to find and interpret information in a timely manner than to memorize NGBS requirements. For that reason, Home Innovation allows use of study materials, including: the NGBS; NGBS Commentary; and Verifier Resource Guide (VRG) during the exam.

To pass the accreditation exam, a minimum score of 80% is required for each section of the accreditation exam. If any section is failed twice, the verifier candidate will be prompted to exit and re-purchase the training course (\$250 fee). An 80% passing grade must be obtained within one “course;” passing scores cannot be aggregated across multiple courses. Failure to complete the exam within 90 days of payment will require a candidate to re-pay the training/accreditation fee and re-start the course.

Home Innovation does not provide specific information on which questions a candidate answers correctly or incorrectly, and staff cannot provide one-on-one guidance. If there is something specific that stumps you, please [contact us](#).

Format & Content

All questions are multiple choice. Some samples are provided below.

EXAMPLE 1: Which of the following is NOT correct?

- A. The NGBS is an ANSI approved consensus standard.
- B. Verifiers are required to maintain both general liability and professional liability insurance.

- C. Except for Chapter 7, verifiers may delegate parts of the verification to others in their company who are not accredited verifiers.
- D. Verifiers set their own fees for verification services.
- E. Verifiers are expected to submit a Verification Report the next business day after conducting an inspection.

Correct answer is C, because only accredited verifiers may conduct verification inspections.

EXAMPLE 2: You are doing the final verification on a 3-bedroom, 2-bathroom house. All the toilets in the house are the same, and the builder is claiming 17 points for them. The only information you have on the toilet is the manufacturer’s literature that simply shows the toilets are 1.2 gallons per flush per ASME 112.19.2. How many points do you award?

- A. 0 points
- B. 4 points
- C. 6 points
- D. 11 points
- E. 17 points

Correct answer is A, because there was no documentation presented that the toilets met the Water Sense criteria.

H. Completing Verifier Training/Accreditation

After passing the exam, there are two additional steps to become accredited.

1. **Verifier Profile:** NGBS Green Verifiers must complete an online profile with information about their company and services offered. The questionnaire is integrated into the training course.
2. **Final Accreditation Assignment:** Complete the final course element which is the Verifier Agreement and Application Form. Completed forms should be submitted, along with a current certificate of insurance to verifierregistration@HomeInnovation.com.

After the accreditation process is complete, you will receive an email confirming your accreditation [See page 15] and be able to print a certificate of Verifier accreditation.

I. Maintaining NGBS Green Verifier Accreditation

NGBS Green Verifier accreditation is tied to specific NGBS versions. Verifiers must be accredited to the relevant NGBS version before conducting a verification inspection for that version.

Transition timing and guidelines will be posted in the monthly *Verifier Update* newsletter (described in section III) whenever a new NGBS version is released. Failure to update accreditation for the next NGBS version in a timely manner will result in verifiers being removed from the “Find a Verifier” web listing.

J. NGBS Green Verifier Agreement & Insurance Requirements

Candidates must complete a formal agreement with Home Innovation to complete the accreditation process. If the candidate is not an individual proprietor, the agreement must be signed by an officer of his/her company. The agreement covers: Scope of Services; Terms of Agreement; Fees, Expenses & Payment; Property Rights and Confidentiality; Marketing Requirements; Warranties; Indemnification & Insurance; Limitations of Liability; etc.

A sample verifier agreement is available for review at <http://ngbsgreenpro.homeinnovation.com>.

Minimum insurance coverage is required while conducting verification services for Home Innovation. Accredited NGBS Green Verifiers are required to submit evidence of their insurance coverage to Home Innovation on an annual basis. Failure to demonstrate insurance coverage may result in termination of verifier accreditation. “Home Innovation Research Labs” must be listed as the additionally insured. Required coverage is shown in the table below.

General Liability	\$1,000,000
Automobile Liability	\$500,000
Workers Compensation	As required by state law
Employer’s Liability (typically part of Workers Compensation)	\$500,000
Professional Liability	\$500,000

III. WORKING AS AN NGBS GREEN VERIFIER

A. Verifier Resources

Program resources, including the **Verifier Resource Guides**, are available at www.homeinnovation.com/VeriferCentral. You will need to log in with your email address (the one you provided us on your Verifier application) and password (assigned to you).

B. Stay Informed

Accredited Verifiers must stay informed on all program updates.

Program information is distributed monthly through the *Insider Update* and *Verifier Update* e-newsletters. Whitelist communications from “@homeinnovation.com” in your spam filter. Verifiers must not unsubscribe from these Updates.

The *Insider Update* includes general program updates, such as updates on certification activity, new incentives for NGBS certification, marketing resources, etc. Past *Insider Update* issues are available on the Home Innovation [website](#).¹

The *Verifier Update* is distributed only to accredited NGBS Green Verifiers. It is an important resource for verifiers to stay informed on policy changes and interpretations of NGBS requirements. *Verifier Updates* contain proprietary information and are intended for accredited verifiers only; do not forward or otherwise share/distribute the content of these newsletters. Past issues of *Verifier Update* are posted in the [Verifier Central](#) section of the website.

C. Marketing Your Accreditation

Accredited NGBS Green Verifiers are listed at www.HomeInnovation.com/FindNGBSVerifier. Once you become accredited, review your online profile for accuracy.

Accredited NGBS Green Verifiers are encouraged to market their accreditation by including a reference and the NGBS Green Verifier logo on one or more of the following:

- Company website
- Business cards
- Marketing materials
- LinkedIn (or other online professional) profile
- Car decals or magnets
- Signage at verification sites

Once the accreditation process is complete, you will receive an email with a link to NGBS Green Verifier and NGBS Green Partner logos.

The NGBS Green Partner Style Guide, accessible at www.HomeInnovation.com/MarketGreenCertified, provides specific guidance on use of these program marks. Additional marketing materials are available for download from that webpage as well.

D. Continuing Education Requirements

NGBS Green Verifiers are expected to complete a minimum of 4 hours of continuing education annually on relevant green building and energy efficiency topics.

¹ www.homeinnovation.com/about/news_and_events/newsletters

E. Performance Management

Verifiers are graded on every verification report submitted for accuracy, completeness, and timeliness. Verifiers must maintain an average grade of C or higher otherwise they risk being put on probation and/or a performance management plan. Verifiers that have ongoing performance issues may be terminated.

IV. RENEWAL PROCESS

Steps for Completing Your Renewal

NGBS Green Verifier accreditation must be renewed annually. NGBS Green Verifiers will be notified before their accreditation expires to begin the renewal process.

This process will likely change in 2019 as we bring renewals in-house.

1. Log on to the Verifier Training Center.
2. Select the renewal course from the Catalog menu. The course will be added to your cart (top right of screen, next to your name).
3. Click on the cart icon to purchase. Complete the non-refundable renewal fee transaction.
4. Your renewal is not completed until you have “worked through” the course. You will be required to complete the following:
 - **Verifier Profile:** Complete your online profile with information about your company and services offered.
 - **Final Accreditation Assignment:** To complete the renewal process, submit your current certificate of insurance to verifierregistration@homeinnovation.com. Verifiers without a current insurance certificate on file that meets the program requirements will have their profile removed from the “Find a Verifier” directory until updated documentation is received. Email reminders about insurance expiration are sent approximately 30 days prior to an insurance expiration.
 - **Verifier Agreement:** Agreements expire every two years; if applicable, a new agreement should also be submitted.

V. CONTACT INFORMATION

If you have questions about the accreditation process or study materials, please submit a message by visiting www.HomeInnovation.com/NGBSGreenContact. The Home Innovation team can answer general questions about the accreditation requirements and process. However, we are not equipped to share individual exam responses or provide one-on-one assistance.

information within the VU to non-verifiers. The VU content is part of the proprietary "special sauce" that distinguishes our program and our verifiers from others.

Website Shortcuts

Below is a list of website shortcuts that you may wish to bookmark.

- www.homeinnovation.com/green is the main page for NGBS Green certification program information
- www.homeinnovation.com/brg links to The Builder's Resource Guide, a great tool for your clients
- www.homeinnovation.com/NGBSGreenResources has many resources that can help your clients
- www.homeinnovation.com/MarketGreenCertified is the direct link to many NGBS Green marketing materials (logos and certification marks are distributed to our program partners directly)

NGBS Green Marketing and Logos

We love to see NGBS Green certification being actively marketed - that's good for all of us! As a Verifier, you have access to the NGBS Green Verifier accreditation mark, program logos, and Style Guide. There is a link to these resources from the Verifier-Only Resource Center. Please use these logos to market your new accreditation. Your builder and developer clients gain access to the NGBS Green program logo and project registration/certification marks when they complete their Builder Agreements. Please [contact us](#) anytime for a reminder on where to find these resources or if you (or your clients) have any questions.

Congratulations again on your accreditation accomplishment. Please don't hesitate to call or email us - we're happy to help.

Best regards,

Michelle Foster
Vice President of Innovation Services
Home Innovation Research Labs
800-638-8556



Home Innovation
RESEARCH LABS™