



Training Course Catalog



Our courses are designed and taught by industry experts who have hands-on experience across the nation, bringing the most current and practical knowledge to our students. With 30 years of nationwide experience, we know the Sales, Customer Service and Technical training needed to drive the success of utility companies and energy efficiency professionals across the country. All training is highly customizable to clients' targeted needs. We offer engaging, interactive trainings that are delivered in person and web-based, making our courses highly convenient, effective and easy for students to retain.

BUSINESS COURSES FOR ENERGY EFFICIENCY PROFESSIONALS

Proactive Service – A Customer Service Training for Energy Efficiency Contractors

COURSE DESCRIPTION: Identifying the most common mistakes made by contractors when dealing with homeowners is key to a program's success. This course discusses not only how to resolve mistakes, but avoid them altogether. Contractors will increase their customer service skills by understanding how emotional intelligence can improve the effectiveness of their communication with homeowners. From the scheduling of the project to the completion of work and follow-up, this training provides the techniques needed to dramatically improve customer service.

FORMAT: Classroom
LENGTH: 4 hours
CEUs: BPI 1.25

Proactive Transactions – A Sales and Service Training for Energy Efficiency Professionals

COURSE DESCRIPTION: Effectively selling energy efficiency upgrades to homeowners means educating customers about how the upgrades help them, in a way they understand. The course is designed to finesse the skills that encourage customers to take action, and upgrade their homes with multiple energy efficient improvements. From the first point of contact on the phone to the estimate, completion of work, and follow-up, this training provides key tactics for sales, customer service and retention. As a result of this training, contractors will realize improved conversion rates and better understand how emotional intelligence can improve the effectiveness of their technical delivery.

FORMAT: Classroom
LENGTH: 1 day
CEUs: BPI 2.5

Proactive Transactions – HVAC: A Sales and Service Training for HVAC Contractors in Energy Efficiency Programs

COURSE DESCRIPTION: HVAC contracting companies of any size can help their customers (and their own operations) by selling high-efficiency HVAC equipment. This class teaches how to explain the features and benefits

of such equipment, and effectively influence customers. The class covers practical communication techniques and strategies that contractors can use to build positive, trusting relationships with their customers. Through multiple scenarios, students try out the techniques and strategies in the “safe confines of the classroom, observe fellow students doing the same, and exchange feedback.

FORMAT: Classroom
LENGTH: 4 hours
CEUs: BPI 2

The Business of Home Performance

COURSE DESCRIPTION: This impactful course addresses best business practices for success in the industry. Participants will have an opportunity to create actions and possibly new directions for their company. They will create their own workbook to take back to the office and apply new ideas to improve day to day strategy and operations.

FORMAT: Classroom
LENGTH: 1 day
CEUs: BPI 3.5

TECHNICAL COURSES

WEATHERIZATION

Advanced Air Sealing

COURSE DESCRIPTION: This course introduces advanced air sealing approaches with special focus on locating difficult leakage sites to achieve a high air leakage reduction. Students learn to identify critical air pathways that are often overlooked when conducting conventional air sealing.

FORMAT: Classroom
LENGTH: 4 hours
CEUs: BPI 2

Air Sealing and Insulation

COURSE DESCRIPTION: A combination of one classroom day with two field days, this course covers health and safety, building science basics, air sealing applications, blower door testing, infrared thermography, insulation applications and dense-packing. It helps students successfully conduct diagnostic testing, select proper materials, and use proper installation techniques.

FORMAT: Classroom / Field
LENGTH: 3 days
CEUs: BPI 12

Dense Pack

COURSE DESCRIPTION: This course combines lecture, demonstration and hands-on practice. The lab and field portion covers background, preparing for dense-pack, drilling and probing, calibrating the blowing machine, blowing and testing, plugging drill holes and other post-install tasks.

FORMAT: Classroom / Lab / Field
LENGTH: 1 day
CEUs: BPI 4

Whole House Mechanical Ventilation

COURSE DESCRIPTION: This course covers how to select, design, install

and inspect whole-house mechanical ventilation systems.

FORMAT: Webinar
LENGTH: 1.5 hours

“Best instructor I've had.
Very good at explaining
everything.”

— Anonymous Attendee

BPI EXAM PREPARATION

A/C Heat Pump Professional

COURSE DESCRIPTION: Designed for experienced HVAC technicians, this course covers advanced duct diagnostics, system airflow, refrigerant charge, electrical, controls, design, service, installation, and commissioning to prepare students for BPI written and field exams. Students must hold an EPA 608 Core Certification and an EPA 608 Level Two Certification OR a Universal CFR608 Certification.

FORMAT: Classroom
LENGTH: 3 days

Building Analyst Refresher Training

COURSE DESCRIPTION: For anyone preparing to take the exam, this course re-introduces the core and advanced concepts of the Building Analyst Professional certification and reinforces the foundation of conducting an energy assessment.

FORMAT: Classroom / Field
LENGTH: 3 days
CEUs: BPI 10.5

Building Analyst Professional

COURSE DESCRIPTION: This essential course prepares students for BPI's

written and field exams. It covers general health and safety requirements, house as a system, building science, basic building diagnostics, calculating heat/cooling loss, and combustion appliance testing. Students will address a comprehensive range of interrelated building issues and be able to recommend appropriate efficiency measures.

FORMAT: Classroom / Field
LENGTH: 5 days
CEUs: BPI 11.5

Envelope Professional

COURSE DESCRIPTION: Designed for candidates preparing to take BPI's Envelope Professional written and field exams, this course addresses advanced building envelope and duct diagnostics evaluation, selection of appropriate materials, and repair skills.

FORMAT: Classroom / Field
LENGTH: 5 days

Heating Professional

COURSE DESCRIPTION: This essential course covers advanced forced air and boiler heating system diagnostics, evaluation, and load calculations; providing recommendations, and repair skills. It also prepares candidates for BPI's Heating Professional written and field exams.

FORMAT: Classroom / Field
LENGTH: 5 days

Whole House Air Leakage Control Installation

COURSE DESCRIPTION: An exam preparation “must,” this course introduces skills and principles necessary for working in the home weatherization and/or energy retrofit industry. Topics covered include how to install air sealing and insulation materials safely and effectively, basic weatherization skills, and preparation for BPI's practicum exam.

FORMAT: Classroom / Lab
LENGTH: 3 days

COMBUSTION SAFETY

Elements of Combustion Safety

COURSE DESCRIPTION: This flexible-format course introduces the basic elements of combustion safety, including the combustion appliance zone (CAZ), carbon monoxide (CO), spillage, and draft and gas leak detection. An additional half day of field training is also available.

FORMAT: Classroom / Lab / Field
LENGTH: 4 hours (or 8 hours if field training included)
CEUs: BPI 3.75 (8 hours)

Combustion Safety - Module 1 - Combustion Fundamentals

COURSE DESCRIPTION: This course reviews the combustion process of residential heating equipment. Participants learn how to identify combustion by-products and their effects on health and home. This class also addresses how to use ANSI venting categories and how to identify combustion appliance zones.

FORMAT: Webinar
LENGTH: 1 hour
CEUs: BPI up to 1

Combustion Safety - Module 2 - Combustion Safety Testing Overview, Testing Gas Ovens

COURSE DESCRIPTION: Participants will be introduced to strategies for working with customers. They will learn common reasons for appliance back drafting. The course reviews test procedures and locations for testing gas ovens. Learning how to make proper recommendations based on oven test results is also included.

FORMAT: Webinar
LENGTH: 1 hour
CEUs: BPI up to 1

Combustion Safety - Module 3 - Testing for Worst Case Depressurization and Spillage

COURSE DESCRIPTION: This course reviews BPI procedures for testing vented appliances. It covers how to establish a baseline and set up the home for worst-case conditions. Participants learn how to measure spillage and interpret the results.

FORMAT: Webinar
LENGTH: 1 hour
CEUs: BPI up to 1

Combustion Safety - Module 4 - Measuring Draft and Carbon Monoxide

COURSE DESCRIPTION: Mastering how to locate proper test locations is covered in this course. Examples are used to compare test results to BPI standards. CO safety standards are also reviewed.

FORMAT: Webinar
LENGTH: 1 hour
CEUs: BPI up to 1

“Excellent! The course was easy to follow, entertaining, and presented the information from a “common sense” perspective. Well done!”

— Max McKinney

Combustion Safety - Module 5 - Action Levels, Determining a Work-Scope and “After Testing”

COURSE DESCRIPTION: This webinar guides participants through developing a work scope to address real and

potential problems. It also covers how to leave the house in proper condition after the testing is completed.

FORMAT: Webinar
LENGTH: 1 hour
CEUs: BPI up to 1

Combustion Safety - Module 6 - Combustion Air

COURSE DESCRIPTION: This course addresses NFPA and NFGC code requirements. Participants will work through examples using both the Standard Method and the Known Air Infiltration Rate Method.

FORMAT: Webinar
LENGTH: 1 hour
CEUs: BPI up to 1

Gas Leak Detection

COURSE DESCRIPTION: In this course, participants learn why detecting natural gas and propane leaks in the home is important, and understand the proper equipment to use, the appropriate way to identify gas leaks, how to tag and report a leak, and how to keep equipment running effectively.

FORMAT: Webinar
LENGTH: 1 hour
CEUs: BPI up to 1

INTRODUCTORY

Building Science Basics

COURSE DESCRIPTION: The link between building science and home performance is introduced in this course. Students learn ways to ensure the health and safety of everyone associated with building performance work, and understand the “house as a system” concept. Also covered are the effects that heat, air, and moisture can have on home performance and what can be done to control these effects.

FORMAT: e-Learning
LENGTH: 3 hours
CEUs: BPI 1.5 / AIA 3 / RESNET 3

Going Solar

COURSE DESCRIPTION: This class introduces the “whole-house” approach to home performance improvement and explores how it applies to residential solar energy. It presents ways to improve the home’s building envelope and mechanical systems, along with water and electricity usage, as part of an effort to make the home more efficient before installing a solar energy solution. Also discussed are the science behind solar technology, economics and how solar is a viable option for residential water heating and electricity.

FORMAT: e-Learning
LENGTH: 3 hours
CEUs: BPI 2.5

HVAC

A/C Heat Pump Professional

COURSE DESCRIPTION: Designed for experienced HVAC technicians, this course covers advanced duct diagnostics, system airflow, refrigerant charge, electrical, controls, design, service, installation, and commissioning to prepare students for BPI written and field exams. Students must hold an EPA 608 Core Certification and an EPA 608 Level Two Certification OR a Universal CFR608 Certification.

FORMAT: Classroom
LENGTH: 3 days

Efficient HVAC Systems

COURSE DESCRIPTION: This one-day course combines lecture and demonstration to cover the following topics: heating and cooling equipment sizing, duct design and installation, duct leakage and duct sealing, airflow testing, equipment efficiency ratings, venting categories, heating and cooling loads (Manual J), gas leak detection (and gas meters), and combustion safety testing. Upon completion, students will be able to better identify

problems in the field, and conduct diagnostic testing according to industry standards.

FORMAT: Classroom
LENGTH: 1 day
CEUs: BPI 4

HVAC - How to Verify a Load Calculation

COURSE DESCRIPTION: The course instructor breaks a load calculation into its basic parts and reviews the parameters to which inputs for each section would have to conform. Site data, component areas, infiltration values, duct leakage, u-factors, Solar Heat Gain Coefficients, and internal gains will be examined. The instructor lays out the reasonable or acceptable values for each of these categories.

FORMAT: Classroom
LENGTH: 1.5 hours
CEUs: RESNET .75

HVAC - Basics of Duct Design

COURSE DESCRIPTION: This course covers the information required to calculate a duct design. It then introduces the terms and definitions a novice duct designer needs to know. The class will work through all of the required steps, formula by formula from a room-by-room load calculation to a friction rate that can be used to size ducts correctly.

FORMAT: Classroom
LENGTH: 1.5 hours
CEUs: RESNET .75

HVAC - Basics of Equipment Selection

COURSE DESCRIPTION: With a focus on the importance of using ACCA Manual S methods for sizing heating and cooling equipment to a calculated heating and cooling load, participants in this class will see how to match a system’s Btu output to the load, verify fan performance, and understand the nuances of accurately sizing cooling and heat pump equipment.

FORMAT: Classroom
LENGTH: 1.5 hours
CEUs: RESNET .75

HVAC - Basics Behind Load Calculation

COURSE DESCRIPTION: The class examines the basics of the Second Law of Thermodynamics and how this law is applied to determine how much heating and cooling will be required at design conditions to keep a house comfortable. The instructor will review conduction, convection, radiation and the formulas that define them, along with explaining how they are used in conjunction with areas and infiltration values to illustrate how load calculations work.

FORMAT: Classroom
LENGTH: 1.5 hours
CEUs: RESNET .75

“The sales training class was a stark marker for when I really started to increase my conversion rate. It absolutely turned on a switch... I think your sales training class was the most useful class I’ve ever taken”

— Zachary Maule

HVAC - ANSI HVAC Quality Installation Standard

COURSE DESCRIPTION: An in-depth look into ACCA Standard 5, this course reviews all six sections from the Introduction, Purpose and Scope to the

Appendices. This module calls upon requirements of Manuals J, S, D, and T to guide an HVAC technician through the steps required to ensure a quality HVAC installation.

FORMAT: Classroom
LENGTH: 1.5 hours
CEUs: RESNET .75

System Installation and Commissioning

COURSE DESCRIPTION: This one-day course covers sound industry installation practices that are necessary to realize the HVAC system design. Students will understand the use of ACCA QI standards for acceptable equipment performance, testing and documentation; identify common myths and fallacies related to HVAC system installation; and identify common areas of failure in HVAC system installation.

FORMAT: Classroom
LENGTH: 1 day
CEUs: BPI 3.75 / AIA 7 / NATE 8

Systems Design

COURSE DESCRIPTION: This class examines the value of the ACCA HVAC system design process, describes the purpose and provides direction for the use of the ACCA Manuals J, S, and D; and shows how to use ACCA-provided instructions, worksheets, and information to calculate and design an optimal residential HVAC system.

FORMAT: Classroom
LENGTH: 1 day
CEUs: BPI 3.5 / AIA 7 / NATE 7

HVAC - Air Source Heat Pump - Module 1 - Basics, Fundamentals and Observation Skills

COURSE DESCRIPTION: The module reviews basic science in relation to HVAC appliances. It works with fundamentals of HVAC components to identify different fuels, venting, AFUE and distributions. It also addresses the right questions to ask and how

to involve the customer, and reviews correct use of label information.

FORMAT: Webinar
LENGTH: 1 hour

HVAC - Air Source Heat Pump - Module 2 - Heating Components, Boilers

COURSE DESCRIPTION: The instructor delves into the details of these parts and systems: gas and oil boiler appliances and steam boilers. Also covered is a review of differences between a thermostat and an aquastat.

FORMAT: Webinar
LENGTH: 1 hour

HVAC - Air Source Heat Pump - Module 3 - Heating Components, Forced Air and Domestic Hot Water Systems

COURSE DESCRIPTION: This module covers the details involving these parts and systems: gas and oil forced air appliances, domestic hot water, steam boilers.

FORMAT: Webinar
LENGTH: 1 hour

HVAC - Air Source Heat Pump - Module 4

COURSE DESCRIPTION: Participants will learn about air source heat pumps, how refrigerant cycles work, and what happens if a reversing valve is in place. The module discusses the different types of systems, set points and back-up heat. Students will understand what the inspector needs to inspect for, and will gather information to input into a data collection form.

FORMAT: Webinar
LENGTH: 1 hour

HVAC Air Source Heat Pump Maintenance

COURSE DESCRIPTION: This course provides the review from ACCA Standard 4, maintenance of residential

HVAC systems in conjunction with proper measurement data collection and analysis of Air Conditioning and Air Source Heat Pumps (ASHPs). It covers different ASHP components, such as the reversing valve, defrost board, and crank case heater and how to check their functionality.

FORMAT: Webinar
LENGTH: 1.5 hours
CEUs: BPI .75

MULTIFAMILY

Multifamily Auditor

COURSE DESCRIPTION: This webinar reviews health and safety, styles of multifamily buildings and their history, utilities, gas and electric meters, and baseload energy. It presents a review of documents and processes for handling administration of building security. The training builds on knowledge of working with building plans and drawings, inspections, diagnostics, zones, large mechanical rooms for CST, and working with a building's micro climates. It addresses the unique challenges of working in multifamily buildings.

FORMAT: Webinar
LENGTH: 1.5 hours
CEUs: BPI .75

NEW CONSTRUCTION

RESNET HERS Rater

COURSE DESCRIPTION: Designed for anyone preparing to become a HERS Rater, this essential course is a thorough review of basic energy concepts, field experience (blower door and duct blaster), REM/Rate software, and home energy ratings. Students prepare for and take the RESNET online exam, the essential first step toward becoming a certified HERS Rater.

FORMAT: Classroom
LENGTH: 6 days
CEUs: BPI 20