

1. Scope of Building Operator Certification

The Certified BOC candidate is qualified in the following technical areas: buildings, building complexes, and industry – light to medium. Within the context of the requirements, the BOC Certificant will be able to:

- ▶ Maintain energy using building systems, equipment, and envelope to minimize energy use by implementing preventive maintenance, diagnostic testing and documentation maintenance.
- ▶ Operate energy using systems for high performance by optimizing control points, monitoring and sustaining energy performance.
- ▶ Perform technical and administrative duties, including records maintenance, occupant education, and proficiency in current and new technologies.
- ▶ Maintain indoor environmental quality to standards through monitoring IEQ parameters, troubleshooting IEQ issues, and implementing an IEQ plan. (From Exam Development Committee meeting)

2. Eligibility Requirements for Competence Assessment

Applicants wishing to apply for the Building Operator Certification Examination must meet the following Eligibility Requirements and must submit documentation on the Application which includes education and training experience.

2.1 Mandatory Requirements:

- a. High School Diploma or Equivalent degree
- b. Completion of Building Operator Certification Level I training or equivalent. Candidates may take an equivalent course with equivalent content and learning objectives. NEEC provides a list of equivalent training through the Approved Provider program, available on the website and the Candidate Handbook. Candidates who feel they have met the training requirement with another program must compare the program's syllabus to the BOC training learning objectives. If the objectives align, candidates must submit the learning objective crosswalk and detailed course description to the BOC registrar for approval prior to applying to take the examination.

2.2 Education and Experience Requirements:

In addition to meeting the Mandatory Requirements, applicants for the Building Operator Certification Examination must meet one of the following minimum education and experience requirements.

Education	Experience
High School Diploma	Two or more years of experience working in operations and maintenance of a commercial or institutional facility*
One year of technical college level education in facilities engineering related program	A minimum of one year of experience working in operations and maintenance of a commercial or institutional facility
High School Diploma	Two or more years of experience in energy management of facilities with a focus on operations and maintenance**

* Experience in building operations and maintenance is defined as maintaining the building’s operability, optimizing building performance, and ensuring the comfort, productivity and safety of the building occupants.

** Energy management experience is defined as participating in an energy-related project for a commercial or institutional building. Energy-related project is a project implemented to optimize energy use or cost. (Department of Energy Building Operations Professional Scheme, 2014) or completion of activities concerned with finding and maintaining the balance between building system performance, resource use, indoor environmental quality and operational or maintenance costs.

3. Examination/Assessment of Competence Requirements

In order to earn the Building Operator Certification, applicants must also pass the certification examination. The competency requirements assessed are set forth as follows:

EXAM BLUEPRINT	Percent	Items
Critical Work Functions	100%	100
Section A. 31 Items	31%	31
Maintain Energy Using Building Systems, Equipment, and Envelope to Minimize Energy Use		
Section B. 41 Items	41%	41
Operate Energy Using Systems for High Performance		
Section C. 15 Items	15%	15
Perform Technical and Administrative Duties		
Section D. 13 Items	13%	13
Maintain Indoor Environmental Quality to Standards		
	Total Items =	100

4. Examination/Assessment Specifications

The examination and assessment has been developed, and will be maintained and administered in accordance with ISO/IEC 17024:2012 accreditation requirements. The examination shall follow the specifications set forth in the examination blueprint, and shall include 120 multiple-choice questions in accordance with the weights and number of items defined for each task. Subject-matter-experts shall be used in the writing, review and revision of test questions. 20 items will not be scored but will be considered for future exam use.

5. Passing Score Study for Examination/Assessment

A passing score study shall be conducted following established psychometric and legal guidelines, and shall be applied in determining the pass and fail status of each candidate. The standard should be determined using a criterion-referenced technique. The ultimate goal is to maximize the probability that passing candidates are those who deserve to pass, and that failing candidates are those who deserve to fail. These probabilities are maximized only when *criterion-referenced* standard setting is applied properly.

Establishing a passing score requires the application of systematic procedures that consider the defined performance level definition of the “minimally qualified certified person” and the difficulty of the examination. Before the final passing score is established, the certification body shall ensure that validity evidence supports the intended purpose of distinguishing the “minimally qualified candidates” from those who are not yet qualified.

At a minimum, a passing score study shall be conducted following each revision of the examination, or revalidation study. Should multiple forms of the exam be administered, certification bodies shall determine equivalency between examination forms. Candidates must receive a score of 67 to pass the Exam.

6. Code of Professional Conduct

6.1 Preamble and Applicability

The Code of Professional Conduct requires certified persons to uphold the rules and requirements of the certification scheme that allow for the proper discharge of their responsibilities to those served, protect the integrity of the credential, and safeguard the public’s trust. Agreement to uphold and abide by the Code of Professional Conduct is a requirement for earning and maintaining certification. Implicit in this agreement is an obligation not only to comply with the mandates and requirements of all applicable laws and regulations, but to act in an ethical manner in all professional services and activities. Certified persons who fail to comply with the Code of Professional Conduct are subject to disciplinary procedures which may result in sanctions. The Code of Professional Conduct is not set forth to determine behaviors resulting in criminal or civil liability, nor are they intended to resolve matters of market competition. (Department of Energy Building Operations Professional Scheme, 2014)

6.2 Compliance

The Northwest Energy Efficiency Council requires adherence to the Code of Professional Conduct by all certified individuals and requires individuals to return a signed copy of the Code of Professional Conduct to NEEC as a condition of applying for initial certification and recertification. Any individual may file a complaint against a certified person and complaints shall be fully investigated and adjudicated by NEEC. All complaints must allege a violation of the Code of Professional Conduct and shall be investigated according to the rules and procedures of NEEC which shall allow for due process.

The following types of sanctions may be imposed on individuals found in violation of one or more of the tenets. Sanctions shall be based on the severity of the violation, and shall include, but not be limited to:

- Cease and Desist
- Written reprimand
- Written reprimand with remediation
- Censure
- Suspension
- Revocation
- Permanent revocation.

In addition to imposing sanctions, NEEC reserves the right to report sanctions to legal and regulatory authorities, and other credentialing organizations as appropriate.

6.3 NEEC Building Operator Certification Scheme Code of Professional Conduct

All NEEC certified individuals must agree to comply with the Certificant Code of Professional Conduct as outlined below:

- I will conduct my business and/or professional activities with honesty and integrity.
- I will represent my certifications and qualifications honestly and provide only those services for which I am qualified to perform.
- I will strive to maintain and improve my professional knowledge and competence through regular self-assessments and continuing education or training.
- I will act in a manner free of bias and discrimination against clients or customers.
- I will maintain the privacy of individuals and confidentiality of information obtained in the course of my duties unless disclosure is required by legal authority.
- I will follow all certification policies, procedures, guidelines and requirements of NEEC.

7. Recertification Requirements

Certification is awarded for a period of one year. Recertification activities must align with the competency requirements of the Building Operator Certification scheme. Certified persons wishing to recertify their Building Operator Certification must meet the following Recertification Requirements and must submit documentation on the Recertification Application which demonstrates compliance with the requirements.

Five points must be earned within the recertification cycle, with 1 point = 1 hour of activity.

7.1 Qualifying Recertification Options

QUALIFYING ACTIVITIES	POINTS EARNED	DOCUMENTATION REQUIRED WITH APPLICATION
I. Employment		
A. Continued employment in building operations	Earn 2 points for continued employment during <i>the year prior to renewal</i> .	Provide an overview of primary job responsibilities.
II. Continuing Education:		
A. Attend and complete continuing education/training in building management, operation & maintenance, or energy management topics.	1 point per hour of classroom time	List event name, school or organization, date, training summary and hours of attendance.
B. Complete and submit a quiz from the BOC newsletter.	1 point/passed quiz	Provide article name.
C. Completion of special projects to improve facility operation, maintenance, and/or energy efficiency in your company or organization; or awards received for resource efficient building operations.	Earn 1 point for each hour of project time for a maximum of 11 points.	Brief written summary of special projects completed and/or proof of receipt of relevant awards. Submit the information using the Project Description form .
D. Completion of an energy consumption benchmark for the previous 12 month period using ENERGY STAR Portfolio Manager or alternative energy accounting tool.	Earn 3 points for each benchmark.	Copy of benchmark documentation (e.g., Statement of Energy Performance from ENERGY STAR Portfolio Manager).
E. Attend an industry trade show or conference.	Earn 1 point.	Copy of the event registration form.
F. Enroll in a BOC web-based technical webinar .	Earn 1.5 points after successfully completing the webinar and taking the quiz.	Provide webinar name and date.
III. Professional Involvement:		
A. Membership in facility or trades organization.	Earn 1 point for membership held during <i>the</i>	List association name, date of subscription or

	<i>year prior to renewal.</i>	renewal.
B. Holding a leadership position with a facility or trades organization.	Earn 2 points for each office held <i>during the year prior to renewal.</i>	Summarize activities.
C. Awards received involving resource efficient operations.	Earn 2 points for each award earned.	Summarize award information.