



Leading the
Path to Net Zero
Energy Homes

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Managing QA When Verifiers Fail to Participate

Purpose

RESNET® Staff guidance for managing quality assurance requirements when dealing with verifiers who fail to participate in their QA obligations.

Context

Successful completion of QA under the HERS® Standards requires cooperation from both the provider and the verifier. RESNET understands the challenges providers may face when verifiers fail to participate, and we do not intend to penalize a provider for a verifier's refusal to fulfill their role. However, providers are expected to exercise due diligence in working with verifiers and, when necessary, follow the steps outlined in this document to appropriately manage non-compliance.

This guidance applies to situations where the verifier is willingly choosing not to cooperate or is unresponsive to completing their required QA. If a verifier is unable to complete QA requirements due to medical or other significant life events, please change the verifier's status to **Suspended-Administrative** until they can fulfill their QA obligations.

Steps When a Verifier Fails to Participate in QA

If a verifier is not cooperating with scheduling field QA or providing documentation for file or field QA, please take the following steps:

1. Document Communications

Keep records showing your attempts to coordinate QA and any evidence of the verifier's lack of cooperation or response.

2. Communicate Requirements Clearly

Inform the verifier in writing that QA completion is mandatory. Explain that failure to comply will result in disciplinary action and possibly ratings being rescinded.

3. Update Verifier Status in Registry

Change the verifier's status to **Probation-Disciplinary** or **Suspended-Disciplinary** (based on provider policy) and note that they did not cooperate in facilitating QA requirements (e.g. failure to schedule, failure to provide documentation, failure to make corrections, etc.).

Suggested Registry Language:

- “[Verifier Name] failed to cooperate in fulfilling their field QA requirement for [QA Year], despite multiple attempts by [Provider Name] to coordinate. Specifically, [Verifier Name] failed to [reason for non-compliance].”
- “[Verifier Name] failed to cooperate in fulfilling their file QA requirement for [QA Year], despite multiple attempts by [Provider Name]. Specifically, [Verifier Name] failed to [reason for non-compliance].”

If a verifier is leaving the providership, be sure to change their status to **Probation-Disciplinary** or **Suspended-Disciplinary** prior to changing their status to **Terminated-Administrative**. This ensures that the next provider is aware of the verifier’s role in and accountability for the outstanding QA.

4. Notify the Rating Company (If Applicable)

If the verifier is employed by a rating company:

- Inform the company of the situation.
- Request their assistance in:
 - Gaining access to homes for field QA, or
 - Providing necessary documentation for file or field QA.

If the rating company is also uncooperative, the provider may request intervention by RESNET QA Staff. Please be prepared to share relevant correspondence before RESNET contacts the rating company.

5. Assess Impacted Ratings

Determine how many ratings are affected due to the verifier’s failure to participate in QA. Non-compliant, or impacted, ratings are defined as those not subjected to the required field QA review process. For example, if an RFI participated in 145 ratings and received only one field QA review before leaving for another job, the most recent 45 ratings are considered non-compliant.

6. Resolve Affected Ratings

Providers must take one of the following actions:

- Rescind the impacted ratings, OR
- Submit a QA plan to RESNET QA Staff for approval that demonstrates reasonable confidence that the ratings are compliant and can remain in the registry.
 - Once approved, the provider is responsible for fulfilling and documenting the fulfillment of the compliance plan.

Status Reconciliation After Failing to Participate in QA

If a verifier who was previously uncooperative wishes to return to good standing—either with the original provider or a new one—the following steps must be taken, at a minimum:

1. The verifier’s status should be listed as **Probation-Disciplinary**.

2. The provider should develop and implement a corrective action plan that the verifier must complete before any status change is considered.
 - a. This plan should:
 - i. Address the root cause(s) of the verifier's previous noncompliance,
 - ii. Outline clear expectations for improvement, and
 - iii. Include a method for verifying that the corrective actions have been successfully implemented.
 - b. Examples may include:
 - i. Increased rate of QA,
 - ii. Requirement that field QA be completed prior to registering new ratings,
 - iii. Require full documentation review prior to registering new ratings, and/or
 - iv. Other conditions outlined in the provider's policy manual.
3. Once the verifier has successfully completed the corrective action plan and the provider has documented fulfillment, their registry status may be updated to reflect their return to compliance.