Vinyl Siding Institute, Inc. (VSI) Certified Installer Program Guidelines

Vinyl Siding Institute, Inc.
National Housing Center
1201 15th Street NW, Suite 220
Washington, DC 20005
(202) 587-5100

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**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 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** - 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 Trainee** - VSI recognizes those individuals as Certified Trainees who do not have the required minimum two years vinyl siding installation experience but who have 7 – 10 hours of hands-on experience on a training wall or other suitable workplace provided by the facility and based on the VSI Installation Manual and Videos, and successfully completing the course and passing the examination. After one year of field work, the candidate would obtain a letter from his/her supervisor confirming their work. VSI would then forward a revised VSI Certified Installer card and they would be then listed on the VSI website as a full VSI Certified Installer.

**Certificate of Achievement holders** - VSI will award Certificates of Achievement to those individuals who have no hands-on experience but successfully completes the course and passes the examination. After two years of field work, the Certificate holder would supply a letter from his/her supervisor confirming their work. VSI would then forward a revised VSI Certified Installer card and they would be then listed on the VSI website as a full VSI Certified Installer.
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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, Certified Installer, Certified Trainee, and Certificate of Achievement 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. 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 and installers 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 Candidate: Person applying for participation in the Program as a Certified Trainer, Certified Installer, Certified Trainee, Certificate of Achievement, or Non-certification Participant.

2.3 Certificate of Achievement: Granted to individuals who have no hands-on experience but have successfully completed the course and passed the examination.

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 Trainee: A candidate who has 7 – 10 hours of hands-on experience on a training wall or other suitable workplace provided by the facility and based on the VSI Installation Manual and Videos then successfully completes the course and passes the examination.

2.8 Class Procedures: Documents implementing Program requirements for Certified Installer or Certified Trainer courses for compliance by Certified Trainees, 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 Fees: Costs associated with taking the Certified Installer class and test.

2.11 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.

2.12 Qualified: A trainer, installer, or company is "qualified" when the Administrator determines that the requirements for participation in the Program are met.

2.13 Random Audit: The procedure used by the Administrator to ensure that Certified Trainers follow the Guidelines and Program procedures accurately.

2.14 Recertification: The process of renewing certification status after expiration or decertification.

2.15 Registration: The process of providing the Administrator with all required documents demonstrating compliance with the requirements for a Certified Trainer, Certified Installer, Certified Trainee, Certificate of Achievement, or Non-certification Participant. 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.

2.16 Trainer Instructor: An instructor meeting the requirements of these Guidelines, who is selected by VSI to instruct and qualify Certified Trainer candidates.
2.17 Verification: The process used by the Administrator to determine the qualifications of Certified Trainer, Trainer Instructor, Certified Installer, Certified Trainee, Certificate of Achievement, or Non-certification Participant 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, Certified Trainee, Certificate of Achievement, and Non-certification Participant candidates.

c. Certified Installer Classes: Candidates who attend a class must submit all required information to the Certified Trainer. The trainer verifies that all required materials have been submitted before allowing the candidate into the class. Certified Installer, Certified Trainee, and Certificate of Achievement 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 Installer Trainee candidates.

f. A list of all Certified Trainers, Certified Installers, Certified Trainees, and Certificate of Achievement holders 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.

3.2 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.

3.3 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 Trainee Installers.

f. VSI maintains oversight of the Program documents and the functions of the Administrator through its Certified Installer Oversight Committee (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, Certified Trainees, and Certificate of Achievement holders 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.

3.5 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, Trainee 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 **Certified Trainee:** 7 – 10 hours of hands-on experience on a training wall or other suitable workplace provided by the facility and based on the VSI Installation Manual and Videos and expressed intent of pursuing Certified Installer status.

4.4 **Certificate of Achievement:** No hands-on experience required

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

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

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 Installers, Certified Trainees, and Certificate of Achievement Holders**
a. The Administrator shall notify the Certified Trainer of record regarding Certified Installers, Certified Trainees, and Certificate of Achievement 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.

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**
7.3 **Certified Trainee and Certificate of Achievement Candidate**
   a. **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.

7.4 **Non-certification Participant**
   a. **Certified Installer Registration Form.**
   b. Required fees made payable to the Certified Trainer or Certified Trainer’s company.

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, Installer Trainee, 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.

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 **Certified Trainee:** 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 Certified Trainees and Certificate of Achievement

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 status along with the following credentials:
   1. Appropriate Certificate
   2. Welcome letter from the VSI President
   3. Any other marketing materials that VSI may designate

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, Certified Trainee, and Certificate of Achievement Holder Responsibilities
Certified Installers, Certified Trainees, and Certificate of Achievement Holders 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 Administrator Audits

12.1 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.

12.2 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.

13.0 Certification Time Period

13.1 Certified Trainer: Certified Trainers are required to recertify after the first two years of their certification and every three years thereafter.

13.2 Certified Installer: Certified Installers are required to recertify every three years.

13.3 Installer Trainees: Installer Trainees remain registered for three years. Apprentice Installers may obtain Certified Installer status after they achieve two years of installation experience, after passing the required examinations, and submit documentation to the Administrator from a third party verifying their installation experience.

14.0 Recertification and Renewal

14.1 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.

14.2 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.

Lapse of Certification: If the Certified Trainer or Certified Installer fails to perform the steps needed to maintain certification, their certification will expire and no longer be in effect. A Certified Trainer or Certified Installer whose certification lapses must recertify in accordance with Section 17.

15.0 Immediate Decertification

15.1 Initial Assessment: When the Administrator receives a complaint or information about a Certified Trainer, Certified Installer, Certified Trainee, or Certificate of Achievement holder, 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, Certified Trainee, or Certificate of Achievement holder 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.

15.2 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.

15.3 Certified Installer 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.

a. Implied 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 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.

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 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 has 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 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 or Certified Installer 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 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, 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 or Certified Installer 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 or Certified Installer 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 or Certified Installer 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 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 or Certified Installer from the VSI website.

16.5 Appeals:

a. Any Certified Trainer or Certified Installer 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, and Certified Installer 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.

16.0 Certification Restoration

16.1 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.

16.2 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.