



SPF Supplier Representative Certification Handbook

This handbook contains information on how to become a Certified Spray Foam Supplier Representative in the Spray Polyurethane Foam Alliance Professional Certification Program (SPFA PCP).

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The SPFA PCP complies with the ISO 17024 International Standard. This SPFA Certification Handbook carries all of the requirements of the Certification Scheme.

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 **SPFA PCP Vision & Mission Statements****SPFA PCP Vision**

That the SPFA PCP professional certification is the most rigorous, extensive and defining program for SPF professionals in the world. That it be consistent with all industry standards, best practices and known building science, and accessible and affordable among our intended constituency. That it be the measure of personal and professional accomplishment in the industry, and a demonstration among professionals of the essential knowledge, skills and abilities inherent among the highest class of Sprayfoam Professional.

SPFA PCP Mission Statement

To deliver and operate a focused, consistent and attentive, world-class, professional certification program. Continuously raising, establishing, and raising again the bar on safety, performance, quality and professionalism among SPF industry professionals. For the benefit of their businesses, personal safety, safety and satisfaction among customers, and to create the most solid of foundations for future growth, personal and industry distinction.

Terms and Definitions

Accreditation

Confirmation that a legal corporation has policies and procedures in place to meet the requirements of a Certification Scheme.

Appeal

Request by applicant, candidate or certified person for reconsideration of any adverse decision made by the certification organization related to her/his desired certification status.

Candidate

Applicant who has fulfilled specified prerequisites, allowing his/her participation in the certification process.

Certification Administrator

Person approved by BPQI, competent to assess and approve an applicant for certification.

Certification Management Board (CMB)

The CMB is a six (6) member panel consisting of representatives from SPFA PCP QAP, CSC and Training Committees, two (2) SPFA Board of Directors and the SPFA PCP Director (non-voting). The CMB's only role is in the SPFA PCP Appeal Process.

Certification Process

All activities by which a certification body establishes that a person fulfills the specified competence requirements. These activities include: application; evaluation; decision on certification; review and recertification, the use of certificates and logo/marks.

Certification Scheme

Specific certification requirements related to specific categories of persons to which the same particular standards, rules and same procedures apply.

Certification Scheme Committee (CSC)

Group of people who provide input, recommendation, guidance and reviews of a certification scheme.

Certified Individual (CI)

A person who successfully meets the requirements for one, or more, of the SPFA Certification Levels. Those levels include: Assistant; Installer; Master Installer; Project Manager; Field Examiner and Supplier Representative. When the term Certified Individual, or CI, is used in the body of any SPFA PCP document it applies to the individual who is SPFA PCP certified. The level expectations are required from them, even if the exact Certification Level may not be specified.

Certified SPF Assistant

A person who meets the requirements for the Assistant certification. The Assistant does not spray, their job is to assist the Installer and other Field Personnel. Understanding of Health and Safety is mandatory.

Certified SPF Insulation Installer

A person who meets the requirements for the Installer certification. The Installer has some experience spraying foam with supervision of more experienced SPFA PCP Certified Master Installer or SPFA PCP Certified Project Manager. The Installer has working knowledge of health and safety relating to SPF.

Certified SPF Insulation Master Installer

A person who successfully meets the requirements for the Master Installer Certification, which includes a Field Examination. The Master Installer has both the knowledge, and experience, of both the Assistant and the Installer levels. It has been demonstrated through the Field Examination that they have a mastery in the SPF application. They have also proven a higher level of understanding for SPF chemistry; equipment; products and the requirements needed for a successful completion of a SPF installation project.

Certified SPF Insulation Project Manager

A person who successfully meets the requirements for the Project Manager certification. The Project Manager has the knowledge of the Assistant, Installer and Master Installer. The Project Manager has the highest level of knowledge and skills in all aspects of SPF installations.

Competence

Demonstrated ability to apply knowledge and/or skills and, where relevant, demonstrated personal attributes as defined in the certification scheme.

Complaint

A complaint is a written statement by an organization, or individual, in reference to non-compliance of SPFA PCP Certification criteria.

Complaint Review Board (CRB)

The CRB evaluates the complaint and identifies appropriate actions. It is a panel comprised of three (3) members, as designated by the CSC, plus the PCP Director (non-voting). Every effort will be made that the Complaint or Default Review Board shall be comprised of contractor, consultant and a supplier representative.

Continuing Educational Unit (CEU)

Continuing Education, for PCP, is acceptable if it meets the requirement of enhancing your Knowledge, Skills and Abilities (KSAs) for your current level or a higher level. CEU can be acquired through many industry educational opportunities. Check www.sprayfoam.org for details.

Default

Certification Administrator (CA) or Certification Director (CD) becomes aware through any mechanism that the Certified Individual (CI) has violated some obligation within the Certified Individual (CI) Agreement.

Deficiency

Any problem involving a Certified Individual (CI) that might affect their certification other than a complaint or a default.

Demerit

A demerit is a point given to a Certified Individual (CI) when there are complaints, defaults and/or deficiencies that may affect their PCP Certification.

Evaluation

Process that assesses a person's fulfillment of the requirements of the scheme, leading to a decision on certification.

Examination

Mechanism that is part of the evaluation, which measures a candidate's competence by one or more means such as written, oral, field and observations.

Examiner

Individuals selected according to their experience and knowledge of the industry and the certification scheme, trained to administer Written Examinations and Field Examinations.

Field Examination

The Field Examination is an evaluation in which the candidate for Certified Master Installer can demonstrate their ability to manufacture spray polyurethane foam in place. This over the shoulder evaluation covers critical task areas of abilities that each candidate must have in order to become certified.

Field Examiner

The SPFA PCP Certified Field Examiner is the person who conducts the field examination. The candidate wishing to be certified as an SPF Master Installer must demonstrate the abilities required to properly complete the Task and Functions identified as an "ability" to install spray polyurethane foam on a jobsite to the level required.

Job Task

Comprehensive list of the work done by SPF professional at each level as defined by the SPFA PCP.

Knowledge, Skills and Abilities (KSA)

Comprehensive list of knowledge, skills and abilities an individual is expected to demonstrate mastery of in order to earn SPFA PCP certification.

Lapse

Lapse in Certification will occur when the certification criteria need to renew or recertify are met, but the individual fails to pay the Certification Renewal/Re-Certification Fee. At that point his/her certification will lapse and individual is no longer SPFA PCP Certified.

Learning Objectives

The Knowledge, Skills and Ability which must be demonstrated by examination in order to be recognized as an SPF professional. The Learning Objectives are identified in the various PCP study guides.

Liaison

Supplier Liaison is defined as the individuals who are the primary contact for SPFA PCP. This person is trained by the SPFA PCP in order to be properly administered the Accreditation Program.

Probationary Period

For the SPFA PCP Supplier Representative Program, this period begins when a new hire begins with a company, through the time that their employment is confirmed. This amount of time is typically 90 days.

Qualification

Demonstration of personal attributes, education, training and/or work experience.

Recertification

Process of confirming conformity with current certification requirements. The-re- certification is done every seven (7) years and is based on a calendar year.

Registration

Registration is the enrollment into the SPFA PCP. Registration is required to take any SPFA PCP Written or Field Examination. The Registration Cost includes the Certification Fee for the year in which you enrolled. All Certifications expire each year on December 31 and must be renewed annually.

Reinstatement

In the event that a Certified Individual's (CI) credentials have lapsed due to non-payment of renewal fees or if they have been withdrawn due to non-compliance to the SPFA PCP criteria. There is a procedure to reinstate credentials which is described in Certification Handbooks. The certification shall be reinstated once the deficiencies are corrected. Reinstatement fees will apply.

Renewal

Process of keeping SPFA PCP Certifications current. Renewal is required annually. Requirements to renew include submitting appropriate documentation and renewal fee to SPFA PCP by December 31. If SPFA PCP Certifications are not renewed, they lapse and become null and void.

Review

Review is the periodic monitoring, between the periods of certification, of a certified person's performance to ensure continued compliance with the certification scheme.

SPFA

The Spray Polyurethane Foam Alliance (SPFA) is a 501(c)(6) non-profit corporation which is dedicated to setting high standards for on-going professional practice in the spray polyurethane foam (SPF) industry through the Professional Certification Program (PCP).

SPFA PCP

The Spray Polyurethane Foam Alliance Professional Certification Program (SPFA PCP) which complies with the ISO 17024 Standard. The SPFA PCP has three committees, the Quality Assurance Program Committee (QAP), the Certification Scheme Committee (CSC) and the Training Committee.

SPFA PCP Certification Director (CD)

The SPFA PCP Certification Director is the SPFA staff member whose responsibility it is to oversee, and manage, the SPFA PCP. The Certification Director is the primary liaison with the SPFA PCP administrative staff.

SPFA PCP Certification Scheme Committee (CSC)

The CSC is responsible for developing the examination questions and criteria for the written, and field, examinations which align with the Learning Objectives. This committee also helps develop the CSC Handbooks for each type of certification in the SPFA PCP. The CSC is responsible for appointing the Complaint Review Board (CRB).

SPFA PCP Quality Assurance Program (QAP) Committee

This committee is charged with the oversight of the SPFA PCP. This committee develops the Learning Objectives based on the JTAs and KSAs. This is the umbrella committee and is the liaison between the CSC and Training Committees. This committee helps develop the CSC Handbooks and the SPFA PCP's Policies and Procedures Manual.

SPFA PCP Training Committee

This committee is responsible for developing the curriculum (Exam Prep Study Guides and Power Point Slides) for the SPFA PCP based on the Learning Objectives.

Supplier

Any company who provides materials, equipment or services to the SPF industry. Examples of a Supplier would be a Distributor, Manufacturer, Equipment Supplier, Material Supplier, System House, Raw Material/Chemical Supplier, or others involved in manufacturing and distribution of SPF products.

Supplier Representative

Supplier Representative is defined as an individual who has direct advisory contact with contractor or distributor (as applicable, if the supplier only sells through distribution.) with regard to SPF related materials, equipment or services, etc. These individuals may include sales representative, technical representative or appropriate staff as determined by supplier.

Suspension of SPFA PCP Certification

The certification shall be suspended when the certified individual has 100 or more demerit points lodged against him/her. A suspension is considered to be a temporary state and reinstatement is possible.

Termination of SPFA PCP Certification

Termination may result from a complaint, default, deficiency (CDD) or blatant disregard for following established safety protocols, PCP policies, procedures and non-compliance with the federal, state and local laws and regulations. Termination may be a permanent state of the certification credentials and, if so, cannot be reinstated.

Withdrawal of SPFA PCP Certification

The Certification Individual (CI) may withdraw their credentials at any time. No refunds will be issued and the use of the Certification Mark must stop immediately. The PCP Identification card(s) must also be returned to PCP immediately upon notification of the withdrawal.

Overview

This Handbook contains information on how to become a Certified SPF Supplier Representative in the Spray Polyurethane Foam Professional Certification Program (SPFA PCP). Information in this handbook supersedes information contained in any previously published documents.

For purposes of the SPFA PCP, a “Supplier” is defined as any company that provides materials, equipment or services to the SPF Industry. A “Supplier Representative” is an individual who has direct advisory contact with contractor or distributor (as applicable if the supplier only sells through distribution). With regard to SPF related materials, equipment, etc.

Certification for a Supplier Representative is based on passing the written examination and meeting the criteria as outlined in this handbook. In the written examination, the candidate must demonstrate the Knowledge, Skills and Abilities (KSAs) required to become certified. Each KSA is built on the Job Task Analysis (JTA) as outlined in the Appendix of this book.

SPFA PCP Certification History/Process

We realize the confusion and uncertainty that can come with something new, especially when it is based on unfamiliar terminology, such as JTAs and KSAs.

To simplify it, the following is the step-by-step process followed and how JTAs and KSAs evolve.

1. Identify the **FUNCTIONS** an SPF Professional has in the course of his work for example, understanding Health and Safety with Chemicals is a Function.
2. Within each Function, define the **TASKS** (For example, the correct use of Personal Protective Equipment is a Task).
3. For each **TASK** the QAP Committee defined the **LEARNING OBJECTIVE** that must be met in order to be recognized as an SPF professional.
4. Identify what **KNOWLEDGE, SKILL** and/or **ABILITY (KSAs)** a Spray Foam Professional requires to perform their Functions and Tasks. Each KSA is tied to a specific task.
 - a. In this case, the Certification Committees determined that SPF Professionals must **KNOW** what PPE is necessary for each task, have the **SKILL** to insure PPE is working correctly (such as how/when to change respirator filters) and demonstrate the **ABILITY** to properly use PPE.

5. Based on the KSAs, the Certification Scheme Committee (CSC) developed test questions and criteria, which would measure a candidate's KNOWLEDGE, SKILL AND ABILITY to perform the defined tasks.

*This is in its simplest form to explain the development of the SPFA Quality Assurance Program; however, the Certification part of the QAP involves much more and details can be found in the Policies and Procedure Manual.

The SPFA PCP Certification for the individual contractor is a progression of Certification Levels. For each certification, a person wants to achieve, the candidate must pass that Certification's written examination for that Level and demonstrating mastery of the applicable knowledge and skills for any lower levels. You must also meet the requirements for the level of certification a person wants to achieve.

Attending training courses is not required to become certified, although it is highly encouraged. A person may choose to attend training to expand their knowledge.

For those with experience in the SPF industry, the self-study of the SPFA PCP Exam Preparatory Study Guides is a viable alternative to the classroom. Courses, Training and Study Guides are available for each Certification Level for the contractor and Field Examiner; however, the Supplier Representative can prepare by either attending exam preparatory courses for all four certification levels or by doing a self-study using the study guides for all four levels.

Since the PCP Certified SPF Supplier Representative is in an advisory role with a contractor (or distributor, if that supplier sells through distribution), it is therefore required that the Supplier Representative's knowledge and skills within the SPF industry either meet or exceed the knowledge base of the contractor.

There is not a specific Supplier Representative Exam Preparatory Course, instead the candidate may either attend the four levels of exam prep courses or self study using the four levels of Study Guides which are included in the Supplier Rep testing fee.

Supplier Company Accreditation Responsibilities and Communications

The SPFA PCP Supplier Accreditation Program requires that personnel who are representing the supplier in an advisory capacity to contractors (or those who advise distributors, when the company only sells through distribution) must be SPFA PCP Certified. Each SPFA PCP Accredited Supplier Company must employ or contract at least one Certified Supplier Representative. Each Accredited Supplier Company must also have the person(s) working as Supplier Representatives registered in SPFA PCP within 90 days of their start date and become certified within 180 days of their start date.

This person is the representative who is on the front lines fulfilling the Suppliers responsibilities as outlined in the following:

- Establish organizational accountability for product safety and stewardship. Product safety and stewardship responsibilities of employees or contract personnel are understood, including those roles that engage with customers, contract manufacturers, carriers, distributors, contractors and third-party logistics providers.
- Communicate, receive and evaluate product safety and stewardship information with, customers, contract manufacturers, carriers, distributors, contractors and third-party logistics providers, and other value chain participants to foster product safety management and information exchange along the value chain, to reduce and manage risk.
- If an inconsistency in the above practices for accountability, communication, or product safety/stewardship are discovered, corrective measures should be taken based upon the Supplier's independent judgment, ranging from resolving the improper practices up to possible termination of business relationships, if necessary.

Supplier Representative Certification

Introduction

This certification is specifically designed for individuals involved in the supply or distribution of SPF or other related materials in thermal insulation and/or roofing installations.

Attending training courses is not required to become certified; however, it is recommended. It is at the discretion of the Supplier to determine what is appropriate for each employee or contracted personnel. At a minimum, SPFA PCP's recommendation is for Supplier Representatives with experience in the SPF industry to do self-study of the SPFA PCP Exam Preparatory Study Guides. This is a viable alternative to the classroom. Suppliers may offer their own training and not use the SPFA PCP Study Guides. When this is the case, SPFA PCP does recommend that each Supplier Representative still review all SPFA PCP Exam Preparatory Study Guides so they have the same baseline of knowledge and skills as their contractor customers.

There is not a separate Study Guide for the Supplier Representative Certifications because the SPFA PCP wants the Supplier Representatives to be taught the same information as their customers so they have the same point of reference. Any additional training which the Supplier conducts for its employees or contracted personnel is at discretion of the Supplier. It is expected that each Supplier will offer curriculum and training specific to the materials and equipment which they service and sell.

The Certified Supplier Representative will be required to demonstrate, by written examination, proficiency in the same knowledge areas as the Assistant, Installer, Installer and Project Manager Level SPF Contractor. As a point of reference, here is what the contractor is expected to know at each level, so if the Certified Supplier Representative is advising the Contractor, his knowledge base should meet or exceed that of the Contractor at each of these levels.

Contractor Assistant

SPF Assistants duties may include assisting in equipment and job set-up, substrate preparation, material handling and staging, moving of hoses/scaffolding/ladders, masking, trimming, clean-up and other non-spraying tasks.

Contractor Installer

The SPF Installer has some experience spraying foam with the guidance of a more experienced Installer or Project Manager. The SPF Installer does not have the skills and abilities to install on his own. The SPF Installers duties may include spraying SPF in different applications as well as equipment set-up/start-up/shut down.

Contractor Master Installer

The SPF Master Installer has extensive experience spraying SPF in various applications, and has demonstrated competence in SPF applications in the Field Examination. The SPF Installer's duties may include all aspects of the installation of the SPF as well as equipment function/maintenance/repair, and an understanding of other insulation systems as well as the proper installation and use of thermal barriers (for Insulation applications) or duties may include all aspects of the installation of the SPF as well as an understanding of other roofing systems (for Roofing applications).

Contractor Project Manager

The SPF Project Manager has extensive Knowledge and Skills in all aspects of SPF in various applications. The SPF Project Managers duties may include managing all aspects of the project and installation of the SPF, as well as knowledge and skills in building science/design, material selection/estimating and codes/standards.

Supplier Certified Representatives

Description/Definition

Supplier Representative

Supplier Representative is defined as an individual who has direct advisory contact with a contractor, or distributor (as applicable if the supplier only sells through distribution) in regard to SPF related materials, etc. These individuals may include sales representative, technical representative or appropriate staff as determined by the supplier.

Important / Critical Tasks Performed

Certified Supplier Representative

This individual can perform services such as offering technical advice and support to the SPF contractor, or distributor, as applicable with regard to material use and application, equipment and related criteria. They have the knowledge to work with the Assistant, Installer, Master Level Installer and Project Manager SPFA Certified Individuals.

Requirements

The requirements for a Supplier Representative:

- Registration in SPF Professional Certification Program (PCP)
- Successful completion of PCP Supplier Representative Written Exam (This is available for Roofing, Insulation or Both)
- Submission of all PCP paperwork, forms and photo (details below)

Job Task Listings

The written examination is based on Job Task Analysis (JTA). In the case of the Written Exam for the Supplier Representative, the JTA which the Supplier Representative is expected to demonstrate a knowledge of, is the same JTA as that for the individual contractor. The Certified Supplier Representative in Roofing will be tested on all four levels of Roofing Contractor from Assistant through Roofing Project Manager. In the same light, the Certified Supplier Representative in Insulation will be tested on the same areas as the Assistant through Insulation Project Manager.

Since the Certified Supplier Representative is advising the contractor. His knowledge and skills are expected to meet or exceed the contractors he is advising.

The JTA listing shall take into account a wide range of stakeholder interests including, but not limited to:

- Roofing and Insulation Applicators
- Roofing and Insulation Contracting Companies
- Independent Third Party Inspectors
- SPF Industry Consultants
- SPF Industry Training Professionals
- SPF Industry Trade Associations
- Manufacturers
- Distributors
- Affiliated Industry Trade Associations

In the SPFA PCP Program, the Supplier Representative is defined as an individual who has direct advisory contact with contractor or distributor (as applicable, if the supplier only sells through distribution.) with regard to SPF related materials, equipment or services, etc. As such, the SPFA PCP expects the Supplier Representative to be able to demonstrate an understanding of the knowledge and skills of the people he is advising and to have a working knowledge of their JTA, which follow. The SPFA PCP Acknowledges that each company's Supplier Representative may have a JTA which goes beyond the items listed below, but for purposes of the SPFA PCP, it is only knowledge of the following JTA which is applicable.

Knowledge Areas on Supplier Representative Exam - Insulation

The Supplier Representative's written examination covers critical areas of knowledge that each candidate is required to demonstrate. The written examination shall provide documented proof of the Representative's, knowledge to be able to support the contractor in the installation of the SPF in a safe and consistent manner.

| Knowledge Area (Insulation) | Weighting |
|---|-----------|
| Spray Polyurethane Foam Product Knowledge | .07 |
| Chemical Health and Safety | .1 |
| Health and Safety - General | .03 |
| Jobsite Safety | .16 |
| Pre-Job Planning | .012 |
| Jobsite Set-Up Procedures | .028 |
| Substrate Preparation | .012 |
| Start-Up Procedures | .016 |
| Installation Methodology | .036 |
| Shut-Down and Job End Procedures | .016 |
| Troubleshooting and Repair | .044 |
| Preparing for a Third-Party Inspection | .024 |
| Thermal and Ignition Barrier Requirements | .072 |
| Sealant Forms | .028 |
| Hybrid Insulation Systems | .06 |
| SPF Equipment / Components, Functions and Operations | .02 |
| Coating Equipment (Components, Operations, Troubleshooting) | .024 |
| SPF Estimating Guidelines for Materials Usage | .02 |
| Building Science Basics and HAM | .076 |
| Building Envelope Design | .028 |
| Understanding HVAC and Mechanical Systems | .032 |
| Codes and Standards | .032 |
| Material Design and Selection | .02 |

The Written Examinations for Supplier Representative – Insulation and Supplier Representative – Roofing, consists of 250 multiple choice questions in either of those tests. For those wishing to take a combined SPFA PCP Certified Supplier Representative Exam for Roofing AND Insulation, the exam will consist of 400 questions. The passing grade for each of these Written Examinations is 75%. The examination is available in English language.

Knowledge Areas on Supplier Representative Exam – Roofing

The Supplier Representative's written examination covers critical areas of knowledge that each candidate is required to demonstrate. The written examination shall provide documented proof of the Representative's, knowledge to be able to support the contractor in the installation of the SPF in a safe and consistent manner.

| Knowledge Area (Roofing) | Weighting |
|---|-----------|
| Spray Polyurethane Foam Product Knowledge | .07 |
| Chemical Health and Safety | .1 |
| Health and Safety - General | .03 |
| Jobsite Safety | .16 |
| Jobsite Set-Up Procedures | .03 |
| Substrate Preparation | .02 |
| Start-Up Procedures | .02 |
| Foam Installation Methodology | .06 |
| Coating Chemistry and Installation Methodology | .06 |
| Shut-Down and Job End Procedures | .016 |
| Pre-Job Planning | .008 |
| Troubleshooting and Repair | .04 |
| Inspection of SPF Roofing Systems | .032 |
| Maintenance and Renewal | .028 |
| SPF Equipment / Components, Functions and Operations | .06 |
| Coating Equipment (Components, Operations, Troubleshooting) | .02 |
| SPF Estimating Guidelines for Materials Usage | .02 |
| Testing, Standards and Building Codes | .048 |
| Materials Considerations and Selection | .056 |
| Roofing Fundamentals | .08 |

The Written Examination consists of 250 multiple choice questions. The passing grade for the Written Examination is 75%. The examination is available in the English language.

Written Examinations

Written Examination Knowledge and Skill Areas

There are two ways to meet the Written Examination Requirement.

- Single Written Examination for either
Supplier Representative – Insulation or
Supplier Representative – Roofing
- Combined Written Examinations for
Supplier Representative Insulation and Roofing

For example:

Supplier Representative Combined Exam =
Insulation (all 4 levels) + Roofing (all 4 levels)

The SPF Written Examinations cover critical areas of knowledge and skills that each candidate is required to demonstrate. The written examinations shall provide documented proof of the candidate's knowledge to be able to complete the tasks within their specific level of certification.

All Written Exams are available in English only.

Written Examination Preparation

SPFA PCP Exam Preparatory Courses are designed to prepare you for the PCP Written Exam. Please see www.sprayfoam.org/certification for the latest schedule. The courses are not mandatory, but are strongly encouraged. If you are taking the course, check with the course provider to see if the Study Guide is included.

Self study is also acceptable for those who have SPF experience. Study Guides are available. You may purchase the Study Guides by using the Order Form on the website or in the back of this Handbook. Be sure to review the Study Guides prior to taking the exams. The Learning Objectives are defined to help identify important information in each section.

Other SPF industry training is available. This may or may not cover all of the Learning Objectives in the PCP. Check with course provider on course content.

Examination Questions Posed

The written examination shall be constructed in multiple-choice formats in order to maintain objectivity. Each question will have four choices in which one shall be true and three shall be completely false. Each question shall be related to the job task listing.

Written Examination Sample questions:

1. Medium density spray polyurethane foam is a:
 - a. Rigid predominantly closed cell plastic material
 - b. Rigid predominantly open cell plastic material
 - c. Flexible predominantly closed cell plastic material
 - d. Flexible predominantly open cell plastic material

2. For spray foams, maximum continuous service temperature should not exceed:
 - a. 66°C (150°F)
 - b. 82°C (180°F)
 - c. 180°C (350°F)
 - d. 99°C (210°F)

Answers: 1. (a); 2. (b)

Time Length for Examination

The time length for single written examination will be 2 hours in length. The Supplier Representative Insulation and Roofing Combined Exam will be allotted 4 hours.

Passing Grade

The passing grade is 75% for a single written exam. If you fail the Exam, you may retake the exam. Payment is required to re-take any failed exam.

Examination Registration

Scheduling an Examination

Appointments are scheduled on a first come, first served basis. Register early to get your preferred date. To schedule an examination contact SPFA PCP at 1-866-222-5000.

Examination Fees

Examination fee covers the costs of examination location coordination and staffing, examination development, review, production and scoring. Please refer to the latest order form or call SPFA PCP at 1-866-222-5000 for current examination fees.

Hours of Operation

Business hours are between 8:00am and 5:00pm CST, Monday to Friday. The examination may be administered Monday to Friday, with the exception of national holidays or holiday weekends. Heavy examination volume is normally from December – February, so be sure to book in advance during these times.

Cancelling and Rescheduling an Examination

To change or cancel your reservation you must notify SPFA PCP no later than 2 business days before a scheduled examination. If you cancel after this time you will be charged \$50.00. You can reschedule your examination date by calling 1-866-222-5000 between 8:00am and 5:00pm CST, Monday to Friday.

Failure to Appear for a Scheduled Examination

If you are absent from an examination that you were scheduled to attend, and you did not reschedule or cancel according to policy, you will owe the full examination fee for the missed examination. You will not be permitted to take future examinations until the fee owed for the previous missed examination is paid in full.

There are no refunds for examinations not taken. All individuals seeking excused absences must submit written verification and supporting documents of the situation within 5 days of the original examination date. If on the day of your examination you are unable to attend the examination for which you were scheduled, you may be excused without monetary penalty for the following reasons:

- Documented illness, either yourself or immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Inclement weather or other emergencies

Examination administration will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the examination location inaccessible or unsafe, the examination administration may be cancelled. In the event of the examination location closing due to inclement weather, individuals will be contacted to reschedule their appointment free of charge.

Re-Examination

There is no limit to the number of times unsuccessful individuals may take the examination. Examination individuals will be charged the full examination fee for each examination session scheduled.

Individuals with Disabilities

If you have a disability that would prevent you from taking the examination under standard conditions, such as visual or hearing impairments, you may request a reasonable accommodation, as permitted by law. Disabled applicants must request an accommodation prior to taking the examination. Reasonable accommodations are granted to ensure that every individual has the opportunity to test on a level field with other individuals, but not to provide any individual with an

unfair advantage over other individuals. Accommodation requests are considered on a case by case basis.

To request an examination with special conditions, please contact SPFA PCP at 1-866-222-5000.

WE HIGHLY RECOMMEND THAT YOU SUBMIT YOUR REQUEST FOR ACCOMMODATION AT LEAST 30 DAYS PRIOR TO YOUR PREFERRED EXAMINATION DATE.

Examination Day

Admitting the Candidates to the Examination

Candidates should enter and leave the examination room through a single check-in point staffed by one or more examiners. Candidates will be required to present photo identification and their examination notice at the check-in table.

What to Bring

You must present a form of ID: with a photo and signature. This proof of identity must be government issued proof of identification. In the United States, examples of acceptable forms of photo ID are:

- Driver's license
- Passport
- Military identification

PLEASE NOTE THAT PHOTO ID CANNOT BE EXPIRED.

Be sure to register with the exact same name that will be presented as identification at the examination location or you will not be allowed to take the examination.

Other Items to Bring:

- Calculator (must be strictly a calculator not just a function on cell phone, tablet, etc. The calculator cannot have internet capabilities)
- Pencils (#2 pencils which have been sharpened) (only required for paper exam)
- Blank Scratch Paper
- Laptop or tablet may be acceptable in some testing conditions where the exam administrator has approved use of personal computer or tablet.

Please put the calculator, pencils and blank scratch paper in clear plastic bag to show to Examination Administrator.

What NOT to Bring

The following is a list of items you are not permitted to have during your examination:

- Papers or books other than the materials listed above
- Food, beverages, bags (including pocketbooks and purses) or electronic devices
- Training organization manuals
- Manufacturer instructions, guidelines and technical data sheets
- Equipment manufacturer operating guidelines
- Electronic devices (including, but not limited to: cell phone, smart phones, notebooks, electronic tablets, etc. The only permitted electronic device is a calculator, unless you have been notified that the use of personal computer or tablet is acceptable.)

Eating, drinking, and tobacco use are prohibited in the examination room. Unauthorized paper shall not be brought into or removed from the examination room. You may not leave the examination room without the examination administrator's permission. You must present acceptable photo ID each time you enter the examination room.

Arrival Time

It is recommended that you arrive at the examination location at least 30 minutes prior to your scheduled examination appointment to get settled and checked-in. Individuals who arrive at the examination location 30 minutes after their scheduled examination times will lose their reservations and be considered absent, and the policy for FAILURE TO APPEAR FOR A SCHEDULED EXAMINATION will apply.

Your examination session should begin within 30 minutes of your scheduled appointment. If circumstances arise at the examination location that delay your examination session more than 30 minutes after your scheduled appointment time, you will be given the choice of continuing to wait or rescheduling your appointment.

Taking the Examination

You must remain in your seat during the examination except when authorized to leave by the examination administrator.

As you progress through the examination, answer every question presented even if you are unsure of your answer choices. You can mark these questions for later review and return to them to re-evaluate your response if time permits. All unanswered questions will be scored as incorrect when your time expires.

Reporting a Problem with Your Examination Experience

Raise your hand to notify the examination administrator if:

- You need additional scratch paper or pencil
- You need to take a break (examination time will NOT be suspended)
- You need to leave the examination location for any other reason

In the event that you encounter negative conditions at the examination location such as bad lighting, excessive noise or uncomfortable temperature conditions we recommend that you immediately notify the examination administrator. In unlikely cases where such conditions may occur, it does not modify or change the required passing score.

After the Examination

If you complete the examination before the time limit has expired you may conclude your examination appointment and leave.

Examination Integrity

Written Examination Security

To ensure the integrity of the SPFA PCP Certification Program, specific measures are enforced during the administration of your examination.

Examination questions and answers are the exclusive property of the SPFA PCP program.

The examination and the items (questions and answers) are protected by copyright law. The examination may not be copied or reproduced in part or in whole, by any means whatsoever.

Future discussion or disclosure of the content of the examination, orally or in writing, or by any other means, is prohibited.

Theft or attempted theft of examination items is punishable to the fullest extent of the law.

You will be observed at all times while taking the examination. This may include direct observation by the examination administrator as well as audio and video recording of your examination session. Your participation in irregular behavior during the examination may result in invalidation of the results of your examination, termination of your individual status, civil liability, criminal prosecution, or other appropriate sanctions.

Grounds for Dismissal from the Examination Location

Any individual who engages in misconduct or does not comply with the examination administrator's warning to discontinue inappropriate behavior may be dismissed from the examination location, have examination results invalidated, or be subject to other appropriate sanctions. The following behaviors are considered to be misconduct:

- Giving or receiving assistance of any kind
- Using any prohibited aids (any device that would provide an advantage while taking the examination)
- Attempting to take the examination for another person
- Creating a disturbance of any kind
- Removing or attempting to remove examination questions, answers or notes about the examination, in any format from the examination room
- The use of electronic devices (except approved calculators)
- Failure to comply with the examination regulations of the examination administrator

Examination Irregularities

Fraud, deceit, dishonesty, or other irregular behavior in connection with taking the examination is strictly prohibited. Irregular behavior includes, but is not limited to, copying or allowing the copying of examination content, failing to work independently, possessing unauthorized devices or source materials, surrogate testing or other dishonest conduct, disrupting other examinees, and possessing, reproducing, or disclosing examination questions, answers, or other information regarding the content of the examination.

Communication with other examinees or with any outside source by way of telephone, personal computer, Internet, or any other means during the course of the examination is prohibited.

The examination administrator is authorized to take appropriate action to investigate, stop or correct an observed or suspected irregular behavior, including discharging examinees from the examination location and confiscation of any prohibited devices or materials. Examinees or any other persons implicated in an irregularity will be reported for further action.

Examination Statistics

Official statistics regarding the certification examination, including all item performance data, individual data, and demographic data, will be considered confidential unless officially released by SPFA PCP. Individuals' scores will always remain confidential unless released with written consent of the examinee.

Individual Confidentiality

SPFA PCP recognizes your rights to control personal information and as such will safeguard this information from unauthorized disclosure. To protect your rights to control score distribution, examination scores are released only to you, the examination taker, and authorized staff. Your examination scores are not released except for use in research studies that preserve your anonymity.

Examination results will be sent to the email address submitted on the Registration Form. Frequently, the person filling out the Registration Form on behalf of the examinee uses their own email address or a company address that the examinee isn't familiar with or doesn't check often. It is the responsibility of the examinee to know which email to check or to advise SPFA PCP of his/her preferred email or mailing address.

After the Examination

Certification Privileges

Once you successfully pass the examination you will be notified in writing via email (see paragraph above for details). If email is not available, regular mail will be used. Those who do not pass the examination will also be contacted and re-testing options will be provided.



Process to Dispute Written and Field Examination Results

Challenging Results

Following completion of the Written or Field Examination, individuals may submit in writing, comments on any question(s) they believe contain errors in content on the written examination.

General Comments, Questions and Inquiries About Specific Questions

If you have comments or questions concerning your examinations, direct your comments in writing to the address provided within 10 days of your Written Examination or Field Examination date. In your correspondence, include your contact information, examination date, as well as the specific concerns about the question and or process in which you were evaluated.

The candidate shall have the opportunity to appeal the complaint findings, following the procedures outlined in the complaint appeal.

Maintaining Certification

Renewal and Re-Certification

To maintain certification, an individual must do the following:

1. Renew certification annually (based on calendar year. Renew January 1)
2. Re-certify your credentials (every 7 years)

Review shall be conducted on the Certified Individual including Assistant, Installer, Master Installer, or Project Manager during the certification period by a variety of methods that have been approved by the Certification Scheme Committee.

Review Methods

The review may include but is not limited to the following:

- Written complaints/concerns
- Confirmation of continuing satisfactory work (declaration sheet from contractor about installer)
- Continuing education (technical information sessions provided by material manufacturer, SPFA or other industry groups, health & safety training, etc.) (Due at recertification only, but certified individuals encouraged to earn CEU during the seven-year period. SPFA PCP provides a form so that certified individuals can track CEUs earned.) See website for details. Form is in back of this Handbook

Annual Renewal

On an annual basis, the certification administrator will review the following to ensure that a Certified Individual is eligible to have his/her Certification credentials renewed. The steps in this process include:

- Confirmation that any complaints, defaults or deficiencies (CDD) about non-compliance to the Certification Program have been resolved or are in the process of being reviewed.
- Demerit points review (take appropriate action).
- Confirmation of receipt of renewal fee (confirm account is up to date).
- Confirmation that any required documents are received by the PCP.

Recertification – (7 year)

The recertification of certified individuals is conducted every seven years and shall include the following:

- Complete all annual requirements (see above)
- Proof of Continued Education Hours as required per level
- Confirmation of receipt of recertification fee (confirm account is up to date)

Once the above criteria are met, the SPFA PCP Certification Certificate and Certification photo-identification card will be issued.

If the certified individual neglects to follow or complete the recertification requirements then his/her certification credentials will be revoked.

In the event that the criteria needed to renew an individual's certification credentials are met, but the individual fails to pay the Certification Renewal or Recertification Fee, then his/her certification will lapse and individual is no longer SPFA PCP Certified.

Continuing Educational Units (CEUs)

For recertification (7 year), the Certified Individual (CI) is required to earn the following Continuing Educational Units. If the CI has more than one certification, you only need the number of CEUs required at your highest certification level. In other words, someone certified as both a Project Manager and Master Installer will need just 25 CEU to become recertified.

Assistant – 10CEU
Installer – 15 CEU
Master Installer – 20 CEU
Project Manager – 25 CEU
Field Examiner – 25 CEU
Supplier Representative – 25 CEU

Continuing Education is acceptable if it meets the requirement of enhancing your knowledge, skills and abilities for your current level or a higher level. CEUs can be acquired through many industry educational opportunities. For example, CEUs will be available for those attending SPFA's annual conventions sessions. One CEU is awarded for each breakout session and we accept CEUs from other industry organizations such as BPI, RESNET, RCI, NRCA, supplier training, etc.

Other opportunities for earning CEUs may be available, check the website for the latest details.

NOTE: The misrepresentation of CEU information (dishonest reporting) will result in demerit points per a Category One (1) violation (see below).

Certification Status Categories

Valid Certification

A valid certification is one in good standing with the SPFA PCP and when the certification criteria are met. Certified Individual can demonstrate this by showing ID card or contacting SPFA PCP for verification.

Lapsed Certification*

Lapse in Certification will occur when the certification criteria needed to renew or re-certify are met, but the individual fails to pay the Certification Renewal/Re-Certification Fee, then his/her certification will lapse and individual is no longer SPFA PCP Certified. Certification will also lapse when CPI, CPR/First Aid are not current. It is the responsibility of the Certified Individual to keep their CPI, CPR/First Aid current.

Suspended Certification*

The certification shall be suspended when the certified individual has 100 or more demerit points lodged against him/her.

Suspension can occur as a result of the findings of the Complaint Review Board, or it can be done immediately when the actions of a Certified Individual (CI) represent a health-safety hazard to the CI, colleagues, any bystanders in the course of their work with spray polyurethane foam. Within the timeline defined by the CDD Process, the CRB will review the details of the suspension and issue a finding. A suspension is considered to be a temporary state and reinstatement is possible.

Terminated Certification*

Termination may result from a complaint, default, deficiency (CDD) or blatant disregard for following established safety protocols, PCP policies, procedures and non-compliance with the federal, state and local laws and regulations. Termination may be a permanent state of the certification credentials and, if so, cannot be reinstated.

Withdrawal of Certification*

The certification shall be withdrawn when the Certified Individual chooses to discontinue the certified individual status.

* No refunds will be given in cases of suspension, termination or withdrawal of credentials and the individual's certification ID card (if still valid) must be returned to PCP. Use of PCP Certification Mark must also cease.



Complaints, Default or Deficiency (CDD) Process

A complaint is a written notification to the SPFA PCP Certification Director in reference to an issue involving a Certified Individual. Complaints must have proper documentation. The SPFA PCP will not address complaints that do not fall within the scope of the SPFA PCP or are determined to be without merit.

A default is when the Certification Director becomes aware, through any mechanism, that the Certified Individual has violated some obligation within the Certification Agreement.

A deficiency is any problem involving a Certified Individual that might affect their certification other than a complaint or a default.

Details about the Complaint, Default or Deficiency Process are available upon request.

STEP ONE

A person making complaint must notify the PCP Certification Director in writing and the Certified Individual is notified of complaint.

A default or deficiency can also be discovered by SPFA without a formal complaint.

The Certified Individual will be notified of the complaint, default or deficiency within five business days of discovery and given an opportunity to respond.

NOTE: If the complaint has undeniable evidence of unsafe, unhealthy or illegal behavior, the PCP reserves the right to immediately suspend the individual's credentials pending further review of the Complain Review Board (CRB).

STEP TWO

Complaint Review Board evaluates the complaint and identifies appropriate actions.

Note: CRB is a panel of three (3) individuals, as designated by the CSC, plus the PCP Director (non-voting). Every effort will be made that the Complaint or Default Review Board shall be comprised of contractor, consultant, and supplier representative

STEP THREE

Certified Individual responds to findings of Complaint Review Board.

Category of Complaints, Default or Deficiency (CDD) and Demerit Point System

Each CDD received will fall into one of the three categories below. The category in which it is placed will determine the maximum number of demerit points that can be assessed for each infraction within that category. The review process may result in assignment of points, suspension of credentials or even termination of credentials for the most serious offense. The Complaint Review Board must consider if the CDD can be validated, is there a remedy and if this remedy is a corrective action or some other type of satisfactory way to address the complaint. It is important to remember that any CDD can only be addressed in its relevancy to the PCP.

Category One: Violation of Specific Terms of Agreement

Max. points = 100 per violation

Example:

1. Lying about work history on application
2. Improper use of Certification Mark
3. Misrepresentation of credentials
4. Repeat of prior complaint, default or deficiency

Category Two: Verifiable issue related to job performance, safety, or legal approvals (licenses, building permits, etc.)

Max. points = 35 per verifiable violation

Example:

1. Not wearing safety gear
2. Failure to obtain necessary work permits
3. Spraying a roof in the rain
4. Didn't spray foam thick enough per the spec
5. Used wrong coating
6. Subcontracted the job in violation of contract
7. Left empty drums on the jobsite

Category Three: Non-Verifiable issue which cannot be readily investigated or have not been documented by an independent third party

Max. points = 10 per issue

Actions Based on Total Demerit Points

- **100 points = Suspension of PCP Credentials**
Suspension: Credentials suspended, ID card returned, correction action determined, credentials pending terms of corrective action. Termination may occur when more than 100 points have been accrued.
- **30 points = Warning**
Warning: Corrective action determined; credentials remain intact. Follow up based on terms of correction action and/or annual review.
- **Any points assigned = Notification**
Notification: Anytime points are assigned, CI is notified. No action taken unless number of points triggers a warning or suspension.

As part of corrective action, the CRB may determine that demerit points can be reduced once corrective actions and designated time has passed. Any remaining demerit points will remain in the record of the Certified Individual for five years (from the date when the notice was received by the CI from PCP of the complaint, default or deficiency.)



SPFA PCP ACCREDITED SUPPLIER COMPLAINT FORM

SPFA PCP can only consider written complaints regarding the non-compliance with SPFA PCP Accredited Supplier's criteria within this program.

Details of program are in the Supplier Accreditation CSC Handbook at www.sprayfoam.org

Complaints about other Supplier related issues that do not fall within the parameters of this program will not be addressed by SPFA.

Name of Person/Company lodging complaint _____

Address: _____ City, State, Zip: _____

Phone: _____ Cell Phone: _____

Email: _____

Company/personnel complaint lodged against: _____

Address: _____ City, State, Zip: _____

Phone: _____ Cell Phone: _____

Personnel at Company who have been contacted about this complaint and date/details of communication:

Name/Title: _____ Date of communication: _____

Address: _____ City, State, Zip: _____

Phone: _____ Cell Phone: _____

Email: _____

Please describe your complaint in detail as it pertains to the SPFA PCP Supplier Accreditation Program:

Date of Communication and documentation (i.e. emails, phone log, conversation recaps, etc.) You may attach pages.

Please review and sign the following:

I, *(print name)* _____, do solemnly declare; that to the best of my knowledge, the foregoing Information is true and correct.

Date

Signature

Reinstatement of Lapsed or Suspended Certification

If an SPFA PCP Certified individual neglects to renew his/her certification the SPFA PCP Certification will lapse. When this occurs, the individual **MUST** stop using the SPFA PCP Mark and all references to being an SPFA PCP Certified SPF Professional. A Lapsed Certification is a null and void Certification.

The reinstatement of the SPFA Certified individual is permitted, providing the individual's credentials lapsed due to non-payment of renewal fees and not due to circumstances where they were withdrawn described in the "Suspension or Termination of Certification" section of this Handbook.

In order to reinstate the SPFA PCP Certification, the individual must meet all of the criteria for renewing the Certification, including:

- Individual's SPFA PCP file does not contain any unresolved complaints, defaults or deficiencies
- Verification that all information previously submitted and on file is still applicable and current
- Payment of all fees (Reinstatement Fee is \$150 for Members and \$250 for Non-Members)
- In the event that it is 7 years or longer since the individual was first certified, then the individual would also have to complete any Recertification Requirements as described in the section above.

In order to reinstate the SPFA PCP Certification after suspension or termination has occurred, the CI must have successfully completed any remediation determined in the CDD process.

There may be reinstatement and other fees as part of the reinstatement process.

Appeal Process

There is a three-tiered process for review and appeal of suspension or termination of certification or assessment of demerit points. The SPFA PCP Certification Director shall make all appeal decisions in consultation with the Certification Management Board (CMB) which consists of representatives from SPFA PCP QAP, CSC and Training Committees, two representative from SPFA Board of Directors.

If the Certified Individual (CI) believes that the CRB's decision is not satisfactory; they shall approach the Certification Management Board.

If the CI believes that the Certification Management Board's decision is unsatisfactory; the CI shall request a review from an independent third party.

Tier 1 Appeal Process with Certification Director:

To appeal, the Certified Individual must follow this procedure:

Request for review must be made within 10 business days of notice of suspension of certification or assessment of demerit points.

The request for review must be in writing and sent by traceable delivery service to

SPFA PCP Certification Director
11 Hope Road, Ste111 #308
Stafford, VA 22554

or

certdir@sprayfoam.org

The request for review must specifically state the reasons why the Certified Individual believes the initial decision should be modified or overturned. The request must provide new information on the issue or provide a specific reference where required procedures have not been followed.

The review will be carried out by the Certification Director who will provide a decision in writing within 30 business days of receiving the written request for review.

If the Certification Director or designee concludes, based on the current version of the certification scheme (described in the Certification Handbook) at the time of assessment, suspension or termination, that the demerit points should not have been assessed, or that the Certified Individual should not have had their certification suspended, the Certified Individual will have the demerit points removed specific to the violation in question or suspension lifted as the case may be.

Should the Certification Director conclude that the actions taken are valid; the Certified Individual will be notified of such conclusion, in writing. The Certified Individual will receive a letter by email or traceable delivery service. The Certified Individual is deemed to have received the notice of the written review decision 5 business days after the notice is sent.

Tier 2 Appeal Process with Certification Management Board (CMB):

If the Certified Individual disagrees with the action taken after the completion of the Tier 1, the Certified Individual may appeal to the Certification Management Board. The Certification Management Board is a six (6) person panel, made up of representatives of the SPFA PCP QAP, CSC and Training Committees, two representatives of the SPFA Board of Directors and PCP Director (non-voting). Anyone who served on Complaint Review Board for this complaint, default or deficiency, may not serve on the CMB.

Request for review must be made within ten business days of the Tier 1 decision.

The request for review must be in writing and sent by traceable delivery service to

SPFA PCP Certification Director
11 Hope Road, Ste. 111 #308
Stafford, VA 22554

or

certdir@sprayfoam.org

The request for review must specifically state the reasons why the Certified Individual believes the initial decision should be modified or overturned. The request must provide new information on the issue or provide a specific reference where required procedures have not been followed.

The review will be carried out by the Certification Management Board (CMB) that will provide a decision in writing within 30 business days of receiving the written request for review.

If the CMB concludes, based on the current version of the certification scheme (described in the Certification Handbook) as amended to the time of assessment of demerit points or suspension or termination that the demerit points should not have been assessed, or that the Certified Individual should not have had their certification suspended or terminated, the Certified Individual will have the demerit points removed specific to the violation in question or suspension/termination lifted as the case may be.

Should the CMB conclude that the actions taken are valid; the Certified Individual will be notified of such conclusion, in writing. The Certified Individual will receive

a letter by fax, email or traceable delivery service. The Certified Individual is deemed to have received the notice of the written review decision five business days after the notice is sent.

Tier 3 Appeal Process with Independent Arbitrator:

If the Certified Individual still feels that the action taken after the Tier 2 process has been completed has not met the requirements of the certification scheme (described in Certification Handbook), the Certified Individual may appeal to an independent arbitrator.

In order to proceed with the appeal going to an independent arbitrator, the following is to be completed:

1. Notice of appeal must be received within 10 business days after receipt of the written review decision from the Certification Management Board,
2. Notice of appeal must be in writing and sent by a traceable delivery service to:

SPFA PCP Certification Director
11 Hope Road, Ste 111, #308
Stafford, VA 22554

3. Notice of appeal must specifically state the grounds for appeal,
4. Deposit of \$1000 in form of certified check or bank draft payable to SPFA must be received with notice of appeal,
5. The arbitrator will be mutually agreed upon by both parties.

The deposit that the Certified Individual is required to pay to start Tier 3 will be at least \$1,000.00. This amount may increase based on the prevailing rates of the arbitrator.

If the arbitrator decides that the demerit points should not have been assessed or that the Certified Individual should not have had their certification suspended or withdrawn, the Certified Individual will have the demerit points removed specific to the appeal or suspension lifted as the case may be and the money paid will be returned.

If the independent arbitrator confirms the written review decision of the certification board that the points are to stay in place, the fee paid will NOT be returned to the Certified Individual.

Should the CI feel that the certification process has not been followed, the CI can register a complaint with the accreditation body for ISO 17024 that has accredited the certification body that is providing personnel certification under the ISO 17024 requirements.

Frequently Asked Questions

Q Who decides which employees, or contract personnel, of a Supplier need to become certified?

A The Supplier Company determines which of its employees, or contract personnel, meet the description of a Supplier Representative. These are the people who need to become certified.

Q Who verifies whether an employee should be defined as a Supplier Representative or not?

A The Supplier Company makes this determination. The definition of a Supplier Representative, listed here, is the criteria that is used.

Supplier Representative

Supplier Representative is defined as an individual who has direct advisory contact with contractor or distributor (as applicable, if the supplier only sells through distribution) with regard to SPF related materials, equipment or services, etc. These individuals may include sales representative, technical representative or appropriate staff as determined by the supplier.

Q What do I do if I think that I should be certified, but my employer doesn't consider me to have enough contact with contractors to allow me to pursue my certification?

A Individuals can obtain this certification on their own. In this scenario, we presume the individual would be paying for the certification and submitting paperwork and taking the exam(s).

Q What happens if I am certified with one Supplier and then leave their employment to join another Supplier, does my certification carry over?

A Yes, an individual is certified and is carried by the individual, regardless of their employer as long as the individual remains in good standing with SPFA PCP.

Q Do I need to take 2 different exams if I want to become a Certified Supplier Representative for Roofing and for Insulation?

A No, there is a written examination available for those wanting to become Certified Supplier Representative in both Roofing and Insulation.

Q How do I get signed up to take the Written Examination or Field Examination?

A For the most up to date information on registration/scheduling requirements, dates, locations and fees contact SPFA PCP at 1-866-222-5000 or visit our website at www.sprayfoam.org.

Q Where can I take the Written Examination?

A Examinations are administered frequently across the nation. To get current locations call 1-866-222-5000 or visit our website at www.sprayfoam.org. Online written exams are also available.

Q Can I get my results over the phone?

A No. Examination results are confidential and will only be provided in writing.

Q When will I receive my examination results?

A Results for examinations will be mailed within three weeks after the examination date.

Q Is training required before taking examination?

A No. There is not a requirement to take any specific courses or meeting any requirement on instructional hours. However, the candidate has a much better chance of passing the Certification Examinations if exam preparatory classes are taken.

Q Does SPFA PCP offer courses to prepare for examination?

A Yes, exam preparatory courses will be available through a variety of sources such as product manufacturers, equipment manufacturers, trade associations (including SFPA) and various private learning institutions. Currently SPFA Assistant Exam Prep Course is available online. Installer Exam Prep Course have a projected completion date in 2018.

Q How often can I take the written examination?

A You may take the written examination as many times as needed until you pass the examination.

Q Is there a fee for re-taking an exam?

A Yes, the examination fee must be paid each time an examination is administered.

Q Can I reschedule or cancel my examination?

A Yes but you must notify SPFA PCP at least 2 days before the examination for which you have registered.

Q Can I get a copy of my results mailed to me?

A Yes, your examination results can be mailed to you upon request. The standard procedure is to email the results.

Q Are the examinations open book?

A No. You are not allowed any study or reference materials. You may bring with you a calculator and writing utensils as described in this handbook.

Q How long are the written examinations?

A The length of time is 2 hours maximum for a single exam. In the combined exams for contractors, 2 hours is permitted for each of the parts. (PCP Certified Supplier Representative combined written exam for roofing and insulation is 4 hours).

Q What type of format will the examination questions be in?

A Exam questions are in four-option, multiple-choice, with one answer on each question scored as correct.

Q Should I guess if I don't know the answer to a question?

A There is no guessing penalty, so answer every question.

Q What is considered a passing score?

A The passing mark for the Written and Field Examinations is 75%.

Q What language is the examination available in?

A The Supplier Representative Examinations are available in English.

If you have additional questions, please direct them to SPFA PCP staff:

E-mail: admin@spfapcp.org

Phone: 866-222-5000

Appendices

In the SPFA PCP Program, the Supplier Representative is defined as an individual whom has direct advisory contact with contractor or distributor (as applicable, if the supplier only sells through distribution) with regard to SPF related materials, equipment or services, etc. As such, the SPFA PCP expects the Supplier Representative to be able to demonstrate an understanding of the knowledge and skills of the people he is advising and to have a working knowledge of their JTA, which follow. The SPFA PCP Acknowledges that each company's Supplier Representative may have a JTA which goes beyond the items listed below, but for purposes of SPFA PCP, it is only knowledge of the following JTA which is applicable.

Job Task Analysis (JTA) for SPF Assistant

A. Introduction to Spray Polyurethane Foam

- Task A.1 History of Spray Polyurethane Foam
- Task A.2 What is Spray Polyurethane Foam
- Task A.3 Types of SPF and Cell Content
- Task A.4 Physical Properties
- Task A.5 Reaction, Time Factors and Ratio

B. Health and Safety - Chemicals

- Task B.1 Potential for Chemical Exposure
- Task B.2 Hazard Communications (HMIS)
- Task B.3 Engineering Control/Site Isolation
- Task B.4 Work Practices
- Task B.5 Personal Protective Equipment (PPE)

C. Health and Safety - General

- Task C.1 Reasons for practicing safety
- Task C.2 Understanding OSHA and Their Requirements
- Task C.3 Written Safety Management Program

D. Jobsite Safety

- Task D.1 Electrical Hazards
- Task D.2 Hand and Power Tools
- Task D.3 Pressurized Equipment/Air Compressor
- Task D.4 Lock Out/Tag Out
- Task D.5 Confined Spaces
- Task D.6 Elevated Work Surfaces
- Task D.7 Fork Lifts and Cranes
- Task D.8 Lifting
- Task D.9 Vehicle and Transportation Safety (DOT)
- Task D.10 Fire Protection and Safety
- Task D.11 Occupational Noise
- Task D.12 Temperatures (Heat Stress)
- Task D.13 Slips and Trips
- Task D.14 Personal Protective Equipment (PPE) (Non-Chemical)
- Task D.15 Lighting

Job Task Analysis (JTA) for SPF Insulation Installer

E. Pre-Job Planning

Task E.1 Pre- Job Logistics

Task E.2 Safety Requirements – In the Pre-Planning Stage

Task E.3 Truck Loading/Equipment Check

F. Jobsite Set-Up Procedures

Task F.1 Jobsite Arrival

Task F.2 Set-Up

Task F.3 Safety Procedures During Job-Site Set-Up

G. Substrate Preparation

Task G.1 Preparation for Different Substrates

Task G.2 Priming

Task G.3 Masking

H. Start-Up Procedures

Task H.1 Verify Conditions Before Spray Start-Up

Task H.2 Equipment/Material Start-up

Task H.3 Site Secure and Safe for Start-up

Task H.4 Spray Start-Up

I. Installation Methodology

Task I.1 Equipment Set-Up and Spray Gun Settings

Task I.2 Application QC Check

Task I.3 Spray Techniques

Task I.4 Communication with Assistant

Task I.5. Restaging and job progression

Task I.6 Ensuring continuous material supply

Task I.7 Spraying Breaks

Task I.8 Trimming Tools

Task I.9 Heat Break Requirements

J. Shut Down and Job End Procedures

Task J.1 Sort Term Shut Down

Task J.2. End of Day Shut Down

Task J.3 End of Job Shut Down

Task J.4 Air Management

Task J.5 Trimming and Unmasking

Task J.6 Close Out Communication

Job Task Analysis (JTA) for SPF Insulation Master Installer

K. Troubleshooting and Repair

- Task K.1 Shrinkage
- Task K.2 Poor Adhesion
- Task K.3 Off-Ratio/Poor Mix
- Task K.4 Too Thin Pass thickness
- Task K.5 Too Thick of a Spray Lift
- Task K.6 Foam Masses and Possible Fire Risks

L. Preparing for a Third Party Inspection

- Task L.1 Introduction
- Task L.2 BE Inspector Procedures
- Task L.3 Inspection Initiation
- Task L.4 Inspection Procedures
- Task L.5 Visual Inspection Observations
- Task L.6 Thickness Measurements and Insulation Profiles
- Task L.7 Samples
- Task L.8 Certification
- Task L.9. Inspection Checklist

M. Thermal and Ignition Barrier Requirements

- Task M.1 Introduction to Thermal Barriers
- Task M.2 Building Code Requirements
- Task M.3 Ignition Barriers
- Task M.4 Fiber
- Task M.5 Cementitious
- Task M.6 Gypsum Wallboard
- Task M.7 Liquid Applied Ignition and Thermal Barrier Coatings
- Task M.8 Safety Guidelines for Liquid Applied Ignition and Thermal Barriers
- Task M.9 Calculating Coating Coverage

N. Sealant Foams

- Task N.1 Introduction to One-Component
- Task N.2 Safety and Conditions of Use
- Task N.3. Application
- Task N.4 Clean up and Disposal
- Task N.5 Introduction to Two component
- Task N.6 Safety and Conditions of Use
- Task N.7 Application
- Task N.8 Clean up and Disposal

O. Hybrid Insulation Systems

- Task O.1 Basic Definitions
- Task O.2. Function
- Task O.3. Design
- Task O.4 Application Areas and Guidelines

P. SPF Equipment/Components, Functions and Operations

- Task P.1 Transfer Pumps
- Task P.2 Proportioner
- Task P.3 Primary Heaters (Pre-heaters)
- Task P.4 Heated Hose Assemblies
- Task P. 5 Spray Guns
- Task P. 6 Generator, Compressor, Air Dryer
- Task P. 7 Maintenance
- Task P. 8 Troubleshooting

Q. Coating Equipment (Components, Operations, Troubleshooting)

- Task Q.1 Objectives and Factors
- Task Q.2 Single Component Airless Spray Equipment
- Task Q.3 Coating Flow Rate Adjustments
- Task Q.4 Positive Displacement Pumps and Supply
- Task Q.5 The Driving Force and Pump Supply
- Task Q.6 Troubleshooting Spray Pattern Problems
- Task Q.7 Pump Safety
- Task Q.8 Overnight Shutdown

Job Task Analysis for SPF Insulation Project Manager

R. SPF Estimating Guidelines for Materials Usage

- Task R.1 Abbreviations
- Task R.2 Conversions
- Task R.3 Surface Area Calculation
- Task R.4 Calculating Materials

S. Building Science Basics and HAM

- Task S.1 House as a System Concept
- Task S.2. Heat Flow
- Task S.3 Understanding R-Values
- Task E.4 Test Methods
- Task S.5 Air Flow
- Task S.6 Air Leakage
- Task S.7 Vapor Retarders

T. Building Envelope Design

- Task T.1 Building Materials
- Task T.2 Air Barriers
- Task T.3 Vapor Retarders and Water Resistant Barriers
- Task T.4 R-value and the Building Codes
- Task T.5 ENERGY STAR, HERS, RESNET and Other Entities

U. Understanding HVAC and Mechanical Systems

- Task U.1 Indoor Air Quality
- Task U.2 Mechanical Systems
- Task U.3 Combustion Safety

V. Codes and Standards

- Task V.1. Building Codes
- Task V.2 Testing Organizations
- Task V.3. Building Code Compliance

W. Material Design and Selection

- Task W.1 Factors Affecting Material Selection
- Task W.2 Determining Insulation Thickness
- Task W.3 Selection of Primers, Vapor Retarders, etc. Task W.4 Selection of SPF
- Task W.5 Attics Vented /Unvented
- Task W.6 Selection of Subgrade Thermal and Moisture Protection

Job Task Analysis (JTA) for SPF Roofing Installer

E. Jobsite Set-Up Procedures

- Task E.1 Pre – Before you leave the office/shop
- Task E.2 Conduct pre-construction meeting
- Task E.3 Set-up equipment and material storage areas
- Task E.4 Secure all work, and staging areas
- Task E.5 Roof/project inspection
- Task E.6 Review job with crew
- Task E.7 Safety set-up procedures

F. Substrate Preparation

- Task F.1 Preparation for Different Substrates
- Task F.2 Preparation of Wood Surfaces
- Task F.3 Preparation of Metal Surfaces
- Task F.4 Underlayment Boards
- Task F.5 Board attachment
- Task F.6 Preparation of Concrete Surfaces
- Task F.7 Preparation of Built-up Roofing
- Task F.8 Preparation of Other Surfaces
- Task F.9 Tear Off Existing Roof
- Task F.10 Masking
- Task F.11 Primers

G. Start-Up Procedures

- Task G.1 Equipment/Material Start-up
- Task G.2 Site Secure and Safe for Start-up
- Task G.3 Application Conditions
- Task G.4 Spray Start-up

H. Foam Installation Methodology

- Task H.1 Spray Process and Techniques, Settings
- Task H.2 Surface Texture or Finish
- Task H.3 Communication with Hose Puller
- Task H.4 Restaging and Job Progression
- Task H.5 Ensuring Continuous Material Supply
- Task H.6 Trimming Tools
- Task H.7 Heat Break Requirements Spraying Breaks

I. Shut Down Procedures

- Task I.1 Shut Down Short Term
- Task I.2 End of Day Shut Down

J. Coating Chemistry and Installation Methodology

- Task J.1 Coating Characteristics and Qualities
- Task J.2.Characteristics and Behavior of Coatings
- Task J.3 How to Determine Coverage Rates
- Task J.4 Coating Safety
- Task J.5 Coating Application
- Task J.6 Quality Control Sampling
- Task J.7 Granule Application
- Task J.8 Details SK H.3 Communication with Hose Puller

K. Shut Down Procedures (End of Job)

- Task J.1 Equipment Shut Down
- Task J.2.Un-masking and Clean-up
- Task J.3 Final Job Walk
- Task J.4 End of Job Close-out Communication

Job Task Analysis (JTA) for SPF Roofing Master Installer

L. Pre-Job Planning

- Task L.1 Pre-job Logistics
- Task L.2 Pre-Construction Meeting
- Task L.3 Create a Job Package
- Task L.4 Safety Requirements

M. Troubleshooting and Repair

- Task M.1 SPF Problems
- Task M.2 Coating Problems

N. Inspection of SPF Roofing Systems

- Task N.1 Pre-Inspection Procedures
- Task N.2 Visual Inspection Procedures
- Task N.3 Physical Sampling
- Task N.4 Reporting

O. Maintenance and Renewal

- Task O.1 Preventative Maintenance
- Task O.2 Periodic Roof Inspections
- Task O.3 Observations and Repair Procedures
- Task O.4 Renewal/Recoat

P. Maintenance and Renewal

- Task P.1 Transfer Pumps
- Task P.2 Proportioner
- Task P.3 Primary Heaters (Pre-heaters)
- Task P.4 Heated Hose Assemblies
- Task P.5 Spray Guns
- Task P.6 Generator, Compressor, Air Dryer
- Task P.7 Maintenance
- Task P.8 Troubleshooting

Q. Coating Equipment (Components, Operations, Troubleshooting)

- Task Q.1 Objectives and Factors
- Task Q.2 Single Component Airless Spray Equipment
- Task Q.3 Coating Flow Rate Adjustments
- Task Q.4 Positive Displacement Pumps and Supply
- Task Q.5 The Driving Force and Pump Supply
- Task Q.6 Troubleshooting Spray Pattern Problems
- Task Q.7 Pump Safety
- Task Q.8 Overnight Shutdown

Job Task Analysis for SPF Roofing Project Manager

R. SPF Estimating Guidelines for Materials Usage

- Task R.1 Abbreviations
- Task R.2 Conversions
- Task R.3 Surface Area Calculation
- Task R.4 Calculating Materials

S. Testing, Standards and Building Codes

- Task S.1 Standards and Testing Organizations
- Task S.2. Building Codes
- Task S.3 Tests and Standards

T. Material Design Considerations and Selections

- Task T.1 Roof Assembly Evaluation
- Task T.2 Moisture Detection
- Task T.3 Deck Evaluation
- Task T.4 Wind Uplift
- Task T.5 Other Considerations
- Task T.6 Material Selection
- Task T.7 Determining Insulation Thickness
- Task T.8 Selection of Primers, Vapor Retarders, etc.
- Task T.9 Selection of SPF
- Task T.10 Selection of Protective Coating

U. Roofing Fundamentals

- Task U.1 Wind
- Task U.2 Roof Decks
- Task U.3 Insulation
- Task U.4 Roof Membranes
- Task U.5 Flashing

SPF SUPPLIER REPRESENTATIVE CHECKLIST



Step 1 - Complete & submit the following:

_____ SPFA PCP Enrollment Order Form for Supplier Representative and Field Examiner - F-222-134

Step 2 - Forms & Documentation - Complete & submit the following:

_____ SPFA PCP Individual Certification Agreement - F-222-052

Step 3 - Examinations - Successfully pass the following:

_____ SPF **Insulation** Supplier Representative Exam

OR

_____ SPF **Roofing** Supplier Representative Exam

OR

_____ SPF **Combined Insulation & Roofing** Supplier Representative Exam

PLEASE SUBMIT ALL DOCUMENTS TO:

SPFA Professional Certification Program (PCP)
1600 Boston-Providence Hwy
Walpole, MA 02081
Fax: 1-866-956-5819 or e-mail: admin@spfapcp.org
Questions? Please call: 1-866-222-5000

SPFA PCP ENROLLMENT ORDER FORM FOR SUPPLIER REPRESENTATIVE AND FIELD EXAMINER



1) Please complete the following information. **This is my:** Home Address Company Address

Note: This email will be used for all future correspondence and the address for mailing your ID card and certificate.

Applicant Name: _____

Company Name: _____

Address: _____ City, State: _____ Zip Code: _____

Email: _____ Phone: _____

2) I have reviewed the current online SPFA Certification Handbook(s) posted at www.sprayfoam.org for the certification(s) I am pursuing. (Supplier Representative and/or Field Examiner). I have reviewed and understand what I am being evaluated on. I also accept the policies and procedures of the SPFA PCP. I understand and agree that if I should be unsuccessful with any exam, I must retake and pay all incurring costs to re-do the examination.

3) Please review and sign the following:

I do solemnly declare; that to the best of my knowledge, the foregoing information is true and correct. I hereby authorize SPFA to provide, on request, my SPFA PCP certification status.

Signature

Date

| DESCRIPTION | MEMBER FEE | NON-MEMBER FEE | TOTAL |
|---|------------|----------------|-----------|
| One-time Enrollment Fee Per Person | \$250.00 | \$350.00 | \$ |
| EXAMS - AVAILABLE ONLINE ONLY | MEMBER FEE | NON-MEMBER FEE | TOTAL |
| Insulation Supplier Representative exam with proctor fee | \$250.00 | \$360.00 | \$ |
| Roofing Supplier Representative exam with proctor fee | \$250.00 | \$360.00 | \$ |
| Combined Insulation & Roofing Supplier Rep. exam with proctor fee | \$250.00 | \$360.00 | \$ |
| Field Examiner exam with proctor fee | \$250.00 | \$360.00 | \$ |
| TOTAL PAYMENT | | | \$ |

PAYMENT METHOD:

VISA MasterCard American Express

Multiple forms can be combined in one payment, please indicate number of forms submitted: _____ and Total payment \$ _____

Credit Card Number: _____

Expiry Date: _____ CSC Code: (Amex 4 digits) _____ Card Zip Code: _____

Cardholder's Name: _____ Authorized Signature: _____

NOTES: All fees/costs are subject to change without notice, are not pro-rated, non-transferrable or refundable and must be pre-paid.

Return completed form to SPFA PCP by:
Fax: 1-866-956-5819 or e-mail: admin@spfapcp.org Questions: 1-866-222-5000

SPFA PCP - PRICE SHEET



| Detailed Costs | Member Fee | Non-Member Fee |
|--|------------|----------------|
| One-time Registration Per Person* | \$250.00 | \$350.00 |
| Exam Prep Study Guide (English only; digital link provided) | | |
| Assistant | \$50.00 | \$50.00 |
| Insulation Installer | \$50.00 | \$50.00 |
| Insulation Master Installer | \$50.00 | \$50.00 |
| Insulation Project Manager | \$50.00 | \$50.00 |
| Roofing Installer | \$50.00 | \$50.00 |
| Roofing Master Installer | \$50.00 | \$50.00 |
| Roofing Project Manager | \$50.00 | \$50.00 |
| Field Examiner | \$50.00 | \$50.00 |

Single Examinations – available in paper or online

Please choose: English (All are available in English) Spanish (Available only for Assistant, Installer, and Master Installer)

| Single Exams | Member Fee | Non-Member Fee |
|---|-------------------------------------|----------------|
| Assistant | \$200.00 | \$300.00 |
| Insulation Installer | \$200.00 | \$300.00 |
| Insulation Master Installer | \$200.00 | \$300.00 |
| Insulation Project Manager | \$200.00 | \$300.00 |
| Roofing Installer | \$200.00 | \$300.00 |
| Roofing Master Installer | \$200.00 | \$300.00 |
| Roofing Project Manager | \$200.00 | \$300.00 |
| Supplier Representative - Insulation | \$200.00 | \$300.00 |
| Supplier Representative - Roofing | \$200.00 | \$300.00 |
| Supplier Representative – Insulation & Roofing | \$200.00 | \$300.00 |
| Field Examiner | \$200.00 | \$300.00 |
| Online Exam Fee (added to cost of exam) (Must call SPFA PCP to arrange) | \$50.00 | \$60.00 |
| DISCOUNT** - First exam is priced as shown above; each additional exams \$100.00 discount. | \$100.00 x ___ (# add'l = discount) | |

SPFA PCP - PRICE SHEET



| Combined Exams | Member Fee | Non-Member Fee |
|---|------------|----------------|
| Insulation Installer (Combined 2-part exam) | \$250.00 | \$350.00 |
| Insulation Master Installer (Combined 3-part exam) | \$300.00 | \$400.00 |
| Insulation Project Manager (Combined 4-part exam) | \$350.00 | \$450.00 |
| Roofing Installer (Combined 2-part exam) | \$250.00 | \$350.00 |
| Roofing Master Installer (Combined 3-part exam) | \$300.00 | \$400.00 |
| Roofing Project Manager (Combined 4-part exam) | \$350.00 | \$450.00 |
| Insulation / Roofing Installer Exam (Combined 2-part exam) Online Exam Fee (added to the cost of the exam) (Must call SPFA PCP to arrange) | \$75.00 | \$85.00 |
| Insulation / Roofing Master Installer Exam (Combined 3-part exam) Online Exam Fee (added to the cost of the exam) (Must call SPFA PCP to arrange) | \$100.00 | \$110.00 |
| Insulation / Roofing Project Manager Exam (Combined 4-part exam) Online Exam Fee (added to the cost of the exam) (Must call SPFA PCP to arrange) | \$125.00 | \$135.00 |

Master Installer Field Exam***

Please choose: Insulation Open Cell Insulation Closed Cell Insulation – Both Open & Closed Cell Roofing

| | | |
|---|----------|------------|
| Fee Per Field Exam*** | \$950.00 | \$1,350.00 |
| DISCOUNT- \$250.00 x _____ exams | | |

Discount applicable to exams taken by multiple people from the same company OR one applicant taking both Insulation & Roofing Field Exams.

Renewal and Re-Certification

| | | |
|------------------------------|----------|----------|
| Annual Certification Renewal | \$150.00 | \$250.00 |
| 7 Year Re-Certification | \$150.00 | \$250.00 |

NOTES:

- 1) All fees/costs are subject to change without notice, are not pro-rated, non-transferable, and non-refundable, and must be pre-paid.
- 2) BULK PRICING available for 100 or more exams and 100 or more registrations, contact the SPFA PCP office for additional details.
- 3) All persons seeking certification must complete all levels of exams preceding their chosen certification, i.e., if you are to be certified as a Master Installer, you must pass the Assistant, Installer, and Master Installer Exams. The lower-level exams are included in the combined exams for each level, i.e., the Master Installer (3-part combined exam) is made up of this:
 - Part One – Assistant Exam
 - Part Two – Installer Exam
 - Part Three – Master Installer Exam

* The SPFA PCP Registration cost includes the certification fee for the year of registration. All Certifications expire each year on December 31 and must be renewed annually.

** Additional written exams are discounted if taken at the same exam session by the same person, i.e., the Candidate takes the Assistant exam at 8 am, then the Installer exam at 12 pm, the Assistant is full price, and the Installer exam is discounted price of \$100.00. Any additional exams also \$100.00 discount. For Online testing, a discount applies if exams are taken within the 7-day period which begins when the first exam is executed.

*** Field Exam pricing is subject to change based on the number of exams/travel costs; please contact the SPFA PCP for additional details. Discount for Field Exam is \$250 for each exam if either multiple people from the same company or one applicant take more than one field exam at the same time.

Questions: e-mail: admin@spfapcp.org or 1-866-222-5000

SPFA PCP – CONTINUING EDUCATIONAL UNITS (CEU) DECLARATION FORM



Name: (please print) _____

Company Name: _____

Continuing Educational Units (CEUs) Required to Recertify within the PCP (Please see Certification Handbooks for more details)

An SPFA PCP Certified Individual must recertify every 7 years. One requirement for recertification is the completion of continuing educational units (as applicable per level – see below).

Continuing Education is acceptable for purposes of recertification if it meets the requirement of enhancing your knowledge, skills and abilities for your current certification level or a higher level. CEUs can be acquired through many industry educational opportunities including, but not limited to: Courses, Webinars, Seminars, Workshops, Conference Breakout Sessions, Supplier Training or any educational forum with a topic relevant to the SPF Industry or relevant to your company's business operations.

NOTE: The misrepresentation of CEU information (dishonest or false reporting) will result in demerit points per a Category One (1) violation. (See Certification Handbook).

1) The following is a list of CEU requirements for each level:

- | | |
|--------------------------|----------------------------------|
| Assistant - 10 CEU | Project Manager - 25 CEU |
| Installer - 15 CEU | Field Examiner - 25 CEU |
| Master Installer -20 CEU | Supplier Representative - 25 CEU |

NOTE: To recertify, you only need to meet the CEU requirement for your highest level of certification. For example, if you are a Project Manager AND a Master Installer, you only need a total of 25 CEUs to recertify both of those credentials. At the current time, twenty-five (25) CEUs is the maximum required, regardless of the number of certifications held.

2) Please itemize your CEUs on the chart provided.

NOTE: 1 Hour of Education/Training = 1 CEU For example, a course that is 3 hours long will earn 3 CEUs

3) Please review and sign the following:

I, (print name) _____, hereby certify and declare that I have attended/completed the approved CEUs reported in response to No. 2 above and I acknowledge and agree that any false or misleading statement of reported CEUs shall be subject to appropriate disciplinary action on the part of the SPFA PCP.

Signature

Date Signed

Note (Nota): All CEUs are subject to verification by the SPFA PCP administration. Should this be necessary, additional information will be required to complete the verification process.

Please send completed form(s) to:
SPFA PCP 1600 Boston-Providence Hwy Walpole, MA 02081
Fax: 1-866-956-5819 or e-mail: admin@spfapcp.org

SPFA PCP – FORMULARIO DE DECLARACIÓN DE UNIDADES DE CRÉDITO DE EDUCACIÓN CONTINUA [CEU]



Nombre en letra de molde: _____

Nombre de la Empresa: _____

**Unidades de Crédito de Educación Continua [CEU, por sus siglas en inglés]
Necesarias para Volver a Certificarse dentro del PCP –
Para más detalles, por favor ver los Manuales de Certificación**

Una persona individual Certificada bajo la SPFA PCP debe volver a certificarse cada 7 años. Un requisito para la recertificación es completar las unidades de crédito de educación continua (según corresponda por nivel, ver a continuación).

La Educación Continua es aceptable para efectos de recertificación si esta cumple con el requisito de mejorar sus conocimientos, habilidades y capacidad para su nivel de certificación actual o para un nivel más alto. Las CEU se pueden obtener a través de muchas oportunidades educativas de la industria incluyendo, pero no limitándose a: Cursos, Seminarios en línea, Seminarios, Talleres, Conferencias de trabajo en equipo, Capacitación para Proveedores o cualquier foro educativo con un tema relevante para la Industria de la Espuma de Poliuretano aplicada por aspersión (SPF, por sus siglas en inglés) o relevante para las operaciones comerciales de su empresa.

NOTA: Declaraciones fraudulentas sobre información relacionada con las CEU, [informar de manera deshonesto o falsa], resultará en el desmerecimiento de puntos por una Violación de categoría uno (1); (ver el manual de certificación).

1) La siguiente es una lista de requisitos de las CEU para cada nivel:

| | |
|----------------------------|--------------------------------------|
| Asistente - 10 CEU | Gerente de Proyectos - 25 CEU |
| Instalador - 15 CEU | Examinador de Campo - 25 CEU |
| Instalador Maestro -20 CEU | Representante del Proveedor - 25 CEU |

NOTA: Para recertificarse, solo necesita cumplir con el requisito de las CEU para su nivel más alto de certificación. Por ejemplo, si es un Gerente de Proyectos Y un Instalador Maestro, solo necesita un total de 25 CEU para volverse a certificar en ambos certificados. Actualmente, las CEU máximas requeridas son veinticinco (25), sin importar el número de certificaciones que tenga.

2) Favor de detallar sus CEU en la tabla que se proporciona a continuación.

NOTA: 1 Hora de Educación/Capacitación = 1 CEU Por ejemplo, un curso de 3 horas de duración le dará 3 CEU

3) Favor de revisar y firmar lo siguiente:

Yo, (imprimir nombre) _____ por la presente certifico y declaro que he asistido/completado las CEU aprobadas reportadas en la respuesta 2 de arriba y reconozco y acepto que cualquier declaración falsa o engañosa relacionada con las CEU reportadas estará sujeta a la sanción disciplinaria apropiada de parte de la SPFA PCP.

Firma

Fecha de firma

Nota: Todas las CEU están sujetas a verificación por parte de la administración de SPFA PCP. Si se considera necesario, se solicitará información adicional para completar el proceso de verificación.

Favor de enviar los formularios completos a:
SPFA PCP 1600 Boston-Providence Hwy Walpole, MA 02081
Fax: 1-866-956-5819 or e-mail: admin@spfapcp.org



SPFA CERTIFICATION AGREEMENT

THIS AGREEMENT is made as of _____ (the "Effective Date") by and between the SPRAY POLYURETHANE FOAM ALLIANCE ("SPFA"), a 501(c)(6) non-profit corporation organized and operating under the laws of the Commonwealth of Virginia and having its principle place of business at 11 Hope Road, Suite 111 #308 Stafford, VA 22554 and:

Full Legal Name: _____

Address: _____

City, State, Zip Code: _____

the ("Certified Individual")

WHEREAS, the SPFA is a non-profit organization dedicated to setting high standards for on-going professional practice in the spray polyurethane foam industry through the SPFA Professional Certification Program.

WHEREAS, the individual identified above has sought to obtain certification under the SPFA PCP;

WHEREAS, subject to the provisions of this Agreement and on the condition that the Certified Individual is not in breach of any of the terms or conditions of this Agreement or the provisions of the current Certification Handbook, the SPFA hereby grants to the Certified Individual a limited, revocable and non-exclusive license to make use of the applicable Certification Mark during the Term and only in the manner and for the specific purposes/uses identified in this Agreement or the Certification Handbook or as subsequently modified by the SPFA in its sole and reasonable discretion.

In exchange for good and valuable consideration, the receipt and sufficiency of which the parties hereby acknowledge, the parties agree as follows:

1. DEFINITIONS

The following terms shall have the meanings set forth below:

- 1.1 "**Certification Mark**" means any mark or marks developed, exclusively owned and used by the SPFA in connection with the SPFA and/or the SPFA Professional Certification Program or PCP.
- 1.2 "**Certified Individual**" means a person who has met and continues to meet the applicable requirements for certification by the SPFA or its authorized agent or third-party designee under the SPFA PCP. A Certified Individual may hold more than one SPFA PCP certification.
- 1.3 "**SPFA Professional Certification Program**" or "**PCP**" means the professional certification program developed by the SPFA to provide education and training designed to enhance, test and evaluate the knowledge and skills of those individuals involved in the installation of SPF.

2. TERM

- 2.1 This Agreement shall take effect on the Effective Date set forth above and shall remain in effect until terminated by the SPFA or the Certified Individual or if the Agreement is non-renewed or lapses due to actions, or failure of action, on the part of the Certified Individual.

3. ACKNOWLEDGEMENTS AND OBLIGATIONS

- 3.1 The Certified Individual hereby acknowledges and agrees that as a condition of certification under the PCP, he/she shall at all times be and remain in compliance with all of the provisions of this Agreement, the current PCP Certification Handbook and to conduct his or her work in a safe and professional manner consistent with the PCP. The Certified Individual further agrees that he/she shall at all times relevant to this Agreement comply with applicable federal, state and local laws and regulations and such reasonable PCP requirements as may be imposed from time to time by the SPFA or its authorized agent or third-party designee. A failure to adhere to these obligations may result in the suspension or termination of his or her PCP certification.
- 3.2 The Certified Individual warrants that all information and documentation he/she has provided to the SPFA or its employees, authorized agents or third-party designees in connection with his or her application and certification under the PCP is true and correct and acknowledges and agrees that the SPFA is relying upon the accuracy of such representations, information and warranties in entering into this Agreement. He/she further agrees to provide updated and/or corrected information as such information may become available.
- 3.3 The Certified Individual acknowledges and agrees that the PCP is a proprietary SPFA program and that such program is and shall remain the sole and exclusive property of the SPFA. The Certified Individual warrants that he/she shall not challenge, interfere with, damage or infringe upon such SPFA proprietary rights, title or interest and that he/she shall not use the Certification Mark (including without limitation any documents or materials relating thereto) for any purpose inconsistent with this Agreement and/or the requirements of the PCP. The Certified Individual shall not use a Certification Mark denoting PCP certification for any other purpose other than to designate the applicable PCP certification, nor may he/she, directly or indirectly copy, distribute, transfer, assign or make available the applicable Certification Mark to any third party without the prior written consent of the SPFA. Such consent shall be at the sole and absolute discretion of the SPFA. The obligations set out in this paragraph shall survive the expiration or termination of this Agreement for any reason.
- 3.4 The Certified Individual agrees that he/she shall pay the PCP Certification renewal fee on an annual basis, as determined by SPFA from time to time, with notice of the renewal and fee being mailed to the Certified Individual annually.
- 3.5 The Certified Individual is not authorized to extend, assign, sell or transfer to any third party any of his/her rights, duties or obligations under this Agreement.

- 3.6 The Certified Individual further acknowledges and agrees that issuance of the applicable Certification Mark by the SPFA indicates only that the Certified Individual has satisfactorily met the PCP requirements for such certification and that the issuance of such certification by the SPFA does not constitute an endorsement or guarantee by the SPFA of his/her products or services.
- 3.7 The Certified Individual acknowledges and agrees that the PCP (including without limitation, the systems, programs, standards, requirements and methods relating thereto) may be amended from time to time by the SPFA. Current information is posted on the website. The Certified Individual agrees to abide by the current posted version of the SPFA documents. SPFA agrees to provide written notice of changes to the systems, programs, standards, requirements and methods relating thereto amendments by posting such changes to the current Certification Handbook on the PCP/SPFA website and notifying everyone enrolled in the PCP when the update has been posted.

4. CERTIFIED INDIVIDUAL'S USE OF CERTIFICATION MARK

- 4.1 The Certified Individual warrants and agrees that he/she shall only use the Certification Mark on advertisements, promotional materials, and otherwise to identify him or herself as an SPFA PCP certified individual in strict compliance with the terms and conditions of this Agreement and any requirements imposed by the SPFA and the current Certification Handbook on the use and display of the applicable Certification Mark. The Certified Individual shall not use, alter, amend or display the Certification Mark for any other purpose or use without the prior written consent of the SPFA.
- 4.2 Upon written request by SPFA or its authorized agent or third-party designee, the Certified Individual agrees to provide the same with copies of all materials, documents, packaging, advertisements, business cards, marketing materials, website links and anything otherwise, bearing the Certification Mark in advance of any use or distribution of the same. Any failure of SPFA to comment shall not be interpreted as consent for such use. Should SPFA notify the Certified Individual of any objection to his/her use the Certification Mark, he or she shall immediately cease use of same in accordance with SPFA's demand.
- 4.3 No advertising, promotions or marketing by the Certified Individual shall contain any statement or material which may, in the sole judgment of SPFA, contain objectionable language, be misleading or misrepresentative, be in bad taste, or be inconsistent with SPFA's public image as a first-class professional organization representing high standards of safety, conduct and professionalism in the spray polyurethane foam industry.
- 4.4 The Certified Individual agrees not to use the applicable Certification Mark in any manner calculated to represent that the Certified Individual is the owner of the Certification Mark, affiliated with or an agent of SPFA, or that the Certified Individual is anything other than a licensed user of the Certification Mark.
- 4.5 The Certified Individual agrees to immediately notify the SPFA or its authorized agent or third-party designee of any apparent, suspected or actual infringement of the Certification Mark and shall cooperate with the SPFA and its authorized agent or third-party designee with respect to the prosecution of any litigation relating to such infringement or the challenging of the Certification Mark.
- 4.6 The Certified Individual shall at all times observe all such PCP requirements with respect to trademark notices and other forms of marking with respect to the Certification Mark as the SPFA or its authorized agent or third-party designee may from time to time require. The Certified Individual shall, when using the Certification Mark indicate clearly that the mark is owned by SPFA.
- 4.7 The Certified Individual shall ensure that any and all checks, letterhead, contractual documents, advertising, promotional or marketing materials, or writings of any nature, will not directly or indirectly state or infer that the SPFA or its authorized agents or third-party designees or the PCP, are responsible or liable in any way for the obligations or responsibilities of the Certified Individual.
- 4.8 The violation of any provision of this Section 4 which remains uncorrected after the Certified Individual has been notified of the violation in writing may result in the suspension or loss of his/her PCP certification.

5. SPFA'S OBLIGATIONS

- 5.1 SPFA or its authorized agent or third-party designee is responsible for maintaining and delivering the certification program and for meeting the requirements of ISO 17024.

6. BREACH AND TERMINATION

- 6.1 This Agreement may be voluntarily terminated (withdrawn) at any time by the Certified Individual upon written notice to the SPFA or its third-party designee. In the event of such voluntary termination of this Agreement, the individual's certification(s) will be withdrawn and he/she shall immediately discontinue any and all use of the Certification Mark designated for the Certified Individual.
- 6.2 The Certified Individual agrees that his/her PCP certification may be suspended or terminated by the SPFA, in its discretion, if the Certified Individual is found by the SPFA or the SPFA PCP Complaint Review Board, Certification Management Board or third-party designee, acting reasonably, to be in default or in breach of any of his/her duties and obligations under this Agreement or the current SPFA Certification Handbook. The SPFA or SPFA Complaint Review Board, Certification Management Board or third-party designee will provide written notice of the same to the Certified Individual who will be provided with an opportunity to respond in writing to SPFA in accordance with the procedures set forth in the Certification Handbook. The procedures are defined in the Complaint, Default or Deficiency Section of the Certification Handbook.
- 6.3 Without limiting the generality of the foregoing, the Certified Individual shall be deemed to be in default under this Agreement where:
- (a) the Certified Individual fails to participate in or successfully complete any and all applicable PCP requirements or fails to complete any recertification or renewal requirements under the PCP;
 - (b) the Certified Individual is found to have provided the SPFA or its authorized agent or third-party designee with inaccurate, misleading or incomplete information;
 - (c) the Certified Individual is in default of any of his/her obligations under this Agreement or the current Certification Handbook.
- 6.4 Should the SPFA elect to impose a suspension rather than a termination, giving the Certified Individual an opportunity to respond to the complaint, default or deficiency (CDD), it shall notify the individual in writing of the CDD, the suspension of certification, the default to be remedied, and the period granted to the Certified Individual to take corrective action requested correct any such CDD, failing which SPFA may, in its reasonable discretion, suspend or terminate the license and the Certified Individual's certification. Should a suspension be imposed, any fees due and payable to SPFA must be paid in full prior to the re-instatement of any suspended Certified Individual per the procedure outlined in the current Handbook.

- 6.5 In the event of a suspension or termination of credentials, or should this Agreement be terminated for any reason, the Certified Individual shall immediately:
- (a) cease to use, directly or indirectly, the Certification Mark in any manner and for any purpose whatsoever;
 - (b) surrender to SPFA his/her photo identification card and all other PCP related documents requested by SPFA;
 - (c) remove the Certification Mark and any reference to the SPFA or PCP from any and all materials, including without limitation packaging, signs and advertisements, promotional and marketing information, business cards, letterhead, websites, under its custody or control upon which the Certification Mark or reference to the SPFA appears, and shall destroy the same or return them to SPFA upon request;
 - (d) immediately pay to SPFA all fees, amounts and other charges as are or have become due and payable; and
 - (e) immediately cease to and thereafter not, directly or indirectly, hold himself or herself out to the industry, consumers, or the public as a Certified Individual.
 - (f) Follow the process outlined in current Handbook for the CDD Process and Re-instatement.
- 6.6 The Certified Individual agrees that the requirements set forth in paragraph 6.5 (a)-(e) are reasonable and necessary to protect the integrity of the SPFA, the PCP, and the Certification Mark and that these requirements are enforceable by injunction, including without limitation by interlocutory injunction, by any court of competent jurisdiction. In the event that SPFA is required to seek injunctive relief or litigate to enforce any of the terms of this Agreement, it shall be entitled to receive from the Certified Individual reimbursement of SPFA's reasonable attorneys' fees and court costs in the event such injunctive relief issues in favor of SPFA and/or if SPFA prevails in litigation commenced to enforce the Agreement.

7. INDEMNITY AND RELEASE

7.1 The Certified Individual hereby acknowledges and agrees that while the SPFA has made its best effort to develop and make available the PCP, neither the SPFA, nor its directors, officers, agents, employees, volunteers, contractors or third party designees shall be responsible or liable to the Certified Individual or any third party for any loss, cost, damage, injuries or damages to persons or property, liability or claim howsoever occasioned, whether by act, error, omission, failure to act, negligence, or willful misconduct, in respect of the services, materials or products rendered or provided by the Certified Individual, or the use and delivery of the PCP in connection therewith.

The Certified Individual hereby warrants that he/she shall indemnify, defend and hold harmless the SPFA, its officers, directors, employees, volunteers, agents, contractor and third party designees from and against any and all third party claims, actions, causes of action, judgments, liabilities, losses, injuries or damages to persons or property, costs and expenses, including reasonable attorneys' fees and court costs, arising out of or resulting from the Certified Individual's (or any employee or contractor under this or her control) acts, errors or omissions, negligence, intentional or willful misconduct or a breach of the terms or conditions of this Agreement or the current Certification Handbook. This duty of indemnification shall survive the termination or expiration of this Agreement for any reason.

7.2 Without limiting the generality of the foregoing, the SPFA, its officers, directors, employees, volunteers, contractors, authorized agents, and third party designees shall not be obligated or liable for any injury or death of any person or damage to any property caused by or relating to the services, materials, or products used or provided by the Certified Individual or any employee or contractor under his or her control.

7.3 The Certified Individual acknowledges and agrees that in no event shall the SPFA, or its officers, directors, employees, authorized agents, third party designees, volunteers or any authorized representative, be liable in any manner for any loss, cost, damage or injury that may be suffered by the Certified Individual by virtue of his/her PCP certification or the suspension or termination of his/her certification.

8. GENERAL

8.1 The Certified Individual is not and shall not represent him or herself to be the employee, agent, joint venture or partner of the SPFA. No representations will be made or acts taken by the Certified Individual which could be deemed to create or infer any apparent relationship of agency, joint venture or partnership, and SPFA shall not be bound in any manner whatsoever by any agreements, warranties or representations made by Certified Individual to any other person or with respect to any other action of the Certified Individual.

8.2 This Agreement shall be interpreted and construed in accordance with the laws of Virginia current hereto and the parties irrevocably agree to the jurisdiction of Virginia with respect to any dispute relating hereto.

8.3 All notices under this Agreement shall be in writing and shall be sent by traceable delivery service or email. Unless changed in writing, the address for SPFA and the PCP program for the purpose of notice is:

SPF Professional Certification Program (PCP) or email: certdir@sprayfoam.org

1600 Boston-Providence Hwy

Walpole, MA 02081

The notice address of the Certified Individual shall be the address listed at the beginning of this document, unless SPFA or its authorized agent or third-party designee is otherwise notified in writing.

8.4 This Agreement represents the entire Agreement between the parties and no representation, warranty or condition shall apply hereto unless expressed herein in writing. This Agreement may not be amended except by written agreement executed by authorized representatives of the parties.

8.5 The failure of the SPFA and/or its authorized agent or third party designee to exercise any right, power or option given hereunder or to insist upon the strict compliance with the terms and conditions hereof by the Certified Individual shall not constitute a waiver of the terms and conditions of this Agreement with respect to that or any other or subsequent breach thereof nor a waiver by the SPFA and/or its authorized agent or third party designee of its rights at any time thereafter to require strict compliance with all terms and conditions hereof including the terms or conditions with respect to which the Certified Individual has failed to exercise such right, power or option.

8.6 If any provision of this Agreement is declared invalid, illegal, or unenforceable by a court of competent jurisdiction such provision shall be severed from the Agreement and all other provisions of the Agreement shall remain in full force and effect.

8.7 This Agreement may be executed by the parties in separate counterparts, each of which will be deemed to constitute an original, but all of which together will constitute one and the same agreement. This Agreement will be considered to be fully executed when all parties have executed an identical counterpart, notwithstanding that all signatures may not appear on the same counterpart. This Agreement and those contemplated herein may be executed and delivered by facsimile signatures and will be binding on all parties hereto as if executed by original signature and delivered personally

8.8 This Agreement shall inure to the benefit of and be binding upon the SPFA and the Certified Individual and their respective successors and/or permitted assigns.

The parties have executed this Agreement on the date first written above.

PCP CERTIFIED INDIVIDUAL:

Full Legal Name (print): _____

Signed: _____

Date signed: _____

OFFICE PERSONNEL FOR SPRAY POLYURETHANE FOAM ALLIANCE (Professional Certification Program):

By: _____

It's Authorized Signatory

Office/Position: _____

Date signed: _____

Please forward this agreement to:

**SPFA-PCP
1600 Boston-Providence Hwy
Walpole, MA 02081**

Fax: 1-866-956-5819 or e-mail: admin@spfapcp.org Questions? Call: 866-222-5000