



SPF Supplier Company Accreditation Handbook

This handbook contains information on how to become an Accredited Spray Foam Supplier Company in the Spray Polyurethane Foam Alliance Professional Certification Program (SPFA PCP).

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The SPFA PCP Certification Handbook, Curriculum, Study Guides, Written Examinations and Field Examination Forms have been reviewed by the SPFA PCP and accepted for use in connection with the SPFA PCP on the basis of established criteria as defined by the Job Task Analysis (JTA). The information contained in these materials is being made available in good faith and is believed, to the best of the SPFA QAP’s, SPFA’s, AND SPFA PCP’s knowledge and belief, to be accurate at the time of review.

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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.

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.

Enrollment

Enrollment is the first step into the SPFA PCP. All participants must be enrolled prior to taking any SPFA PCP Written or Field Examination. The Cost includes the Certification Fee for the year in which you enrolled.

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 ten (10) years and is based on a calendar year.

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 31st of the 5th year. 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 Director of Professional Development

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

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 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

Master 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 ID 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 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 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.

Criteria to Become an Accredited Supplier

Accreditation is based upon the SPF Supplier Company meeting the criteria set forth in this handbook. At a glance, here are some of the criteria. The following pages will outline them in detail:

1. Supplier offered Training Programs for Contractors
2. Supplier Personnel Requirements
 - a. Certified Supplier Representative(s)
 - b. Liaison
 - c. Written Examiner(s)
 - d. Field Examiner(s)
3. Supplier offered Written Exam(s) and Field Exam(s)
4. Best Practices/Risk Management Program verification

Supplier Offered Training Program for Contractors

DESCRIPTION

The training for contractors offered by an Accredited Supplier may consist of varying elements of SPF materials, equipment, application procedures, equipment function, health and safety, jobsite safety, etc., as applicable to the intended audience. This training may be in the format of classroom training, hands on training, field training and on-line. The location in which this training is presented by the Supplier should be appropriate for the level of training and type of training being conducted.

Training must be offered at least one time per year. Additional training is at the discretion of the Supplier.

Supplier shall provide introductory training to inexperienced/novice SPF personnel. Content of this training shall be subject to the reasonable discretion of the Supplier but must be appropriate for the products and materials which will be used. SPFA PCP recommends that training of those individuals new to the SPF industry, at a minimum, cover the knowledge and skills components through and including the SPFA PCP Installer level.

PURPOSE

To enhance the knowledge, skills and abilities of a contractor individual to help prepare them for becoming SPFA PCP Certified as an Assistant, Installer, Master Installer or Project Manager, based on their level of experience.

PREREQUISITE

All individuals presenting the Accredited Supplier training must show proof that they have successfully completed the CPI Health and Safety Training. This is a prerequisite for all Supplier training.

Supplier Personnel Requirements

The Accredited Supplier shall employ/contract individuals in the following categories and shall have their personnel comply with the following criteria. One person may fulfill more than one of these areas of responsibilities.

- SPFA PCP Certified Supplier Representative(s)
- SPFA PCP Liaison
- SPFA PCP Written Examiner
- SPFA PCP Certified Field Examiner

Certified Supplier Representative(s)

REQUIREMENTS

The Accredited Supplier is required to:

- Employ a minimum of one (1) Certified Representative (per category, Insulation/Roofing), as applicable. One person can hold both categories.
- Have all eligible Supplier Representatives (employed or under contract for a minimum of 90 days) registered in the PCP Certification Program and certified within 180 days.

Note: For complete details on Supplier Representative Certification, please refer to the Supplier Representative Certification Handbook at www.sprayfoam.org

DESCRIPTION/DEFINITION

Supplier Representative is defined as 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.

INDIVIDUAL CERTIFICATION FOR SUPPLIER REPRESENTATIVES

Attending training courses is not required to become certified – 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. Study Guides are available for each Certification Level:

- Assistant
- Insulation- Installer, Master Installer and Project Manager
- Roofing- Installer, Master Installer and Project Manager

The Supplier Representative Certification CSC Handbook will go into detail about the procedure for taking the Written Examinations.

There are two categories - Insulation / Roofing, They are specifically designed for individuals involved in the supply or distribution of SPF or other related materials and/or equipment in thermal insulation and/or roofing installations.

Insulation

This certification program is specifically designed for representatives:

- Working with individuals involved in the assistance of the installation of spray polyurethane foam in thermal insulation installations
- Working with individuals with limited experience in the installation of spray polyurethane foam in insulation
- Working with individuals with experience in the installation of SPF in thermal insulation installations. The SPF Master Installer has extensive experience spraying SPF in various applications and has demonstrated competence in SPF applications in the Field Examination.
- Working with individuals involved in all aspects of the installation and project management of SPF in thermal insulation installations. The SPF Project Manager has extensive Knowledge and Skills in all aspects of SPF in various applications.

Roofing

This certification program is specifically designed for representatives:

- Working with individuals involved in the assistance of the installation of spray polyurethane foam in roofing installations.
- Working with individuals with limited experience in the installation of spray polyurethane foam in roofing installations. It is an apprentice level. The SPF Installer has some experience spraying foam with the guidance of a more experienced Installer or Project Manager.
- Working with individuals with experience in the installation of SPF in roofing installations. The SPF Master Installer has extensive experience spraying SPF in various applications, and has demonstrated competence in SPF applications in the Field Examination.
- Working with individuals involved in all aspects of the installation and project management of SPF in installations. The SPF Project Manager has extensive Knowledge and Skills in all aspects of SPF in various applications.

NOTE: SPFA PCP Written Exams previously taken and passed will be accepted as part of the certification requirements. Exam equivalent is passage of Assistant, Installer, Master Installer and Project Manager Exams (in either Roofing or Insulation) is required. ALL FOUR LEVELS must be passed in order to meet this equivalency requirement.

Supplier Liaison

DESCRIPTION/DEFINITION

The Supplier Liaison is the person who is a part of the supplier company personnel, they have designated as the primary contact with SPFA PCP. This person must be trained by SPFA PCP in the administration of the policies and procedures of the SPFA PCP Contractor Company Accreditation program. Training will be offered by SPFA PCP.

REQUIREMENTS

The prequalification requirements for a SPFA PCP Liaison:

- Successful completion of the CPI H&S online course
- Participate in SPFA PCP Training for SPFA PCP Liaison

Written Examiners

DESCRIPTION/DEFINITION Written Examiners are Individuals selected according to the certification scheme that are responsible for the security of the written exams and have been trained to administer Written Examinations.

REQUIREMENTS

- The Accredited Supplier is required to have a minimum of 2, SPFA PCP trained and validated individuals as Written Examiners.
- The Written Examiners are needed, to make it easier for Suppliers, to fulfill their obligation to conduct Written Examinations.

Certified Field Examiner

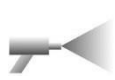
DESCRIPTION/DEFINITION

The SPFA PCP Certified Field Examiner is the person who conducts the field examination.

REQUIREMENTS

- The Accredited Supplier is required to employ/contract a minimum of 1 SPFA PCP Certified Field Examiner.
- The Certified Field Examiners are needed, to make it easier for the Suppliers, to fulfill their obligation to conduct Field Examinations and the Contractors to be able to take their Field Exams for Master Installer certification.

Note: More detailed information on Certified Field Examiners and Field Examinations can be found in the SPFA PCP Certified Field Examiner CSC Handbook at www.sprayfoam.org.



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.

Intro to Supplier Representative Certification Levels

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 prequalification requirements for a Supplier Representative:

- Registration in SPF Professional Certification Program (PCP)
- Successful completion of PCP Written Exam
- 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.

- Combined Written Examinations
- Single Written Examination

The combined exams are for those who have not yet taken any level of PCP contractor certification exams. If you already started in the PCP taking single exams, you can continue to do that. The combined exams are made up of “parts”.

For example:

2 part Installer Combined Exam =

Assistant Written Exam + Installer Written Exam

3 part Master Installer Combined Exam =

Assistant Exam + Installer Exam + Master Installer Exam

4 part Project Manager Combined Exam =

Assistant Exam + Installer Exam + Master Installer Exam + Project Manager

These new exams will save you both time and money!

The SPF Insulation 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. Currently the Assistant, Installer and Master Installer level exams are also available in Spanish.

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. (Depending on the Examination). Each part of a Combined Exam will be allotted 2 hours.

Passing Grade

The passing grade is 75% for a single written exam. In order to pass the combined exam, you must pass each part. The final overall grade is not what determines pass/fail in the combined exam, it is the passing of each part with a minimum of 75%. If you fail the Combined Exam, you may retake just the section(s) you failed.

Examination Registration

Scheduling an Examination

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. Once enrolled, the examination may be administered on-line 24 hours a day / 7 days a week or arrangement may be made for an in-person exam.

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.

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 enroll 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

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

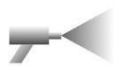
SPFA PCP recognizes your rights to control personal information and as such will safeguard this information from unauthorized disclosure. To protect your rights to control score distribution, examination scores are released only to you, the examination taker, and authorized staff. Your examination scores 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 Enrollment Form. Frequently, the person filling out the Enrollment 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

Completion of Certification-

Once you successfully pass the written 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 every five years
2. Re-certify your credentials (every 10 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 for recertification

Renewal

On a five-year 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 – (10 year)

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

- Complete all annual requirements
- Confirmation of receipt of recertification fee (confirm account is up to date)
- Proof of attendance in the recertification webinar
- 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 that any required documents are received by the PCP.

Once the above criteria are met, the SPFA PCP Certification Certificate and PCP ID 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.

Recertification Start Date Based on Latest Credential

The 10-year recertification period resets each time a new certification level is achieved.

When a certified individual advances to a higher credential level, their 10-year recertification timeline will reset based on the date of the new certification. This applies to all credentials an individual holds. Advancing to a higher credential demonstrates continued competence, warranting a reset of the 10-year recertification period.



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 PCP 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 PCP 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 Director of Professional Development 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 Director of Professional Development 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 Director of Professional Development 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:

- Not wearing safety gear
- Failure to obtain necessary work permits
- Spraying a roof in the rain
- Didn't spray foam thick enough per the spec
- Used wrong coating
- Subcontracted the job in violation of contract
- 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, PCP 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 renewal fee
 - In the event that it is 10 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.

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 Director of Professional Development 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 Director of Professional Development:

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 to certdirector@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 Director of Professional Development who will provide a decision in writing within 30 business days of receiving the written request for review.

If the Director of Professional Development 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 to certdirector@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 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 sent to certdirector@sprayfoam.org
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 enrollment/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 Exam Prep Courses are available online.

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

SPFA Accredited Supplier Company Order Form

[SPFA Accredited Supplier Company Order Form-F-222-147 rev 0](#)



SPFA Accredited Supplier Company Order Form

Name
First Name _____ Last Name _____

Company Name

Address
Street Address _____
City _____ State _____
Zip Code _____ Country _____

This is my:
Choose from the following dropdown menu:

Email address to send the digital credentials

Phone Number

Choose your product: (optional)
☐ Initial Registration Fee _____ 1250.00 USD
Total _____ 0.00 USD

Payment Details for NON-MEMBER: (optional)
☐ Initial Registration Fee _____ 1875.00 USD
Total _____ 0.00 USD

Invoice # (found on the upper right hand corner) (optional)
Please insert the invoice number if you had one sent to you.

Email address for receipt of payment

Note: All fees/costs are subject to change without notice, are not pre-paid, non-transferable, or refundable, and must be pre-paid.

Date of Issue: 21-Aug-2024 F-222-147 rev 0 SPFA PCP Accredited Supplier Company Order Form

Applicant Digital Signature
Add a digital signature using your mouse, stylus, or finger.

Date
05/30/2025 _____

SPFA Supplier Representative Exam Order Form

[SPFA Supplier Representative Exam Order Form-F-222-142 rev 0](#)



SPFA Supplier Representative Exam Order Form

Name
First Name _____ Last Name _____

Company Name (optional) _____

Address
Street Address _____
City _____ State _____
Zip Code _____ Country _____

This is my:
Choose from the following dropdown menu: _____

Email address the applicant taking the exam can access _____

Phone Number _____

Payment Details for MEMBER: (optional)

<input type="checkbox"/> One-time Enrollment Fee	<input type="text"/>	250.00 USD
<input type="checkbox"/> Supplier Representative (1 exam)	<input type="text"/>	200.00 USD
<input type="checkbox"/> Online proctoring fee	<input type="text"/>	50.00 USD
Total		0.00 USD

Payment Details for NON-MEMBER: (optional)

<input type="checkbox"/> One-time Enrollment Fee Per Person	<input type="text"/>	350.00 USD
<input type="checkbox"/> Supplier Representative (1 exam)	<input type="text"/>	300.00 USD
<input type="checkbox"/> Online proctoring fee	<input type="text"/>	60.00 USD
Total		0.00 USD

Choose from the dropdown menu the category to determine which supplier representative exam to enroll in. _____

Invoice # (found on the upper right hand corner) (optional)
Please insert the corresponding invoice number if you have been sent one. _____

Email address for receipt of payment _____

*Note: All fees/costs are subject to change without notice, are not pro-rated, non-transferable, or refundable, and must be pre-paid.
If there is a special accommodation required for written examination, inform the office to request: ☐ Large Print ☐ Verbal Delivery*

Date of Issue: 25-Aug-2024 F-222-142 rev 0 SPFA PCP Supplier Representative Exam Order Form

Applicant Digital Signature
Add a digital signature using your mouse, stylus, or finger.

Date
05/30/2025