

NEEC BOC Approved Provider Program

Overview

The NEEC BOC Approved Provider Program is designed to provide Building Operator Certification (BOC) candidates and credential holders with a variety of educational opportunities in building operation, maintenance and energy management. BOC Approved Provider organizations are eligible to offer course offerings that assist in completing the BOC credential. Course offerings through approved providers are also eligible for BOC continuing education hours for recertification*.

The approved provider program provides building operators with the quality assurance that the programs under the approved provider label will contribute to their professional expertise in energy efficient building operation and maintenance.

**BOC credential holders are required to renew certification annually. Level I candidates must earn 5 hours of continuing education hours; 10 hours are required for Level II.*

Benefits

For NEEC BOC Approved Providers:

- Courses offered by providers are approved for satisfying areas of the BOC credential for candidates.
- Courses offered by providers are approved for renewal of the BOC credential.
- Providers achieve quality assurance guarantee through affiliation with the nationally-recognized BOC credential program.
- Providers receive a certificate acknowledging their approved provider status and the time span for which the approved provider status has been granted.
- Providers are listed on the NEEC BOC website with a link directly to the provider's homepage, allowing BOC candidates a ready reference to quality education programs to complete their BOC credential or renew their certification.
- Simple process to administer for BOC applicants.

For Students and BOC Candidates:

- Guarantee of quality program standards.
- Easy access to continuing education opportunities to maintain credentials.
- Ability to apply for the BOC designation by submitting transcripts or certificates of completion from Approved Provider organizations.
- Simple, no-fee application process. (Without Approved Provider status, BOC candidates must complete BOC training, exams and project work through a licensed BOC partner.)

Application Process

To be considered as an approved provider, organizations should:

- Submit a completed application to NEEC.
- Send a detailed syllabus for each course that is being approved, including qualifications of planning and instructional personnel.
- Define the geographic territory the provider will serve with their educational program. (NEEC BOC Approved Provider status is restricted to a defined geographic territory.)
- Sign a memorandum of agreement to adhere to the established criteria.
- Agree to participate in periodic monitoring requirements.
- Agree to pay the annual Approved Provider fee.

Auditing Process

NEEC reserves the right to randomly audit approved providers to ensure compliance with the established criteria during the year and to investigate allegations of violations. The audit may take a variety of forms.

NEEC may:

- Request to review an authorized provider's records, including but not limited to documents related to needs assessments, planning, evaluations, and record keeping requirements.
- Request to review a detailed syllabus for any approved course.
- Visit and assess specific educational events.
- Investigate allegations of violation.

When the audit has been completed, NEEC will forward a copy of the written report to the provider.

Authorization Process & Fees

The authorization process begins when NEEC receives a completed application packet and application fee of \$250. The authorization process takes approximately four to six weeks from the time the application is received to completion.

If approved, the organization is authorized as a "NEEC BOC Approved Provider" and all benefits outlined above. Fees for approved providers are as follows:

- Approved provider agreement fee of \$2,500 per year. The initial application fee of \$250 will be applied to the first year's agreement fee.
- BOC student handbook fees of \$175/set. A set includes seven 100-page handbooks covering the BOC Level I topics, for a total of 700 pages of material.

The approved provider's name, brief description of the services they offer, and a link to their homepage will be posted online at the BOC website. Approved Providers will also be provided with a certificate indicating the start and end dates of their Approved Provider cycle.

NEEC BOC approved providers are encouraged to use the "NEEC BOC Approved Provider" seal on their marketing and other promotional materials where appropriate. It is required for documentation purposes that the seal appear in either the on-site materials or a certificate of successful completion.

Applicants denied approved provider status, are welcome to resubmit an application and supporting materials, up to one year from the date of the denial notification.

Criteria for Becoming a Provider

By completing the approved provider application form and memorandum of agreement, approved providers are agreeing to adhere to the NEEC BOC approved provider criteria described below.

NEEC encourages prospective approved providers to thoroughly review the criteria. Inquiries are welcome by phone or email to NEEC at 206-292-3977, or email: Cynthia@theBOC.info

CRITERIA

- 1. Organization:** The provider must have an identifiable continuing education or training unit or group with responsibility for administering events.
- 2. Responsibility and Control:** The provider, through its continuing education or training unit, ensures that NEEC's criteria are met. NEEC recommends that one person from the organization be identified for ensuring the criteria are met.

3. Record Keeping: It is required that providers retain records documenting attendance for seven years and that a written policy is in place on record retention and the releasing of records that ensures privacy and security of participant's continuing education activities. NEEC places the responsibility of tracking and documenting attendance at training events on the person attending the event. It is required, then, that the "Approved Provider" seal appear either in the on-site materials or on a certificate of successful completion.

4. Learning Environment: The provider must ensure that the environment is conducive to learning.

5. Needs Identification: The provider has assessed and identified needs of the target audience. Needs identification processes may include focus groups, questionnaires, surveys, participants' comments and suggestions, tests, reports, self-assessments, observations, print media and work samples.

6. Learning Outcomes: The provider has clear and concise statements of intended learning outcomes based on the needs identification process. Learning outcomes must be written and inform learners what they will achieve by the end of the learning experience. Learning outcomes must be communicated to participants prior to the event.

7. Planning and Instructional Personnel: The provider ensures that all instructors and presenters are qualified and involved with planning and conducting the learning event. Instructors and/or presenters should be competent in the subject matter, understand the learning event's purpose and learning outcomes and have knowledge and skills in instructional methods and learning processes.

8. Content and Instructional Materials: Content and instructional materials are appropriate for the learning outcomes of each event. The curriculum provides a project component that is completed at the facility and designed to reinforce key concepts presented in training.

9. Assessment of Learning Outcomes: The provider must establish procedures during the planning phase to assess achievement of learning outcomes during the event itself. Assessments can take many forms, from a written examination, completion of a written report, to a self-assessment. Learners should be informed of the assessment in advance of the event. Assessments are required for completion of the BOC credential and strongly recommended for continuing education courses.

10. Continuing Education Hours for BOC Recertification: One BOC continuing education hour is equal to one hour of participation in an organized continuing education/training experience under responsible, qualified direction and instruction.

11. To offer training hours for the BOC credential:

Provider courses must approximately total the hours of classroom training required for BOC certification. For BOC Level I, this is 56 hours of classroom training (Level I) and an application project completed at the facility. For Level II, this is 48 hours and an application project completed at the facility.

12. Post-Event Evaluation: The provider ensures that all events are evaluated. Post-event evaluations should be established during the planning process. Post-event evaluations should be compiled and a written report summarizing the event should address, at a minimum, if the learning experience and the instructional methods used accomplished the stated learning outcomes and if the learners felt the learning outcomes were appropriate for the stated event. The report should also indicate if the learners felt that the event execution was effective and efficient. Evaluation results should be incorporated into future program improvements. Approved providers should be prepared to provide copies of those reports to NEEC upon request.

Changes to Program Content

When courses are updated or changes in content have been made, NEEC requests the approved organization submit those changes to NEEC.

Renewal of NEEC BOC Approved Provider

Approved providers may renew approved provider status with NEEC annually.