



Vinyl Siding Institute, Inc. (VSI)

Certified Installer Program

Guidelines

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March 4, 2014

VSI Certified Installer Program Description

The Vinyl Siding Institute, Inc. (VSI) sponsors a comprehensive installer certification program, validated by an independent administrator, to ensure that individuals are properly trained and companies are properly staffed and managed to install vinyl siding, as well as soffit and accessories, consistent with *ASTM D4756, Standard Practice for Installation of Rigid Poly (Vinyl Chloride) (PVC) Siding and Soffit*, the industry recognized installation standard.

Certified Installer - VSI recognizes individuals as Certified Installers based on a combination of work experience and successful completion of a course of training and examination based on the body of knowledge and applied skills needed to properly install vinyl siding as well as soffit and accessories.

Certified Trainers - VSI recognizes individuals as Certified Trainers if they: (a) have relevant work experience; (b) have successfully completed a course of training and examination based on the body of knowledge and applied skills needed to teach others how to properly install vinyl siding as well as soffit and accessories; and (c) actively train installers and refresh their skills.

Certified Installer Companies - VSI recognizes businesses as Certified Installer Companies if they comply with the *Guidelines*, which include, among other things, having an acceptable installation quality control program and at least one Certified Installer or Certified Trainer present in each job crew.

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1.0 Introduction

Under the *Vinyl Siding Institute (VSI) Certified Installer Program (Program)*, VSI certifies that qualified individuals have met the stipulated requirements. Certified Trainer and Certified Installer certification is verified by the Administrator through appropriate review and record-keeping of registration materials, required documents, test results, and random audits of tests and classes. Certified Installer Company certification is verified by the Administrator through independent verification of quality assurance, personnel qualifications, and random audits. The Administrator maintains all records associated with the *Program*.

The *VSI Certified Installer Program Guidelines (Guidelines)* are part of a third party certification program for vinyl siding trainers, installers, and installer companies sponsored by VSI. These *Guidelines* constitute part of the Agreements entered into by VSI, the Administrator, and *Program* participants.

2.0 Definitions

- 2.1 **Administrator:** Third party entity designated to conduct the administrative functions of the *Program* and verify that participants meet the requirements for participation as outlined in this *Guidelines* document.
- 2.2 **Apprentice Installer:** *Program* participant who meets all requirements for installer certification, but does not have the required minimum two years vinyl siding installation experience, but has at least one year of experience. After successfully completing the course and passing the examination, the Apprentice Installer must provide proof of additional vinyl siding installation experience to equal two years total to achieve Certified Installer status.
- 2.3 **Candidate:** Person applying for participation in the *Program* as a Certified Trainer, Certified Installer, Apprentice Installer, or Non-certification Participant.
- 2.4 **Certified Installer Oversight Committee (CIOC):** The group within VSI responsible for oversight of the *Program*.
- 2.5 **Certified Trainer:** A trainer candidate who successfully satisfies the requirements of the *Program*, which includes demonstration of relevant work experience and successful completion of a course of training and examination based on the body of knowledge and applied skills needed to teach others how to properly install vinyl siding, soffit, and accessories.
- 2.6 **Certified Installer:** An installer candidate who successfully satisfies the requirements of the *Program*, which includes demonstration of relevant work experience and successful completion of a course of training and examination based on the body of knowledge and applied skills needed to properly install vinyl siding, soffit, and accessories.
- 2.7 **Certified Installer Company:** A vinyl siding installation business that successfully meets the requirements of the *Program*, which includes having an acceptable installation quality control program in the company and at least one Certified Installer or Certified Trainer per crew where vinyl siding is being installed. Companies with more than one branch must certify each branch independently. Companies using sub-contractors are required to follow the same requirements as with company employees.
- 2.8 **Class Procedures:** Documents implementing *Program* requirements for Certified Installer or Certified Trainer courses for compliance by Certified Trainers, Trainer Instructors, and the Administrator.
- 2.9 **Decertification:** Removal of an individual from the list of Certified Trainers and Certified Installers, or company from the list of Certified Installer Companies.
- 2.10 **Non-certification Participant:** Candidate who chooses to participate for informational purposes and does not wish to be a Certified Installer. Class attendees who fail to qualify for participation as certification candidates are also considered Non-certification Participants.
- 2.11 **Qualified:** A trainer, installer, or company is "qualified" when the Administrator determines that the requirements for participation in the *Program* are met.
- 2.12 **Random Audit:** The procedure used by the Administrator to ensure that Certified Trainers and Certified Installer Companies follow the *Guidelines* and *Program* procedures accurately.
- 2.13 **Recertification:** The process of renewing certification status after expiration or decertification.
- 2.14 **Registration:** The process of providing the Administrator with all required documents demonstrating compliance with the requirements for a Certified Trainer, Certified Installer, Apprentice Installer, Non-certification Participant, or Certified Installer Company. For Certified Installer class registration, the required documents are submitted in the timeframe required by the Administrator, including required documents for Certified Installer candidate qualification that are verified after the class.

- 2.15 Trainer Instructor:** An instructor meeting the requirements of these *Guidelines*, who is selected by VSI to instruct and qualify Certified Trainer candidates.
- 2.16 Verification:** The process used by the Administrator to determine the qualifications of Certified Trainer, Trainer Instructor, Certified Installer, Apprentice Installer, or Certified Installer Company candidates for participation in the *Program*.

3.0 General

3.1 Overview of Program: This *Program* entails both certification of individuals and certification of companies as described below.

3.1.1 Individual Certification: The main features of individual certification are summarized as follows:

- a. The Administrator provides administrative support, verification of candidates, and oversight of the *Program*.
- b. Certified Trainer candidates meeting all qualification requirements, are registered, trained, and given one or more examinations. Certified Trainer candidates who successfully pass all required examinations are issued certification by the Administrator. Certified Trainers are permitted to conduct *Program* classes for Certified Installer, Apprentice Installer, and Non-certification Participant candidates.
- c. Certified Installer Classes: Certified Installer candidates who attend a class must submit all required information to the Certified Trainer. The trainer verifies that all required materials have been submitted, including verification of two or more years' experience, before allowing the candidate into the class. Certified Installer candidates who meet all other requirements and successfully pass the examination are certified by the Administrator.
- d. Certified Installer candidates applying for installer certification may elect to take the written examinations without taking the training course, if they meet the qualifications. In such cases, a Certified Trainer, the Administrator, or an approved proctor shall conduct the examination.
- e. Certified Installer candidates not meeting the experience requirements for certification may participate in classes as Non-certification Participants or Apprentice Installers.
- f. A list of all Certified Trainers and Certified Installers shall be published and maintained by the Administrator and accessible through the VSI website. The list shall be updated as changes to the list occur.

3.1.2 Certified Installer Company Certification: The main features of Certified Installer Company certification are summarized as follows:

- a. This type of certification is for companies that actively install vinyl siding, as determined by the Administrator.
- b. A Certified Installer Company must have at least one Certified Trainer on staff or have a Certified Trainer available as needed.
- c. A Certified Installer Company must demonstrate that its installation quality control program meets the requirements of the *Program*. (Reference *VSI Certified Installer Program Minimum Quality Control Requirements for Certified Installer Companies*.)
- d. The Certified Installer Company must have at least one Certified Trainer or Certified Installer per crew where vinyl siding is being installed. Companies using sub-contractors are required to follow the same requirements as with company employees.
- e. Multiple branches of the same company must each have a quality control manual with responsibilities assigned to persons at each branch.
- f. Certified Installer Companies shall provide on-going verification of their continued compliance with the *Guidelines* and be subject to periodic announced random audits by the Administrator as independent verification of their continued compliance.

3.2 Participation

3.2.1 Individual Certification: Any individual meeting the requirements defined in Section 4.1 through 4.3 may participate in the *Program* to qualify for training and certification. Other individuals as defined in Section 4.4 may participate in the *Program*, but do not qualify for certification status.

3.2.2 Certified Installer Company Certification: Any company that installs vinyl siding, soffit, and accessories as part or all of its business and that meets the requirements defined in Section 4.5 may participate in the *Program*.

3.3 VSI Functions

- a. VSI is the sponsoring organization for the *Program*.

- b. A diligent effort has been made to select appropriate instructional materials and conduct a reliable program. However, VSI makes no representation, warranty, or guarantee in connection with the instructional materials or the *Program* and expressly disclaims any liability or responsibility for loss or damage resulting from participation, for any violation of federal, state, or municipal regulation with which the underlying instructional materials may conflict, or for the infringement of any patent resulting from the use of the instructional materials.
- c. VSI selects the *Program* Administrator, initiates an agreement between both parties, and performs Administrator audits/reviews.
- d. VSI selects and contracts with Trainer Instructors, and periodically evaluates each Trainer Instructor's ability to effectively conduct training classes. If agreed upon by the Administrator and VSI, the Administrator may perform this function, validating and contracting with the Trainer Instructors who meet the *Program* criteria.
- e. Neither VSI nor the Administrator guarantees the quality of the work performed by Certified Installers or Certified Installer Companies.
- f. VSI maintains oversight of the *Program* documents and the functions of the Administrator through its CIOC. The CIOC approves the schedule of fees collected by the Administrator, including fees allocated to VSI.
- g. VSI prepares instructional and testing materials for the Certified Installer and Certified Trainer courses and provides updates as relevant to both the Administrator and Certified Trainers.

3.4 Administrator Functions: Following execution of an agreement with VSI, the Administrator shall perform the following administrative functions under the *Program*:

3.4.4 Individual Certification

- a. The Administrator shall verify that all candidates for the Certified Trainer's classes meet the appropriate requirements for *Program* participation and certification.
- b. The Administrator is responsible for administering the registration process, invoicing Certified Trainers for required fees, required document review, examinations, grading of examinations, sending test results, issuing credentials, record maintenance, issuing recertification reminders, distributing logos, and performing other services applicable to the administrative function of the *Program*. The Administrator shall disregard records for installer candidates considered 'On Hold' (installers who have attended classes, but have not met requirements). *Note:* If the requirements for certification are not completed within 6 months of the class date, the candidate must re-apply and attend the class again. In cases where the Certified Installer has supplied the required information to the Certified Trainer, but the Certified Trainer has not submitted it to the Administrator, the Administrator shall make a determination on a case-by-case basis, provided, however, that certification shall be granted only when all required documentation is obtained by the Administrator. The Administrator shall provide Certified Trainers with instructional materials and *Class Materials Packages* and *Examination Packets* needed for courses.
- c. The Administrator shall maintain a current list of all Certified Trainers and Certified Installers accessible through the VSI website.
- d. The Administrator shall notify *Program* participants promptly of revisions to the *Program* affecting their participation in the Program.
- e. The Administrator shall notify all *Program* participants regarding the requirements for continued certification, verify that all requirements are satisfied, and maintain a certification history for each Certified Installer and Certified Trainer.
- f. The Administrator shall maintain a comprehensive record of all complaints received for each Certified Trainer.
- g. The Administrator shall conduct random audits of training classes conducted by Certified Trainers.
- h. The Administrator shall report *Program* statistics to the CIOC.

3.4.2 Certified Installer Company Certification

- a. The Administrator shall verify that all candidates for Certified Installer Company certification meet the minimum quality control requirements for certification, that there is at least one Certified Trainer or Certified Installer per crew where vinyl siding is being installed, and that customer complaints are resolved.
- b. The Administrator shall conduct an initial on-site company audit to verify compliance with the approved quality control program within the first year of certification. Additionally, the Certified Installer Company candidate must provide documentation of continued compliance with its quality

control manual and the *Guidelines* to the Administrator. This can be accomplished without an on-site visit unless the Administrator determines, at its discretion, that an on-site visit is necessary. An announced on-site visit must be conducted once every three years.

- c. The Administrator shall maintain a current list of Certified Installer Companies through the VSI website.
- d. The Administrator shall notify Certified Installer Companies promptly of revisions to the *Program* affecting their participation in the *Program*.
- e. The Administrator shall notify Certified Installer Companies of the results of audits and any action items required for continued certification.
- f. The Administrator shall maintain complete records and history for each Certified Installer Company, including any complaints filed against each company with regards to installation.
- g. The Administrator shall report Certified Installer Company statistics to the CIOC.

3.5 Certified Trainer Functions

- a. The Certified Trainer is responsible for collecting and reviewing all required documents and verifying qualifications of installer candidates before allowing the installer candidates into the class. The *VSI Certified Installer Program Installer Supplement* and *VSI Vinyl Siding Installation Manual* shall be distributed by the Certified Trainer to eligible candidates during the class.
- b. Any and all fees collected from Certified Installers, Apprentice Installers, and Non-certification participants shall be forwarded together, with all required documents as set forth in Section 7, to the Administrator.
- c. Certified Trainers must demonstrate strict compliance with *Program* procedures, which include: (i) submitting *Class Initiation Forms* by the deadline established by the Administrator; (ii) submitting all required documents by the deadline established by the Administrator; (iii) maintaining strict test security for all classes for which the Certified Trainer is responsible; and (iv) returning all examinations, with seals intact on unused ones, and all administrative materials included with examination materials by the deadline established by the Administrator. After completion of the class, the Certified Trainer may provide additional information on installation of specific products.
- d. The Certified Trainer is responsible for following the Certified Installer Class Procedures.

3.6 Trainer Instructor Qualifications and Functions

- a. Trainer Instructors teach the Certified Trainer course consistent with the *Program*.
- b. VSI, in its sole determination, shall select Trainer Instructors to conduct the Certified Trainer course, except as otherwise provided in Section 3.3d.
- c. Trainer Instructors must meet the following requirements:
 1. Must be continuously certified as a Certified Trainer for at least five years or have taught a minimum of ten classes.
 2. Must provide a training location with an installation wall available.
 3. Must have a valid agreement with VSI, except as otherwise provided in Section 3.3d
- d. The Trainer Instructor is responsible for collecting and reviewing all required documents, distributing instructional materials, teaching the class, and administering the examination.
- e. Trainer Instructors must demonstrate strict compliance with *Program* procedures, which include: (i) submitting all required documents by the deadline established by the Administrator; (ii) maintaining strict test security for all classes for which the Trainer Instructor is responsible; and (iii) returning all examinations, with seals intact on unused ones, and all administrative materials included with examination materials by the deadline established by the Administrator.
- f. Trainer Instructors must ensure that both VSI and the Administrator have current contact information, including valid a phone number, email address and USPS mailing address.
- g. VSI will review the status of individuals selected to serve as Trainer Instructors annually to ensure that the Trainer Instructor continues to have the updated body of knowledge necessary to properly teach and assess Certified Trainer candidates.
- h. The Trainer Instructor is responsible for following the Certified Trainer Class Procedures.

3.7 Applicable Instructional Materials: The instructional materials designated for this *Program* include the current version of:

- a. *VSI Vinyl Siding Installation Manual*
- b. *VSI Certified Installer Course PowerPoint*
- c. *VSI Certified Trainer Course PowerPoint*

- d. *VSI Certified Installer Program Trainer and Installer Supplements*
- e. *VSI Installing Vinyl Siding Video*
- f. *VSI Certified Installer Program Logo Usage Instructions*
- g. *VSI Certified Trainer Examination*
- h. *VSI Certified Installer Examination*
- i. *ASTM D4756, Standard Practice for Installation of Rigid Poly (Vinyl Chloride) (PVC) Siding and Soffit*

3.8 Revisions to Instructional Materials: If VSI revises the instructional materials, the Administrator shall notify Trainer Instructors and Certified Trainers of the changes in the materials and conduct the administration of the *Program* consistent with the latest revisions. Updated instructional materials and documents will be sent to Trainer Instructors and Certified Trainers by the Administrator or VSI.

4.0 Participant Qualification

The qualification requirements for candidates in each certification category are as follows:

4.1 Certified Trainer

- a. Three or more years experience as an instructor, teacher, or trainer in the field of building products and technology *and* three or more years of construction experience. This includes, but is not limited to, vocational instructors, shop teachers, armed services instructors, and college professors; or
- b. Three or more years experience installing vinyl siding products or three or more years working as crew leader or field supervisor; or
- c. Three or more years experience working for a vinyl siding manufacturer in engineering, product design, project management, or field services; or
- d. Three or more years experience working as a team leader, project manager, or supervisor in a testing laboratory that serves the vinyl siding industry performing vinyl siding evaluations.
- e. In addition to passing the written and teaching skills examinations, trainers must demonstrate reasonable hands-on installation skills to the Administrator.

Note: Trainers pre-qualifying through Section 4.1a or 4.1d are also required to pass the VSI Certified Installer Examination, either by becoming a Certified Installer or by taking the examination separately.

4.2 Certified Installer

- a. Two years of experience is required for Certified Installer candidates.
- b. Test Out Option - Examinations Only: Minimum of two years of experience installing vinyl siding to by-pass the training class.

4.3 Apprentice Installer: Less than two years, but more than one year, experience installing vinyl siding with expressed intent of pursuing Certified Installer status.

4.4 Non-certification Participant: Little or no vinyl siding installation experience and no expressed intent of pursuing Certified Installer status.

4.5 Certified Installer Company: Must maintain a quality control program that meets the requirements of the *VSI Certified Installer Program Minimum Quality Control Requirements for Certified Installer Companies* document and employ enough Certified Installers and/or Certified Trainers so that there is at least one Certified Trainer or Certified Installer per crew where vinyl siding is being installed. Companies using sub-contractors are required to meet the same requirements as with company employees.

5.0 Notice of Approved Qualification

5.1 Certified Trainer: The Administrator shall provide qualified Certified Trainer candidates a confirmation notice of approved qualification, verifying the date and location of the trainer class they have been approved to attend, accompanied by the *VSI Certified Installer Program Trainer Supplement*.

5.2 Certified and Apprentice Installer, and Non-certification Participant: The Certified Trainer confirms that the Certified Installer, Apprentice Installer, and Non-certification participant candidates meet the qualifications before participating in class.

5.3 Certified Installer Company: The Administrator shall provide qualified Certified Installer Companies a confirmation notice of approved qualification and establish an initial audit date so that the company's quality control program and other records can be verified to comply with the *Program* requirements.

6.0 Notice of Failure to Qualify

6.1 Certified Trainer

- a. The Administrator shall provide each Certified Trainer candidate who fails to qualify for participation as a Certified Trainer a notice describing the reasons he/she did not qualify under the *Guidelines*.
- b. All materials and fees submitted with an application are returned to the Certified Trainer candidate who does not qualify.

6.2 Certified Installer

- a. The Administrator shall notify the Certified Trainer of record regarding Certified Installer candidates who fail to qualify for participation as installer candidates. The Certified Trainer shall then notify the non-qualifying candidates. Certified Installer candidates that fail to qualify for participation are registered as Non-certification Participants in the class they attended and charged registration fees for attending the class. Any examination administered to a non-qualified participant is not scored and the Certified Trainer is notified of this irregularity.
- b. No registration fees are returned to the participants once the class has been completed. All fees are invoiced to the Certified Trainer's company after the *Examination Packets* and required documents are returned to the Administrator.

6.3 Certified Installer Company

- a. The Administrator shall conduct a preliminary review of company applications for Certified Installer Company certification. If the Administrator determines after the preliminary review that the candidate company is not eligible or cannot qualify, the Administrator shall notify the Certified Installer Company candidate of the reasons for this action. Fees submitted by the Certified Installer Company candidate whose application does not pass preliminary review shall be returned to the company, less a processing fee.
- b. If the Administrator's preliminary review suggests that the Certified Installer Company candidate has submitted a viable application, the Administrator shall perform a thorough review and validation of the application. If, after completion of a thorough review, the Administrator determines that the candidate does not qualify, the Administrator shall notify the Certified Installer Company candidate's designated representative that it fails to qualify for participation as a certification candidate. An inspection report describing the reasons for non-qualification, along with a list of action items that need to be satisfied to demonstrate compliance with the requirements shall be issued to the Certified Installer Company candidate. When all action items are satisfied, the applicant company will achieve Certified Installer Company status and be added to the VSI website. Fees submitted by a Certified Installer Company candidate that does not qualify after a thorough review by the Administrator shall not be returned.

7.0 Registration and Required Documents

The materials required for Registration in each certification category are as follows:

7.1 Certified Trainer

- a. *Certified Trainer Registration Form*.
- b. Letter from third party verifying experience.
- c. Copies of school transcripts or diploma/certificate (where applicable).
- d. Copy of signed photo identification (Driver's License, Identification Card, U.S. Department of Justice Form I-9, or similar ID, etc.).
- e. Black and white or color photo for Certified Trainer ID Card.
- f. Required fees made payable to the Administrator.

7.2 Certified Installer

- a. *Certified Installer Registration Form*.
- b. Copy of signed photo identification (Driver's License, Identification Card, U.S. Department of Justice Form I-9, or similar ID, etc.).
- c. Color or black and white photo (clear head shot with installer name).
- d. Required fees made payable to the Certified Trainer or Certified Trainer's company, unless the Administrator agrees to other procedures.

7.3 Apprentice Installer

- a. *Certified Installer Registration Form.*
- b. Copy of signed photo identification (Driver's License, Identification Card, U.S. Department of Justice Form I-9, or similar ID, etc.).
- c. Color or black and white photo (clear head shot with apprentice name).
- d. Required fees made payable to the Certified Trainer or Certified Trainer's company.
- e. Submits evidence demonstrating that the candidate has suitable training or experience related to polymeric cladding installation.

7.4 Non-certification Participant

- a. *Certified Installer Registration Form.*
- b. Required fees made payable to the Certified Trainer or Certified Trainer's company.

7.5 Certified Installer Company

- a. *Certified Installer Company Application.*
- b. Required fees made payable to the Administrator.
- c. Copy of the company's installation quality control manual.
- d. List of Certified Trainers and Certified Installers employed by the company.
- e. Certified Installer Companies using sub-contractors are required to follow the same requirements as with company employees.
- f. Certified Installer Company organization chart indicating relationship between management, quality control, and construction/installation functions.

8.0 Submitting Registration Materials

- 8.1 Certified Trainer:** Registration materials, required documents, and fees shall be submitted to the Administrator for review and verification before class.
- 8.2 Certified Installers, Apprentice Installers, and Non-certification Participants:** Registration materials, required documents, and fees shall be given to the Certified Trainer hosting the class, who will review for experience prior to admitting the candidate to the class and submitting the materials and fees to the Administrator.
- 8.3 Certified Installer Company:** Registration materials, required documents, and fees shall be forwarded to the Administrator for review and verification.

9.0 Certification Testing

- 9.1 Examination Requirements:** Examinations shall be closed book and administered by Certified Trainers, the Administrator, or an approved proctor. All scanning and scoring shall be performed by the Administrator.
 - 9.1.1 Certified Trainer:** An acceptable score as determined by the CIOC shall be achieved on any examinations or evaluations of installation knowledge, installation skills, and/or teaching skills, as specified by the CIOC.
 - 9.1.2 Certified Installer:** An acceptable score as determined by the CIOC shall be achieved on the written examination.
 - 9.1.3 Apprentice Installer:** An acceptable score as determined by the CIOC shall be achieved on the written examination.
 - 9.1.4 Non-certification Participant:** Non-certification Participants are not given the examinations.
- 9.2 Notice of Qualification and Examination Results**
 - 9.2.1 Certified Trainer**
 - a. Candidates receiving an unacceptable score shall receive notification from the Administrator verifying their examination results and procedures for re-examination. A maximum of one re-examination may be taken until the course must be repeated.
 - b. Qualified candidates receiving acceptable scores shall receive notification from the Administrator verifying their certification approval. Notification shall include a Certified Trainer certificate, a Certified Trainer ID Card, and the current *VSI Certified Installer Program Guidelines*, the *VSI Certified Installer Program Examination Administration Manual*, a Certified Installer course DVD, the *Certified Trainer Agreement* to complete and return to the Administrator, and the *VSI Certified Installer Program Logo Usage Instructions*.
 - c. Successful candidates will be added to the list of Certified Trainers posted on the VSI website, unless they request otherwise.
 - 9.2.2 Certified Installer**

- a. Candidates receiving an unacceptable score shall receive notification from the Administrator verifying their examination scores along with options and procedures for re-examination.
- b. Qualified candidates receiving acceptable scores shall receive notification from the Administrator verifying their certification approval, if the required documents have been received and the Administrator has determined that they qualify, along with the following Certified Installer credentials:
 1. Certified Installer Certificate
 2. Certified Installer ID Card
 3. Welcome letter from the VSI President
 4. Brochures, as directed by VSI
 5. Certified Installer press release template
 6. VSI Publications Order Form
 7. Any other marketing materials that VSI may designate
- c. Successful candidates will be added to the list of Certified Installers posted on the VSI website, unless they request otherwise.

9.2.3 Apprentice Installers

- a. Candidates receiving an unacceptable score shall receive notification from the Administrator verifying their examination scores along with options and procedures for re-examination.
- b. Candidates receiving acceptable scores shall receive notification from the Administrator verifying their apprentice status along with the following credentials:
 1. Apprentice Installer Certificate
 2. Apprentice Installer ID Card

10.0 Certified Trainer Responsibilities

Certified Trainers are required to:

- a. Sign appropriate agreement(s) with the Administrator.
- b. Teach an average of two installer classes per year during their certification period or, at the discretion of the Administrator, have completed equivalent activity confirming continued education.
- c. Distribute *VSI Certified Installer Program Installer Supplements* and *VSI Vinyl Siding Installation Manuals* at each class.
- d. Collect and submit all class fees for students, and additional fees for materials, postage, etc. as invoiced by the Administrator.
- e. Verify eligibility of candidates to attend the Certified Installer class.
- f. Assemble required documents by class and forward to the Administrator for verification and registration in the required timeframe.
- g. Conduct training in accordance with the *Guidelines*.
- h. Forward all examination materials to the Administrator for scanning and scoring in the required timeframe.
- i. Utilize *Program* logos only in accordance with the *VSI Certified Installer Program Logo Usage Instructions*.
- j. Maintain the integrity of the *Program*, especially following appropriate procedures to protect the security of tests and test materials.
- k. Use existing VSI resources to answer both installation-related and other questions on vinyl siding.
- l. Assist with recertification of Certified Installers in the classes they have taught.
- m. Allow the Administrator access to records and related documents for random audits.

11.0 Certified Installer Responsibilities

Certified Installers are required to:

- a. Follow the installation procedures presented in the *Program* when installing vinyl siding unless the manufacturer's installation instructions or applicable building codes direct otherwise.
- b. Not imply that VSI certifies or warrants vinyl siding installations.
- c. Utilize *Program* logos only in accordance with the *VSI Certified Installer Program Logo Usage Instructions*.

12.0 Certified Installer Company Responsibilities

- a. Sign appropriate agreement(s) with Administrator.

- b. Maintain a quality control program as approved by the Administrator for compliance with the *Program* requirements.
- c. Maintain enough Certified Installers or Certified Trainers to have at least one Certified Installer or Certified Trainer per crew present where vinyl siding is being installed. Companies using sub-contractors are required to follow the same requirements as with company employees.
- d. Follow-up and document all installation related complaints.
- e. Maintain active training and/or installer certification programs.
- f. Pay all applicable fees.
- g. Allow the Administrator access to records and related documents for random audits.
- h. Utilize *Program* logos only in accordance with the *VSI Certified Installer Program Logo Usage Instructions*.

13.0 Administrator Audits

- 13.1 Certified Trainer:** The Administrator shall monitor the performance of Certified Trainers through record review, class examination results, installer class evaluations, and random audits of classes.
- 13.2 Certified Installer Company:** The Administrator shall periodically verify continued conformance to the *Guidelines* through review of quality control records and other documents as well as company office audits.

14.0 Certification Time Period

- 14.1 Certified Trainer:** Certified Trainers are required to recertify after the first two years of their certification and every three years thereafter.
- 14.2 Certified Installer:** Certified Installers are required to recertify every three years.
- 14.3 Apprentice Installer:** Apprentice Installers remain registered for a period of three years. Apprentice Installers may obtain Certified Installer status after they achieve one additional year of installation experience, after passing the required examinations, and submit documentation to the Administrator from a third party verifying their installation experience. If the Apprentice Installer does not achieve Certified Installer status within three years, the Apprentice Installer status shall lapse.
- 14.4 Certified Installer Company:** Companies are required to renew annually and undergo an on-site audit at least once every three years.

15.0 Recertification and Renewal

- 15.1 Certified Trainer:** Certified Trainers are eligible for continued certification if they have taught an average of two classes per year during their certification period or, at the discretion of the Administrator, have completed equivalent activity confirming continued education. Additional training and examinations may be required at the discretion of the Administrator, including attendance at a Certified Trainer Class after a six month lapse in certification.
- 15.2 Certified Installer:** Certified Installers are eligible for continued certification if they can provide verification that they have remained active installing vinyl siding during the period of their certification. Certified Installers must successfully complete a short open-book examination provided by the Administrator that is designed to renew and re-examine the Certified Installer's knowledge of the subject matter. Certified Installers must submit satisfactory test results no later than six months after their recertification dates. Additional training and examinations may be required at the discretion of the Administrator.
- 15.3 Certified Installer Company:** Companies are eligible for renewal when they demonstrate compliance with the *Guidelines* and satisfactorily respond to all outstanding action items required by the Administrator.
- 15.4 Lapse of Certification:** If the Certified Trainer, Certified Installer, or Certified Installer Company fails to perform the steps needed to maintain certification, their certification will expire and no longer be in effect. A Certified Trainer, Certified Installer, or Certified Installer Company whose certification lapses must recertify in accordance with Section 17.

16.0 Immediate Decertification

- 16.1 Initial Assessment:** When the Administrator receives a complaint or information about a Certified Installer, Certified Trainer, or Certified Installer Company, the Administrator must conduct an initial assessment to determine if it is relevant to the *Guidelines* criteria for decertification. To the extent practicable, the Administrator will assess the complaint or information for credibility, legitimacy, significance, and severity in terms of relevance to a decertification determination. In this initial assessment, the Administrator makes a

preliminary determination whether the information or complaint warrants further review by assessing whether it is substantive or whether there have been a series of complaints concerning the Certified Trainer, Certified Installer, or Certified Installer Company that merit further review. Based on its initial assessment, the Administrator will determine whether to initiate the decertification review process, in accordance with Section 16.4. If the Administrator receives additional information or complaints after the initial assessment is completed, and no decertification review process has been initiated, the Administrator may conduct a further assessment to determine whether the additional information warrants initiation of the decertification review process.

16.2 Certified Trainer Decertification Criteria: Decertification can be based on any activity or pattern of activity that exhibits a disregard for the *Guidelines* and other *Program* criteria that reflect on the credibility of the *Program*. The items or actions in the following list are considered highly relevant to Certified Trainer decertification review.

- a. Test security is essential to the *Program* and a violation of test security is a basis for immediate decertification. Certified Trainers may also be decertified for failure to demonstrate strict compliance with *Program* procedures, including failure to: (i) submit *Class Initiation Forms* by the deadline established by the Administrator; (ii) submit all required documents by the deadline established by the Administrator; (iii) maintain strict test security for all classes for which the Certified Trainer is responsible; and (iv) return all examinations, with seals intact on unused ones, and all administrative materials included with examination materials by the deadline established by the Administrator.
- b. Based on the nature and severity surrounding a Certified Trainer's failure to comply with *Program* requirements, the Administrator may elect to send a warning or place the Certified Trainer on probation as an alternative to immediate decertification.
- c. At the discretion of the Administrator, if a Certified Trainer has held a class or classes for which there are outstanding issues, such as missing required documents, the Administrator may prohibit the Certified Trainer from registering new classes or holding additional classes until the outstanding issues are resolved. Note: See Section 3.4.1b regarding certification of candidates with outstanding issues who attended classes.
- d. Failure of the Certified Trainer to respond to the Administrator within the allotted timeframes regarding a complaint or otherwise obstruct the Administrator's review when there is compelling evidence of an action warranting decertification.

16.3 Certified Installer and Certified Installer Company Decertification Criteria: Decertification can be based on any activity or pattern of activity that exhibits a disregard for the *Guidelines* and other *Program* criteria that reflect on the credibility of the *Program*. The items or actions in the following list are considered highly relevant to decertification review for Certified Installers and Certified Installer Companies.

- a. Implying that VSI certifies or warrants vinyl siding installations.
- b. Utilizing *Program* logos in violation of the *VSI Certified Installer Program Logo Usage Instructions*.
- c. Falsifying Certified Installer or Certified Installer Company certificates or documentation.
- d. Gaining certification based on false or misleading registration or qualification materials, including relevant experience installing vinyl siding, photograph, or identification materials.
- e. Failure of the Certified Installer or Certified Installer Company to respond to the Administrator within the allotted timeframes regarding a complaint or otherwise obstruct the Administrator's review when there is compelling evidence of an action warranting decertification.
- f. Certified Installer Company decertification may also consider such factors as: (i) failure to maintain a quality control program per the *Program* requirements, as approved by the Administrator; (ii) not having enough Certified Installers or Certified Trainers to have at least one Certified Installer or Certified Trainer per crew or the job crews of any subcontractors present where vinyl siding is being installed; (iii) not following up and documenting all installation related complaints; or (iv) not maintaining active training and/or installer certification programs.

Notes:

- (i) Neither VSI nor the Administrator certify or guarantee installation, and decertification is not based on installation issues. Similarly, neither VSI nor the Administrator assume any obligation to visit, inspect or evaluate installation sites. The *Program* suggests that the homeowner refer complaints regarding installation to the local Better Business Bureau or comparable resources. In extraordinary circumstances, a complaint regarding installation or a series of complaints regarding installation may demonstrate that the Certified Installer or Certified Installer Company does not understand the body of knowledge or "learned practices" of proper installation. Because a central goal of the *Program* is to

promote installation that supports proper product performance and because poor installation demeans the reputation of vinyl siding materials and undermines the credibility of the *Program*, the Administrator can evaluate whether the Certified Installer or Certified Installer Company have displayed significant ignorance of the body of knowledge or learned practices that are the foundation of the *Program*.

(ii) Section 11.0a of these *Guidelines* requires Certified Installers to follow the installation procedures presented in the *Program* when installing vinyl siding unless the manufacturer's installation instructions or applicable building codes direct otherwise. Administrator communications referencing installation shall include the following statement: "The *VSI Certified Installer Program* does not certify installation; any descriptions of improper installation are included only to demonstrate that the Certified Installer or Certified Installer Company does not exhibit the body of knowledge as taught in the *VSI Certified Installer Program*, which is the basis for decertification."

(iii) Neither VSI nor the Administrator monitor whether *Program* participants maintain appropriate business licenses or have engaged in illegal business practices. The Administrator, however, may become aware of information suggesting that a *Program* participant is operating without appropriate business licenses or that a governmental authority has determined that a Certified Trainer, Certified Installer, or Certified Installer Company has engaged in false, misleading, deceptive, or fraudulent business practices that are directly or indirectly relevant to vinyl siding installation, such as remodeling or construction activities. Administrator may request that counsel for VSI confirm the absence of a business license or record of governmental action finding illicit business practices after a due process procedure. Upon confirmation by counsel for VSI regarding business license or illicit business practices, Administrator shall decertify the Certified Installer or Certified Installer Company based on a determination that the *Program* participant is engaging in inappropriate business practices that reflect poorly on or may harm the integrity of the *Program* or the reputation of VSI, the Administrator, or VSI members.

16.4 Decertification Review Process: Based on its initial assessment, the Administrator will determine whether to initiate a decertification review. *Note:* Response times start on the date the information or request was received by the entity having the obligation to respond.

- a. In conducting its initial assessment and decertification review, and in communicating with Certified Trainers, Certified Installers, Certified Installer Companies, and individuals submitting complaints or information, informal communication via telephone or email may be the preferred method for promptly gathering information, providing notice, and communicating decisions. When informal communications methods are employed, particularly telephone conversations, the Administrator shall keep a record of its actions. These need not be detailed transcripts, but should include the date, individuals involved, and essence of the communication.
- b. Within three business days after the Administrator determines that a decertification review is warranted, the Administrator shall inform the Certified Trainer, Certified Installer, or Certified Installer Company of the decertification review and may seek clarifying information.
- c. If not submitted with the original complaint, the concerned party initiating the complaint shall have a maximum of 10 business days to provide objective evidence to substantiate the complaint upon request of the Administrator.
- d. The Certified Trainer, Certified Installer, or Certified Installer Company shall have a maximum of 10 business days after receipt of the Administrator's notice to provide an initial response to the complaint.
- e. The Administrator shall have 30 days following the receipt of all requested information to complete the decertification review.
- f. The Administrator shall notify the Certified Trainer, Certified Installer, or Certified Installer Company of their status within three business days after the Administrator makes its determination of whether decertification is warranted, which will typically follow either: (1) the expiration of the 10-day Certified Installer/Certified Installer Company response time period noted above, or (2) the 30-day Administrator review. The Administrator shall also inform VSI of the Administrator's decertification determination.
- g. If the Administrator concludes that decertification is warranted and if no timely appeal is filed or an appeal has been denied by the CIOC, the Administrator shall remove the Certified Trainer, Certified Installer, or Certified Installer Company from the VSI website.

16.5 Appeals:

- a. Any Certified Trainer, Certified Installer, or Certified Installer Company that has been decertified by the Administrator shall have the right to appeal the Administrator's decision first to the Administrator for

reconsideration and then, assuming the matter has not been resolved, to the CIOC by submitting an appeal within 30 calendar days of the decertification notice or the Administrator's denial of reconsideration, whichever is later.

- b. The CIOC participants will include appropriate VSI staff and VSI counsel.
- c. Any member of the CIOC having a conflict of interest, such as a direct commercial interest in the outcome of the decertification process, shall be excluded from the CIOC appeal process.
- d. The CIOC may enlist the support of other qualified individuals with pertinent technical or industry experience.
- e. The CIOC will provide an opportunity for both the Administrator and the Certified Trainer, Certified Installer, or Certified Installer Company to present their respective positions at a meeting of the CIOC. The CIOC and the interested parties may meet via conference call or similar electronic means.
- f. The CIOC shall base its evaluation of the Administrator's determination on: (i) the *Guidelines* and other relevant *Program* materials, and (ii) the information before the Administrator at the time the Administrator rendered its decision.
- g. The CIOC will strive to reach a decision within 30 days of the CIOC's appeal meeting.

17.0 Certification Restoration

17.1 Certified Trainer:

- a. Certified Trainers who have been decertified or whose certification has lapsed, and who seek to restore their status as a Certified Trainer must submit all registration materials, required documents, and fees, and retake and pass the certification examinations.
- b. Certified Trainers decertified for violating test security must wait at least two years before applying for the restoration of certification; a Certified Trainer decertified for failing to follow *Program* procedures must wait at least six months before applying for the restoration of certification. Certified Trainers decertified for failure to meet minimum class requirements may reapply for certification restoration at any time.

17.2 Certified Installer:

- a. Certified Installers who have been decertified or whose certification has lapsed for more than six months, and who seek to restore their status as a Certified Installer must register and resubmit all required documents and fees, and retake and pass the certification examination.
- b. Certified Installers who have been decertified based on immediate decertification criteria must wait one year before seeking restoration. Certified Installers who have been decertified based on other criteria will not face a waiting period before applying for certification restoration.

17.3 Certified Installer Company:

- a. Certified Installer Companies that have been decertified or whose certification has lapsed, and who seek to restore their status as a Certified Installer Company are required to resubmit all application materials and fees and undergo another successful audit of materials and processes by the Administrator.
- b. Certified Installer Companies that have been decertified based on immediate decertification criteria must wait one year before seeking restoration. Certified Installer Companies that have been decertified based on other criteria will not face a waiting period before applying for certification restoration.