



Setting the Standards for
Home Energy Efficiency

Final Standard Amendment

Title: MINHERS Chapter 9-2013, Addendum 29, Quality Assurance Designee
Date Approved: November 15, 2018
Date Effective: January 1, 2019
Standards **Committee:** Standard Development Committee 900 (SDC 900)

Justification:

The RESNET Board of Directors voted to revise its original policy on the financial separation of Quality Assurance Designees as well as removing the term “Quality Agent” from the original proposed language at its June 4, 2018 meeting. (Minutes at http://www.resnet.us/board/ApprovedMinutes_RESNET-BoD-Meeting_2018-06-04.pdf .) The addendum implements the new policy.

The new RESNET Board Policy is as follows:

RESNET certified Quality Assurance Designees will be trained, certified and mentored by RESNET and will be accountable to enforcement of the RESNET Standards. In addition, at minimum 50% of all rating providers and their quality assurance staff will undergo enhanced quality assurance monitoring and oversight through either an online or in-field review to enhance compliance with the RESNET Standards. If the Quality Assurance Designees are found to not properly comply with RESNET’s procedures, they are subject to discipline by RESNET up to and including de-certification as a Quality Assurance Designee.

Modifications to the chapter are given below in underline/strikeout format.

MINHERS Chapters 9 Addendum 29, QAD

RESNET Standards

Chapter Nine

National Standard for Quality Assurance

904 Quality Assurance Designee (QA Designee)

904.1 A Rating Quality Assurance Provider shall designate one and only one officer, employee, or contractor to be the Primary Quality Assurance Designee for the organization, responsible for quality assurance within the organization. This does not preclude a Provider from having more than one QA Designee on staff or as a contractor, as may be necessary for business models where QA Designees do Ratings. The Primary QA Designee shall have ultimate responsibility, on behalf of the QA Provider, for fulfilling the requirements listed in ~~Section 904.8~~ Section 904.9 and who shall be the single point of contact to RESNET regarding all Quality Assurance matters. All QA Designees shall meet each of the minimum requirements to be a QA Designee as stipulated in this Section.

~~**904.2** The designated officer, employee, or contractor responsible for quality assurance shall meet the following minimum requirements:~~

904.2 RESNET shall certify all Quality Assurance Designees and maintain a national registry of certified Quality Assurance Designees.

904.3 Certification requirements to be a RESNET certified Quality Assurance Designee.

904.3.1 Meet the following experience requirements:

~~904.2.1~~904.3.1.1 Previous certification as a Home Energy Rater; and

~~904.2.1.1~~904.3.1.2 As a certified Home Energy Rater, complete confirmed ratings on a minimum of twenty-five (25) homes ~~prior to becoming a QA Designee~~; five (5) of which must have received quality assurance field reviews in accordance with the RESNET Standards without significant non-compliance issues, or

~~904.2.1.1.1 A QA Designee must confirm that the minimum requirements to be a QA Designee and Delegate, as set forth in this Section 904.2, have been met.~~

~~904.2.1.1.2 Five (5) of the twenty five (25) required confirmed ratings for a QA Designee must be individually reviewed by a QA Designee, three (3) of which may have been included in the annual QA process for a QA Provider in the previous twenty four (24) months. The five (5) reviewed ratings shall be field reviews in accordance with Section 903.4.2.~~

~~OR~~

~~904.2.1.2~~904.3.1.3 Complete QA Field reviews on a minimum of ten (10) homes and QA file reviews on a minimum of twenty (20) homes as either a Quality Assurance Designee or delegate (as previously allowed by RESNET) or under the supervision and mentorship of another Quality Assurance Designee.

~~904.2.2 To be eligible to QA a particular rating type (e.g. sampled, survey/audit), a QA Designee must have completed a minimum of five (5) of that rating or project type or alternate qualification criteria established by RESNET in consultation with the Quality Assurance Committee;~~

~~904.3.2~~ Passing the RESNET Quality Assurance Designee Competency Test with a minimum score determined by RESNET.

~~904.3.3~~ Attend and successfully complete a RESNET Quality Assurance Designee Training.

~~904.2.3.1~~904.3.4. The requirements of ~~904.2.1.1~~904.3.1.2 and ~~904.2.2~~904.3.1.3 must be met within twelve (12) months of passing the RESNET Quality Assurance Designee Test, or the individual must pass the test again prior to being recognized as a QA Designee.

~~904.2.4~~904.3.5 Submit an application to RESNET and be recognized as a qualified QA Designee.

904.3-4 Professional Development for QA Designees

~~904.34.1~~ All QA Designees annually shall complete a two hour RESNET QA Roundtable on current information AND complete one (1) of the following activities:

~~904.34.1.1~~ Document 12 hours of attendance at the RESNET Conference; or

~~904.34.1.2~~ Complete 12 hours of RESNET approved CEUs; or

~~904.34.1.3~~ Documented field QA reviews on a minimum of 25 homes.

~~904.34.2~~ A person that is both a Rater Trainer and Quality Assurance Designee shall have to complete both the two hour RESNET Roundtable for a Rater Trainer (see Section 209) and the two hour Roundtable for Quality Assurance Designees. Rater Trainers and QA Designees selecting the conference or CEU option need only comply with the 12 hour requirement one time, i.e. 12 hours is not required for each position.

904.34.3 A QA Designee that does not complete the professional development requirements for a given calendar year must:

904.34.3.1 Attend a RESNET Roundtable;

904.34.3.2 Have the QA Designee requirements verified in accordance with ~~904.39~~904.4;

904.34.3.3 Submit an application to RESNET and be recognized as a qualified QA Designee prior to reinstatement as a QA Designee.

904.34.3.4 If two years have lapsed without a QA Designee completing professional development, the QA Designee must also pass the RESNET Quality Assurance Designee Test again;

904.34.4 A QA Designee must renew annually with RESNET to be recognized as a qualified QA Designee.

904.4-5 Proof of QA Designee qualifications shall be submitted by Providers with an application for accreditation or with a notification to RESNET of a change to a Provider's QA Designee(s).

904.5-6 All QA Designees shall have a signed agreement with the Provider to be the Provider's QA Designee.

904.6-7 Changes to a QA Provider's QA Designee(s)

904.67.1 If a Provider changes Primary QA Designees or a Provider's Primary QA Designee leaves the organization, is terminated as an outside QA Designee contractor, or is no longer eligible to be the QA Designee, the following steps shall be taken:

904.67.1.1 Within five (5) business days of the Primary QA Designee change, departure, termination, or knowledge of ineligibility, the Provider shall inform RESNET of the change, departure, termination, or ineligibility;

904.67.1.2 In the case of a change in Primary QA Designee as a result of departure, termination, or ineligibility, the Provider shall have forty (40) business days from the date of departure, termination, or knowledge of ineligibility to appoint a replacement Primary QA Designee and notify RESNET of the newly designated officer, employee, or contractor, including proof of qualifications in accordance with ~~904.29~~904.3.

904.67.2 If a Provider with multiple QA Designees adds or removes a QA Designee, the Provider shall inform RESENT within five (5) business days of the change.

904.7-8 Quality Assurance Designee Delegate (QA Delegate)

QA Designees may have the file review and on-site inspection responsibilities performed by a Quality Assurance Designee Delegate. The QA Designee, however, remains responsible for the accuracy and compliance of the Provider's quality assurance program, including reviews and inspections completed by a QA Delegate.

904.78.1 A QA Delegate must be a certified Home Energy Rater and have completed, on a minimum of twenty-five (25) homes, the portion of the inspection or rating process for which the individual is performing quality assurance tasks. In other words, if the QA Delegate is repeating on-site testing and inspections as part of the QA process, that individual must have at least performed these tasks on a minimum of twenty five (25) homes.

904.78.2 The QA Designee is responsible for ensuring that the QA Delegate meets and maintains their qualifications to be a QA Delegate, contained in [904.78.1](#).

904.8-9 Responsibilities of a QA Designee.

Responsibilities of the QA Designee shall include:

904.89.1 Maintenance of quality assurance files;

904.89.2 Review of ratings conducted during a new Rater's probationary period. Prior to certifying a Rater Candidate, a Provider's QA Designee shall confirm that the Candidate has satisfactorily completed Rater training from a RESNET accredited Training Provider and satisfactorily completed their probationary ratings in accordance with [Section 102.1.2.2](#).

904.89.3 Monitor the accuracy of the QA Delegate's performance of QA tasks by reviewing the results of the QA process for each QA Delegate (i.e. 1% field verification/ 10% file verification).

904.89.4 Complete annual submission of QA results to RESNET in accordance with Section 904.2;

904.89.5 With the annual QA submissions to RESNET, provide a listing of the QA Designees performing QA tasks on behalf of the Provider and a listing of the QA Delegates who have undertake QA reviews on behalf of a QA Designee;

904.89.6 In accordance with [Section 903.2](#), annually complete the RESNET QA Checklist for QA Providers;

904.89.7 In accordance with [Section 903.4](#), monitor ratings of all types conducted by certified Raters;

904.89.8 Maintenance of QA Records for all ratings and tax credit verifications shall include:

904.89.8.1 The Quality Assurance Data File for each home that receives QA review at a minimum containing the information required by [Section 903.4.1.3](#).

904.89.8.2 A database of results of all QA reviews for each Rater, including, at a minimum, for each home reviewed;

904.89.8.2.1 Rater name;

904.89.8.2.2 Home address or Registry ID;

904.89.8.2.3 Date rated;

904.~~89~~.8.2.4 Date QA reviewed;

904.~~89~~.8.2.5 Name of QA Designee or Delegate;

904.~~89~~.8.2.6 Whether the review was a file or field review as defined by these Standards;

904.~~89~~.8.2.7 The result, including HERS Index variance for field QA, and any action taken by the QA Designee.

904.~~89~~.8.3 The QA Record for each home shall be maintained for a minimum of three (3) years.

904.~~89~~.8.4 Upon RESNET's request, a QA Provider shall submit to RESNET the QA Records for the specified time period, and the number of homes for which ratings and tax credit verifications were provided for the specified time period. The ratings and tax credit verifications shall be identified by type (to include projected and confirmed ratings for new and existing homes and the number of homes verified for tax credits). To the extent RESNET makes this information public; it will do so only in an aggregated form.

904.~~9-10~~ QA Designee and Certified Home Energy Rater Whistle Blower Protection

904.~~910~~.1 A Rating QA Provider shall not retaliate against a QA Designee or Certified Home Energy Rater in the terms and conditions of their status with the Provider for any of the following reasons:

904.~~910~~.2 Reporting to a supervisor, to RESNET or to a federal, state or local agency what the QA Designee or Rater believes in good faith to be a violation of the RESNET Standards and/or a local, state or federal law; or

904.~~910~~.3 Participation in good faith in any resulting investigation or proceeding;

904.~~910~~.4 OR

904.~~910~~.5 Exercising his or her rights under any state or federal law(s) or regulation(s) to pursue a claim or take legal action to protect the QA Designees' or Rater's rights.

904.~~910~~.6 RESNET may take disciplinary action (up to and including revocation) against a QA Provider who in its assessment has engaged in retaliatory conduct in violation of this policy.

904.~~10-11~~ Failure of a QA Designee to Fulfill Their Responsibilities.

Failure of a QA Designee to properly fulfill their responsibilities as specified in these Standards may include one or more of the following actions by RESNET:

904.~~1011~~.1 The QA Designee being placed on probation;

904.~~1011~~.2 Removal of the QA Designee from the RESNET Directory of qualified QA Designees;

904.~~1011~~.3 Removal of the QA Designee's credential as a QA Designee;

904.~~1011~~.4 RESNET no longer recognizing the QA Designee as a Home Energy Rater;

904.~~1011~~.5 At the QA Provider's expense, further oversight by RESNET of the QA Designee and the Provider's processes and procedures;

904.~~1011~~.6 To the extent that the QA Provider is at fault for the QA Designee's failure to fulfill their responsibilities, the Provider may be subject to probation, suspension or revocation in accordance with [Section 911](#);

904.~~1011~~.7 The QA Designee may appeal an Action taken by RESNET under this Section using the Appeals procedures stipulated in [Section 912](#) of these Standards.